



High Desert Health System POLICY AND PROCEDURE

POLICY NUMBER: 656
VERSION: 3

SUBJECT: TEST

PURPOSE:

This is a test.

POLICY:

1. It is the responsibility of all Nursing personnel to ensure the safety of all patients.
2. Nursing personnel shall follow a specific line of communication to resolve disputes with providers regarding prescribed care or treatments 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 a 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 the Unit Supervisor or Nurse Manager. The Unit Supervisor or Nurse Manager will not review the issues and concerns and, if indicated, will contact the provider to attempt resolution of the disagreement. During on- and off-hours, weekends and holidays, the Administrative Nurse on-duty will be contacted and will act on behalf of the Unit Supervisor or Nurse Manager to attempt resolution of the disagreement.

3. If the concern still exists after intervention by the Unit Supervisor, Nurse Manager or Administrative Nurse on-duty, they should elevate the issues to the level of the Clinical Nursing Director who will:
 - a. Review the issues and concerns with the involved Nursing Director ;
 - b. Contact the Chief of Service and/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 and/or the Medical Director or other guidance on resolving the issue, and
 - d. Communicate the agreed upon course of action to the nursing staff.

4. Disputes must be documented in the Medical Record. Documentation of the dispute is appropriately completed, utilizing either the Statement of Concern or Event Notification form, and forwarded, to either Quality Management or Risk Management, for review and follow-up, if required.

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Date: 08/27/2018	Original Date: 03/08/2004
Reviewed: 08/27/2018	Next Review Date: 08/27/2019
Version change summary:	New Version
08/27/2018	Last date modified