

OPERATING POLICY AND PROCEDURE
Hospital

TITLE: Patient Treatment Safety Concerns

NUMBER: 01-02-26

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PURPOSE:

To establish guidelines for notification of key personnel and physician(s) when patient care/treatment safety concerns are identified or to clarify a questionable order.

PROCEDURE:

1. Patient care concern identified.
2. Person in charge within department and on nursing units should be notified.
3. Attending physician (or on-call physician) is notified by nurse and/or appropriate clinician. There may be times when it is appropriate to contact a physician currently consulting on the patient.
4. In most cases patient care/treatment concerns will be resolved at this level. However, if not the following measures should be taken as the patient's advocate.
 - a) Contact the unit Department Director or the House Manager.
 - b) The Director or House Manager will contact the physician with specific concern(s). Another option would be to consult a partner of the physician involved if they are on the unit or known to be in the hospital.
 - c) If not resolved at this level the Director or House Manager will contact the Medical Director for the unit. If the unit does not have a Medical Director the appropriate Department Chair will be contacted.
 - d) If unable to resolve as described in item c (i.e. unavailability), the Vice President of Medical Affairs or the Chief of Staff should be notified, until resolution is achieved.
 - e) Complete an occurrence report detailing the facts and actions taken.

EFFECTIVE DATE: May 26, 2001

NEXT REVIEW DATE: 5/05 Ey 2 years

AUTHORIZED BY: Medical Executive Committee

REVIEWED BY: Risk Management

SOURCE:

DATE(S) REVIEWED: 5/01/03

NO. AND DATE(S) REVISED: