



Policies and Procedures

SECTION:	PATIENT CARE	POLICY NUMBER:	PC 02-c-005
SUB-SECTION:	Personnel and Medical Staff	EFFECTIVE DATE:	2013-06-19
SUBJECT:	Chain of Command/Escalation	LAST REVISION DATE:	2021-10-20

PURPOSE:

To clarify the process by which any regulated health care provider (RHCP) may access assistance for a patient issue or operational concern or in the event that the RHCP is unable to reach the most responsible physician (MRP).

DEFINITIONS:

Regulated Health Care Providers (RHCP): Health care professionals that are regulated by a College that acts as a governing body to set standards for knowledge, skills and behaviours under the Regulated Health Profession Act (e.g., Dietitian, Physician, Physiotherapist, Registered Nurse/Registered Practical Nurse, Registered Respiratory Therapist, Social Worker).

POLICY:

1. RHCP share the accountability for the well-being of patients and have a duty to act when concerned about a patient's condition or the appropriateness of the treatment program.
2. RHCP at Cornwall Community Hospital are responsible for identifying and appropriately addressing patient care and operational issues within the hospital.
3. Patient care and operational issues will be addressed through the Chain of Communication in the Patient Care Chain of Command and Escalation Process (Appendix A), until the concern is resolved.

PROCEDURE:

The RHCP will:

1. If the patient requires immediate medical attention initiate code response.
2. Use the Patient Care Chain of Command and Escalation Process, Appendix A.
3. If the RHCP disagrees with the care plan, refer to policy *Resolution of Concerns with the Interdisciplinary Team PC 02-d-073*.
4. Document in the patient health record:
 - a. Appropriate clinical observations
 - b. Assessments
 - c. Action (s) taken

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- d. Time of response
- 5. Complete an incident report as per *Incident Reporting, Investigation and Follow-up IM 10-045*.

APPENDICES:	A. Patient Care Chain of Command and Escalation Process
REFERENCE DOCUMENTS:	Incident Reporting, Investigation and Follow-up IM 10-045 Resolution of Concerns with the Interdisciplinary Team PC 02-d-073 St-Joseph's health Centre Toronto, Policy # SJ 04-01-01; Title: Chain of Communication
REPEALED POLICIES:	
APPROVAL PROCESS:	Interprofessional Practice Committee: 2021-07-20 Medical Quality Assurance Committee: 2021-09-30 Medical Advisory Committee: 2021-10-20
APPROVAL SIGNATURE:	Linda Gravel VP Patient Services and Chief Nursing Officer

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