



High Desert Health System POLICY AND PROCEDURE

POLICY NUMBER: 742
VERSION: 1

SUBJECT: DISAGREEMENT BETWEEN PROVIDER AND NURSING STAFF - ASSOCIATED WITH PATIENT CARE

PURPOSE: To provide clear guidelines to be used by nursing personnel, when disagreements exist regarding care and/or treatment of patients at all High Desert Health System clinics.

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

Nursing personnel shall follow a specific line of communication to resolve disputes with providers regarding prescribed care or treatment that are perceived to be harmful, detrimental or have the potential to result in adverse patient-related outcomes.

PROCEDURE:

1. When any member of the nursing staff, and in particular licensed staff who implement providers' orders, believes or determines that the providers' orders, if carried out, may be injurious to the health and well-being of the patient, they must:
 - a. Become familiar with the patient's history, diagnostic tests results, diagnosis, treatment plan and.
 - b. Directly contact the provider who wrote the order, convey their concern and seek clarification or change in the order.
2. If the concern still exists after direct discussion with the provider, the nurse will notify their supervisor or Nurse Manager. The supervisor or Nurse Manager will review the issue and concerns and, if indicated, will contact the provider to attempt resolution of the disagreement. During off-hours, weekends and holidays, the Administrative Nurse on call will be contacted and will act on behalf of the supervisor or Nurse Manager to attempt to resolve the disagreement.
3. If the concern still exists after intervention by the supervisor or the Nurse Manager or Administrative Nurse on call, they should elevate the issue to the level of the Chief Nursing Director who will:
 - a. Review the issues and concerns with the involved nursing staff.

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- b. Contact the Chief of Service or Medical Director and discuss the nature of the dispute including perceived, real or potential adverse consequences to the patient;
 - c. Request intervention by the Chief of Service/Medical Director or other guidance on resolving the issue, and
 - d. Communicate the agreed upon course of action to the nursing staff.
4. At no time prior to the satisfactory resolution of the nurse-provider disagreement over the appropriateness or safety of the patient care, will the nurse administer any prescribed treatment or medication, which is the focus of such concern. Safe patient care must remain a nursing function and the patient should be given appropriate information regarding any delay in care and treatment.
5. Disputes must not be documented in the Medical Record. Documentation of the dispute is appropriately completed, utilizing either the Statement of Concern and forwarded, to either Quality/Risk Management, for review and follow-up, if required and/or by completing a PSN report.

Approved By: Susan Knapp (CHIEF NURSING OFFICER I)	
Date: 01/30/2014	Original Date: 03/08/2004
Reviewed: 01/04/2016	Next Review Date: 01/04/2017
Supersedes:	