

ROUGH  
DRAFT

DRAFT COPY

M E M O R A N D U M

January 31, 1972

TO: Consumer Health Information & Protection Agency

FROM: Alan P. Brownstein

SUBJECT: ~~Profitable Divisions~~ <sup>Suggested Revisions</sup> of Hospital Profiles

---

- IV. A. Does board member belong to another hospital board.
- B. What is nature of board member's business?
- C. <sup>ETHNIC</sup> ~~Some~~ breakdown of board members.
- VI. A. Under facilities and services-type of treatment should be specified if hospital has narcotic unit (*meth, main, meth, detox, etc.*)
- D. Under hospital employees, the following additional information should be ascertained:
- How many social workers?
  - Racial breakdown of staff.
  - Is hospital union or non-union? If union, which one, and what job classifications are protected by collective bargaining?
- VII. Instead of maternity, the classification OB- GYN-abortion should be used. Adolescent care should be added.
- VIII. A. Does hospital have triage system?
- B. What are the hours of medical records, pharmacy, radiology, and labs.
- C. What is the incidence of dumping?
- D. What are the days and hours of OPD (published and effective)?
- Is there an appointment system?

E. What is the waiting period for initial visits and follow up visits?

F. Does medical center have family health center?

G. What are the number of M.D.s per shift?

H. Are patients treated with dignity?

-Are employees attitudes regularly evaluated?

-What responsibility does union have in promoting positive worker/patient relations?

-Is there grievance procedure for patients?

-Is there an availability of multi-lingual interpreters?

-Is educational literature (multi-lingual) available?

X. <sup>Medical</sup> ~~Ethnic~~ staff profile should include <sup>ethnic</sup> ~~ethnic~~ breakdown. Also the number of <sup>foreign</sup> ~~five~~ medical graduates should be noted.

XI. Chief of service/director profiles should include associate chiefs and other administrative staff. Profiles should <sup>include</sup> ~~include~~ ethnic breakdowns, and salaries. It should also be determined whether or not these offices ~~are~~ are affiliated with other hospitals. If so, how is time divided?

XII. Under sources of income, workmen's compensation should be included.

XIII. Staff to patient ratio should be separated on an inpatient and out-patient basis. Suggested equivalency ratio  $\rightarrow$  five OPD and/or ER visits equal one inpatient day. Consider exploring other indices such as nursing costs, square footage, etc.

XIV. Involvement of minority workers and contractors should be examined <sup>for expansion</sup> ~~for expansion~~

XV. All consumer information should be multi-lingual.

XVI. A. Medical school affiliation should include examination of minority admission policy and number of minority faculty and board members.

XVII. An additional section should include an examination of the availability of training in hospital ( career ?, orientation, etc.)