



High Desert Health System POLICY AND PROCEDURE

POLICY NUMBER: 644
VERSION: 1

SUBJECT: RESOLUTION OF DISAGREEMENT BETWEEN MEDICAL STAFF AND OTHER HOSPITAL STAFF DEALING WITH PRESCRIBED PHARMACEUTICALS

TITLE: Resolution of Disagreement between Medical Staff and Other Staff Dealing with Prescribed Pharmaceuticals.

SECTION: Care of Patients

PURPOSE: To facilitate resolution of disagreement between prescribers and other staff regarding use of pharmaceuticals in treatment of patients at High Desert Health System.

POLICY: It is the responsibility of all staff to ensure the safety of patients.

When pharmaceuticals prescribed by a physician or surgeon are perceived to be potentially harmful to a patient, hospital staff will follow the specific line of communication set forth in this policy.

At no time prior to the satisfactory resolution of the concern will the hospital staff member dispense or administer the pharmaceutical under concern.

PROCEDURE:

Staff members covered by this policy:

The following staff members are subject to carrying out pharmaceutical orders and are therefore covered by this policy: LVNs, RNs, pharmacists, respiratory therapists, occupational therapists, dietitians, and physical therapists.

Steps to Follow In Resolution of Conflict:

When a staff member determines that a pharmaceutical order may be injurious to the health and welfare of a patient, the staff member shall:

Contact the prescriber, verbalize concerns and seek clarification or change in the order for the pharmaceutical.

If the prescriber is not available for discussion, the staff member will discuss the problem with the physician covering the prescriber's patients.

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If the staff member still has concerns regarding patient safety or the appropriateness of the order, the staff member will contact the relevant Chief of Service (e.g. Ambulatory Care, Medicine, Pediatrics, Surgery)

If the Chief of Service is not available, or if the concern is not resolved after discussion with the Chief, then the staff member will contact the Medical Director.

If the Medical Director is not available, or if the concern is not resolved after discussion, then the staff member will contact the Chief Executive Officer.

Reporting Requirement:

The staff member will complete a multidisciplinary medication event tracking tool report and forward it to the Pharmacy department. The medical and other staff are not to record the conflict and any details of the conflict in the medical record.

<u>Staff Member Category</u>	<u>First Person Contact</u>	<u>Third Person Contact</u>	<u>Fourth Person Contact</u>	<u>Fifth Person Contact</u>
LVN	RN Charge Nurse			
RN	Prescriber	Chief of Service	Medical Director	CEO
Pharmacist	Prescriber	Chief of Service	Medical Director	CEO
Respiratory Therapists	Prescriber	Chief of Service	Medical Director	CEO
Occupational Therapist	Prescriber	Occupational Therapy Supervisor if available	Chief of Service	Medical Director
Physical Therapist	Prescriber	Physical Therapy Supervisor, if available	Chief of Service	Medical Director
Dietitian	Prescriber		Chief of Service	Medical Director

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