 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p> <p>B.S. Aquino Drive Bacolod City 6100</p>	DCN: HW – QP - 16
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	SUBJECT: <b>GUIDELINES FOR RESOLVING PROFESSIONAL PRACTICE PROBLEM/ISSUE</b>

## 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 injurious 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.mediationworks.com/pdf/Joint_Commission_Standards_on_conflict_2009.pdf)

<http://www.crnbc.ca/Standards/ProfessionalStandards/Pages/GuidelinesforResolvingProfessionalPracticeProblems2.aspx>

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

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