Health Facility Guidelines

Template - Role Delineation Matrix

XYZ Hospital, Sharjah Healthcare City

Introduction:

Role Delineation refers to a level of service that describes the complexity of the clinical activities undertaken by that service. The level is determined by the presence of medical, nursing and other health care personnel who hold qualifications compatible with the defined level of care.

Each level of service has associated minimum standards, support services and staffing profiles considered appropriate.

Role Delineation is a process that ensures that clinical services are provided safely and are appropriately supported by the provision of adequate staffing numbers and profiles, minimum safety standards and other requirements.

Levels of service range from 1–6 for each major clinical activity or support service associated with health facilities, with Level 0 referring to the lowest complexity service and Level 6 describing the most complex.

Those services not identified will generally follow the Role Delineation of the particular hospital or facility they are applicable to. A hospital or health care facility is deemed to be at a particular level when the majority of clinical and support services provided are of that particular level.

SPECIALITIES AND SUBSPECIALITIES

MEDICAL			SURGICAL		
Generalist	Type I Subspecialties	Type II Subspecialties	Generalist	Type I Subspecialties	Type II Subspecialties
▪ Physician	▪ Cardiology ▪ Dermatology ▪ Endocrinology ▪ Gastroenterology ▪ Geriatric medicine ▪ Neurology ▪ Renal Medicine ▪ Rheumatology ▪ Venereology ▪ Pediatrics ▪ Respiratory Medicine	▪ Clinical Hematology ▪ Clinical Microbiology ▪ Immunology ▪ Medical Oncology ▪ Palliative Care ▪ Radiotherapeutic Oncology ▪ Genetics ▪ Clinical Infectious Diseases	▪ General Surgeon	▪ Ear, Nose and Throat ▪ Obstetrics and Gynecology ▪ Ophthalmology ▪ Orthopedics ▪ Urology	▪ Cardiothoracic ▪ Neurosurgery ▪ Plastic surgery ▪ Transplant Surgery ▪ Vascular Surgery ▪ Burns

ROLE DELINEATION LEVEL (RDL) – INPATIENT SERVICES

1	Outpatient care – RN and visiting GP. In remote areas possibly support via telephone
2	Outpatient and inpatient care – plus 24-hour GP cover and limited visiting general specialists for outpatient services only
3	Outpatient and inpatient care – plus visiting general specialists (low risk obstetrics and elective surgery)
4	Outpatient and inpatient care – plus resident general specialists, visiting Type I subspecialists, junior medical staff
5	Outpatient and inpatient care – plus visiting Type II subspecialists, some medical staffing, High Dependency Unit (HDU). May include some research and training.
6	Statewide services, including Type II subspecialists and research/education/training

ROLE DELINEATION LEVEL (RDL) – AMBULATORY CARE SERVICES

1	GP only
2	GP and outpatient clinic at discharge hospital; limited access to generalist domiciliary nursing
3	Visiting specialists; some hospital avoidance/hospital substitution; some early discharge services; access to generalist domiciliary nursing and some allied health
4	Links with Home and Community Care services; Increasing range and complexity of hospital avoidance/substitution/early discharge; chronic disease programs; visiting medical specialist; good access to generalist allied health/nursing staff
5	Specialist medical/nursing/allied health staff; increased range and complexity; HACC integration; enhanced diagnostics; teaching and training role
6	Research role; fully integrated ambulatory care services; fully integrated diagnostics

ABBREVIATIONS

ED	Emergency Department	DUE's	Drug Usage Evaluation	ICU	Intensive Care Unit	RMO	Registered Medical Officer
BBV	Blood Borne	EEG	Electro-encephalogram	LUCS	Lower Uterine Caesarean Section	RM	Registered Midwife
CCU	Coronary Care Unit	EMG	Electro-myleogram	MRI	Magnetic Resonance Image	RN	Registered Nurse
CD	Communicable Disease	ENT	Ear, Nose and Throat	O&G	Obstetrics and Gynecology	SP	Speech Therapist
CDC	Child Development Centre	GEM	Geriatric Evaluation Management	OR	Operating Room	SRN	Senior Registered Nurse
CHN	Child Health Nurse	GP	General Practitioner	OT	Occupational Therapist	STI	Sexually Transmitted Infection
COPMI	Children of Parents with Mental Illness	HACC	Home and Community Care	PET	Positron Emission Tomography		
CT	Computerized Axial Tomography	HDU	High Dependency Unit	PT	Physiotherapist		

	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Medical Services						
General				√		
Cardiology						
Endocrinology						
Geriatric						
Neurology						
Renal – General						
Renal – Dialysis						
Oncology						
Radiation Oncology						
Respiratory						
Palliative Care						
Gastroenterology						
Surgical Services						
General				√		
ENT						
Gynecology				√		
Ophthalmology						
Orthopedics						
Urology						
Cardiothoracic						
Vascular surgery						
Neurosurgery						
Plastics						
Burns						
Emergency/Trauma Services						
Emergency Department						
Urgent Primary Care						
Obstetrics				√		
Pediatrics Services						
Pediatrics						
Neonatology				√		
Rehabilitation Services						
Rehabilitation						

	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Continuing Care Services						
Community Assessment						
Prevention and Promotion Services						
Environmental Health Health Protection including food, air, water, radiation, pharmaceutical, pesticides and mosquito borne diseases						
Communicable Disease Control ▪ Includes food and water borne diseases, vaccination programs, STIs and BBVs						
Child and Community Health ▪ Community Health Services, School Health Services, Child Health Services, Child Development Services						
Health Promotion Primary prevention including lifestyle diseases and injury prevention						
Breast Screen ▪ Screening and assessment						
Cervical ▪ Health promotion, screening awareness, maintain cervical cytology register						
Genomics ▪ Education, research						
Primary Care Services						
GP based Community nursing						
Ambulatory Care Services						
Surgical						

	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Medical						
Rehabilitation						
Continuing Care						
Pediatrics						
Obstetrics						
Child and Adolescents Mental Health, Adult Mental Health, Older Persons Mental Health Services						
Mental health promotion and illness prevention						
Emergency services (hospital based)						
Inpatient services						
Community clinical based services						
Day therapy services (hospital based)						
Community non clinical support programs						
Intermediate care						
Mental Health Services						
Forensic						
Maternal						
Neurological						
Alcohol and Drug						
Other Eating disorders						
Clinical Support Services						
Pathology				√		
Radiology				√		
Pharmacy				√		
ICU/HDU				√		
Pediatric ICU						
CCU						
Anesthetics				√		
Operating Theatres						
Training and Research						