

MHHS
MEMORIAL HERMANN HOSPITAL AND MEMORIAL HERMANN CHILDREN'S HOSPITAL
POLICY AND PROCEDURE MANUAL

POLICY TITLE: Chain of Command

CATEGORY: Administration
INDEX NUMBER: ADM-00030
ORIGINAL DATE: 5/28/2003
LAST REVIEW DATE: 1/6/2006
SUPERCEDES: 6/03

POLICY PURPOSE:

- 1.1 To provide a mechanism for reporting and/or resolving patient, physician or clinical concerns.

2. POLICY STATEMENT:

A staff member who has been unable to resolve a problem with a patient or physician or has concerns over care being administered falling with community standards of practice shall follow the chain of command.

Chain of Command:

1. Staff Member
2. Charge Nurse, Manager, Immediate Supervisor
3. Department Director, Nursing Director, Operations Administrator
4. Chief Nursing Officer, Administrator on Call

Physician Chain of Command:

1. Attending Physician or designee
2. Chief of Service/Section
3. Medical Staff President
4. Chief Medical Officer

3. PROCEDURE:

STAFF MEMBER

1. Notify Charge Nurse and/or Manager of issue. Continue notification to the next highest level until issue resolved or agreement reached.


CHARGE NURSE, MANAGER, IMMEDIATE SUPERVISOR

2. Gather pertinent information regarding issue and take action to resolve including talking with Attending Physician. If unable to resolve issue, notify Department Director, Nursing Director, and/or Operations Administrator.

DEPARTMENT DIRECTOR, NURSING DIRECTOR, OPERATIONS
ADMINISTRATOR


3. Attempt to resolve issue with Attending Physician. When issue cannot be resolved, notify Chief of Service/Section.
4. When Chief of Service/Section cannot be notified or cannot resolve the issue, notify Medical Staff President.
5. When the Chief of Staff is notified, the Chief Nursing Officer, Chief Medical Officer and Administrator on Call will also be notified.

APPROVED:




Christopher Lloyd
Vice President and Chief Operating Officer

Date: 1/4/2006



Heather J. Kopecky, RN, Ph.D., MBA, CNAA
Chief Patient Care Officer

Date: 1/4/2006



William T. Peruzzi, MD, SM, FCCM
Chief Medical Officer and
Assistant Vice President, Medical Affairs

Date: 1/4/2006