



<b>Service Area:</b> Patient Care	<b>YALE NEW HAVEN HEALTH POLICY &amp; PROCEDURES</b>	
<b>Title: Chain of Command Communication</b>		
<b>Date Approved:</b> 4/5/2019	<b>Approved by:</b> System Clinical Council	
<b>Date Effective:</b> 4/10/2019	<b>Date Reviewed/Revised:</b> NEW	
<b>Distribution:</b> MCN Ellucid	<b>System Policy Type (I or II): I</b>	
<b>Supersedes:</b> BH: Communicating Patient Concerns Utilizing the Chain of Command GH: Chain of Command Issue Resolution GH: Chain of Command Issue Resolution Non-Clinical GH: Chain of Command Issue Resolution Clinical GH: GL-02 Chain of Command GH: Chain of Command LMH: Chain of Command Communication WH: None YNHH: Chain of Command - Clinical Escalation of Concern		

## PURPOSE

To provide guidance for the escalation of clinical and operational concerns impacting patient safety and quality using a chain of command.

## APPLICABILITY

This policy applies across Yale New Haven Health System (YNHHS), including Yale New Haven Health Services Corporation, and each of its affiliated entities, its affiliated hospitals (Bridgeport Hospital, Greenwich Hospital, Yale New Haven Hospital, Lawrence + Memorial Hospital, Westerly Hospital, and any other hospital that affiliates with YNHHS), its affiliated providers (including but not limited to Northeast Medical Group, The Grimes Center, and Visiting Nurse Association of Southeastern Connecticut), and each of their subsidiary entities.

## POLICY

- It is the policy of Yale New Haven Health that all patients receive quality care, that there be a process for the resolution of quality of care or safety issues, as well as a process for the resolution of staff/interdisciplinary conflicts. This process or administrative tool allows staff to expeditiously resolve safety, clinical, administrative, or other service issues.

## Chain of Command Communication

- All staff members who encounter any situation that appears to interfere with safe and/or efficient completion of work must take action to intervene to ensure the wellbeing and safety of our patients, our staff, and the institution.
- Yale New Haven Health prohibits any retaliation against individuals who escalate issues via the chain of command communication procedure. These actions are fully supported by Yale New Haven Health leadership and no retaliatory disciplinary action will be taken when an employee utilizes the Chain of Command.
- The clinical supervisory communication includes the employee's manager or off-shift clinical leader, the director of nursing/relevant service, through the delivery network hierarchy to the chief nursing officer or appropriate service administrator.
- The medical staff hierarchy includes the covering service, the attending physician responsible for the patient, the chief of relevant section, the department chair, to the chief medical officer.
- Non-clinical communication occurs through the organizational reporting hierarchy.
- If agreement on a plan of action is not reached, the issue is raised to the next level in the Chain of Command/hierarchy until:
  - The patient's clinical management is clarified
  - The operational issue is addressed or resolved
- The administrator on call may be contacted if concerns are unresolved after appropriate escalation occurs.
- Steps within the chain may be accelerated or skipped as necessary based on the urgency of the patient care or operational issue. A hospital employee or medical staff member is free to immediately escalate the communication to the patient's attending physician if necessary to meet the patient's need, and their escalation should be recognized and appreciated by the senior clinical or operational leader.
- Conflicts which are ethical in nature are addressed as outlined in the appropriate ethics policy.

## PROCEDURES

None

## Chain of Command Communication

### **REFERENCES**

The Joint Commission Comprehensive Accreditation and Certification Manual (Hospital, January 2019)  
Provision of Care, Treatment, and Services (PC) 02.01.05 The hospital provides interdisciplinary, collaborative care, treatment, and services.

### **RELATED POLICIES**

**None**