

HIGH DESERT HEALTH SYSTEM AMBULATORY SURGICAL CENTER

SUBJECT: II-105 NURSING CHAIN OF COMMAND	POLICY #: 1047
	VERSION: 1
APPROVED BY: ASC Approvers	
DATE APPROVED: 06/28/2016	

PURPOSE: To provide a process to address concerns of patient care where the quality of care or safety of the patient is in question in the Ambulatory Surgical Center (ASC).

POLICY: All ASC nursing staff is responsible to advocate for the patient at all times. Each has the responsibility to implement the chain of command procedure to resolve issues when the safety of the patient becomes affected, or the delivery of patient care may result in an adverse patient outcome.

PROCEDURE:

When a licensed nurse who implements physician orders determines that such orders, if carried out, may be injurious to the health and welfare of the patient, the nurse must ensure that the following steps are taken:

- a. Discuss the situation with co-workers to validate the assessment of the situation.
- b. Thoroughly review the patient's medical history including past medical history, presumptive diagnosis, chief complaints, and any available diagnostic data.
- c. Attempt to resolve the issue, within one's scope of practice, with the ordering provider by asking for clarification and pointing out concerns of potential risk to patient safety.
- d. If concerns still exist contact the appropriate nursing supervisor and explain the issue and the provider's response.
- e. The nursing supervisor will contact the provider and attempt to resolve the issue. If unsuccessful, and concerns still exist the supervisor will contact the nurse manager and explain the issues and the provider's response.
- f. The nurse manager will review the issues, contact the provider if appropriate, and attempt to resolve the issue.
- g. If the nurse manager continues to have concerns after speaking to the provider, the manager will contact the Chief of Surgery, if a surgeon is involved or the Chief of Anesthesia, if Anesthesia staff are involved, and attempt to resolve the issue.

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- h. If the nurse manager continues to have concerns after speaking to the Chief of Surgery/ Chief of Anesthesia, the manager will contact the ASC Medical Director to attempt resolution of the issue.
- i. Until the issue has been satisfactorily resolved, the nurse will **not** carry out the provider’s order as written.
- j. Document the event in the SI reporting system.

REFERENCE:

Olive View Medical Center, Department of Nursing Policy & Procedure, Chain of Command. 02/2010

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