

El Paso - Ambulatory Clinic Policy and Procedure

Title: FACULTY/STAFF/RESIDENT CONCERN PROCEDURES	Policy Number: EP 9.7
Regulation Reference: Joint Commission	Effective Date: 9/2013

Policy Statement:

The purpose of this Policy and Procedure is to ensure all individuals at Texas Tech University Health Sciences Center at El Paso (TTUHSC at EP) are treated courteously, respectfully, and with dignity. This policy outlines the appropriate handling of problems, complaints, or concerns (hereinafter referred to as professional concerns) brought forth by faculty, residents, staff, or volunteers regarding any aspect of patient care and service. Professional concerns should be addressed and resolved in a timely, diplomatic, and equitable manner to allow faculty, residents, and staff to raise concerns without fear of retaliation.

Scope and Distribution:

This policy applies to all TTUHSC at EP ambulatory clinic operations.

Procedure:

1. Professional concerns should be reported to the Office of Quality Improvement using the Professional Concern Form (See Attachment EP 9.7A). Professional Concern Forms will be considered confidential and information will only be shared as needed with appropriate parties to clarify and/or resolve any problems, complaints, or concerns.
2. The Office of Quality Improvement will prioritize and assist in facilitating investigation of the Professional Concern.
 - a. In cases where a professional concern involves quality of care issues and/or potential institutional liability, copies of the Professional Concern Form will be forwarded to the Office of Clinical Affairs and the Office of Risk Management.
 - b. In cases where a professional concern involves inappropriate, unprofessional, or unacceptable behavior by a TTUHSC at EP employee, copies of the Professional Concern Form will be forwarded to Human Resources.
 - c. In cases where a practitioner (Physicians, Nurse Practitioners, Certified Nurse Midwives, Physician Assistants, Certified Registered Nurse Anesthetists) appears to be unable to practice with reasonable skill and safety due to being physically or mentally impaired including unauthorized use or abuse of drugs or alcohol, the Faculty Handbook for Policy on Evaluation and Treatment of Impaired Physicians or House Staff will be consulted and the Professional Concern Form will be forwarded to the Office of Clinical Affairs.

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Signatory approval on file by: Michael J. Romano, MD Clinic Operations Committee Chairman Associate Dean of Clinical Affairs Texas Tech University Health Sciences Center at El Paso	