

DCN: HW - QP - 16

REVISION NO: 00

DATE EFFECTIVE: 01-01-09

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SUBJECT: GUIDELINES FOR RESOLVING PROFESSIONAL

PRACTICE PROBLEM/ISSUE

PURPOSE

- 1. To help identify and evaluate, communicate and resolve professional issues.
- 2. To provide professionals with an approach to develop solutions to issues in any context of practice.

LEVEL

VP-Medical Affairs, Nurse Supervisor, Head Nurses, Ethics Committee, All DPOTMH professional employees

DEFINITION

Professional Practice problem/issue - is any issue or situation that compromises client care/services. This can:

- 1. Interfere with the professional's ability to practice according to respective Professional Code of Ethics or Standards set by the employer;
- 2. have, or could have, an injurous effect on patient/clients;
- 3. is beyond the ability of the professional to resolve

Examples of Professional Practice Problems:

- 1. Staff that is inadequate in number, education or experience
- 2. lack of written policies or guidelines to provide directional
- 3. lack of required medical or other health care professionals
- 4. Conflict between professionals
- 5. communication problems
- 6. Lack of supplies or equipment

POLICY

- 1. These guidelines shall facilitate, confirm, communicate, document and resolve professional practice problems.
- 2. These guidelines shall protect clients from harm and ensure that they receive safe and appropriate care.

GUIDELINES

Step 1: VALIDATION

- 1. Identify the Issue
- 1.1 What are the risks or effects on client care?
 - 1.2 What standards are not being met?
 - 1.3 When does the issue arise: how often, under what circumstances?
 - 1.4 Do the other professionals share similar concerns?
 - 1.5 Does the issue conflict with the respective Professional Code of Ethics or employer's policy/procedures/guidelines?

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2. Once issue/s are identified regarding a professional practice issue, discuss the issue/s with colleagues and immediate supervisor in significant success in identifying the issue/s

Step 2: COMMUNICATION

- 1. Once the issue/problem regarding a professional practice is established, communicate the problem. The following action shall be followed:
 - 1.1 First, contact immediate manager/supervisor
 - 1.2 Explain what standard/s are not being met and what effect this is having on clients on how the problem prevents the professional to practice according to these standard/s/
 - 1.3 Be specific and factual, include all relevant information.
 - 1.4 Offer to work together to resolve the problem. Following the discussion, record in writing the issues verbally discussed.

Step 3: DOCUMENTATION

- 1. When documenting the problem:
 - 1.1 Treat all documentation as confidential.
 - 1.2 Use the proper form for this purpose. (Incidental Report form shall be use)
 - 1.3 Describe the problem in detail: date, time, place who was involved, what happened, how it affected client care, what standard/s were not met.
 - 1.4 Describe the actions done in relation to the problem and state the proposed solutions.
 - 1.5 Sign your name. Keep a copy for your records.
 - 1.6 Forward copies to level of administration concerning the issue/s.

Step 4: RESOLUTION

- 1. Participate in Resolving the Issue
 - 1.1 Be open minded
 - 1.2 Be prepared to work collaboratively
 - 1.3 If your concerns are not met, sat so
 - 2. Evaluate the process
 - 2.1 Evaluate whether the process has helped to successfully resolve your issues.
 - 3. If the issue is unresolved
 - 3.1 Issue is address to concerned committee for review (e.g Ethics committee)

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DOCUMENTATION

Incidental Report Documentation

References

Based: http://www.mediationworks.com/pdf/Joint_Commission_Standards_on_conflict_2009.pdf

http://www.crnbc.ca/Standards/ProfessionalStandards/Pages/GuidelinesforResolvingPr

of essional Practice Problems 2. aspx

http://www.yrna.ca/pdf/resolving.pdf

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Recommending Approval: Approved:

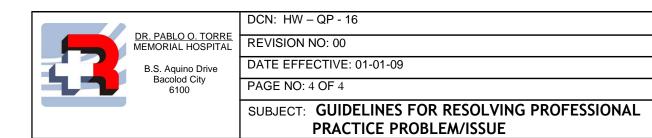
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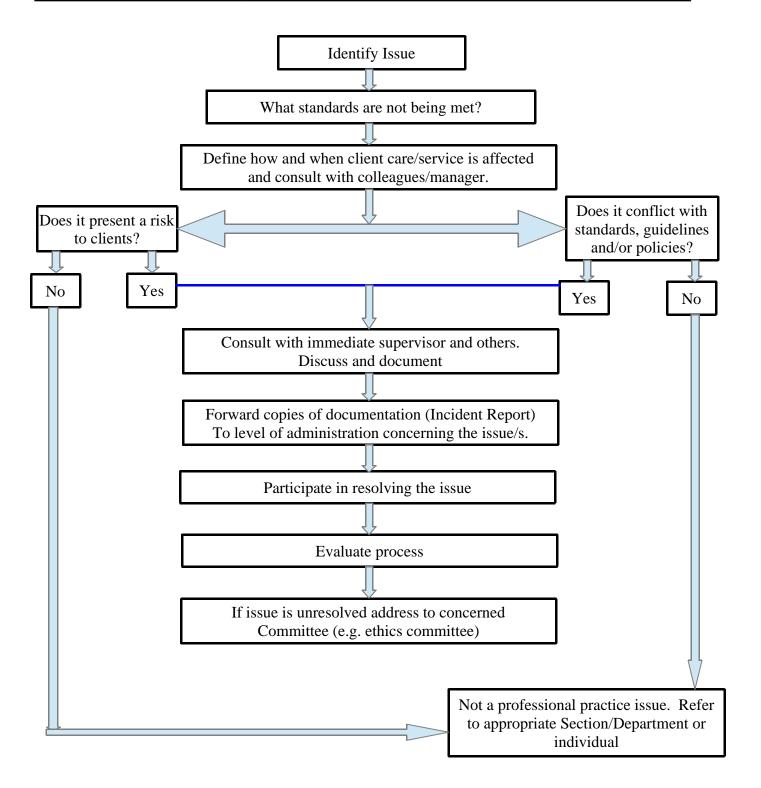
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