



Department of Nursing POLICY AND PROCEDURE

POLICY NUMBER: 247
VERSION: 1

SUBJECT: NURSING CHAIN OF COMMAND INVOLVING PATIENT CARE

PURPOSE: To provide a process to address concerns of patient care where the quality of care or safety of the patient is at question.

POLICY: All nursing staff is responsible to advocate for the patient at all times, and have 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 the nursing staff member who implements physician orders determines that such orders, if carried out, may be injurious to the health and welfare of the patient, the nursing staff member must ensure that the following steps are taken:

- a. Discuss the situation with peers 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 and 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 Nurse Manager will contact the Assistant Nursing Director, Administration, or the Chief Nursing Officer, who will contact the Medical Director to attempt to resolve the issue.

POLICY NO: 247	SUBJECT: NURSING CHAIN OF COMMAND INVOLVING PATIENT CARE	Page 2 of 2
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- h. Until the issue has been satisfactorily resolved, the nurse will **not** carry out the provider's order as written.
- i. Document the event in the PSN reporting system.

REFERENCE:

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

Approved By: Susan Knapp (CHIEF NURSING OFFICER I)	
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