



Applies To: Responsible Department: Revised:
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Title: Inter-Division Communication for Patient Care and Safety	Policy
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Patient Age Group:	(X) N/A	() All Ages	() Newborns	() Pediatric	() Adult
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PURPOSE:

This SOP is to guide clinical care decisions when the services of multiple Divisions are involved in a patient's care. Quality care is optimized when team members communicate effectively, consistently and respectfully.

APPLICABILITY:

Patients with complex medical problems often require the expertise of multiple specialists and subspecialists. In OB-GYN, a patient's care may be provided or guided by members of several different Divisions. This SOP contains recommended guidelines and a process for conflict resolution when disagreements in management occur between team members.

PROCEDURES:

When a complex patient needing input from several subspecialties is admitted or becomes acutely ill, formal consults, (not curbside consults) should be requested and initiated.

- For care of the highly complex patient, it is ideal for a single attending from each service to provide continuous care. When this is not possible:
 - o Minimize patient handoffs between attendings
 - o All hand-offs include attending to attending communication
- When 2 or more Divisions are involved in the care of a complex patient, an interdivisional/multidisciplinary care conference meeting including senior Division faculty, fellows and residents from the involved Divisions should occur whenever possible/feasible.
 - o The chiefs of the consulting services will arrange the interdivision/multidisciplinary care conference
- If a disagreement in clinical management occurs and is not resolved at the level of the Division members providing care, the Division members will inform their Division Chiefs ASAP who will meet to discuss and resolve the conflict.
- If the conflict is not resolved at the Division Chief level, the Division Chiefs will contact the Chair who will work to resolve the conflict.

APPROVAL

Prepared by: Eve Espey, MD, MPH

Approved by: Executive Faculty Committee

Approval: _____
Chair, Department of Obstetrics & Gynecology

7/1/15
Date

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