



Safety Alert

Utilizing Chain of Command

“Sharing Lessons Learned”

There was a recent incident of a *Serious Safety Event* in the Hospital, where contacting the physician was difficult after hours, leading to ineffective care of the patient in the series of events leading up to the patient’s death.

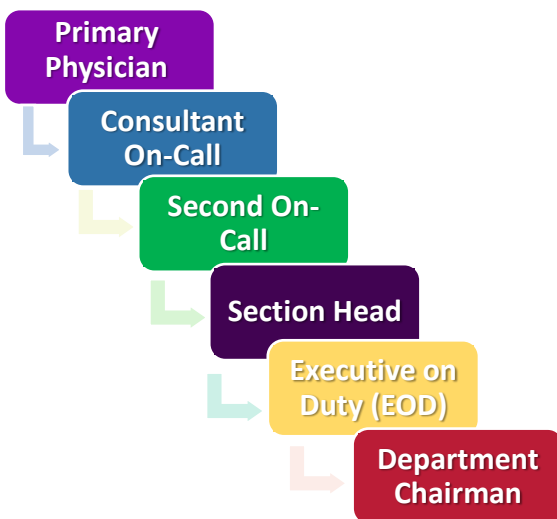
IMPORTANT REMINDERS:

For **life-threatening** situations, always **activate RRT or Code** based on the patient’s condition.

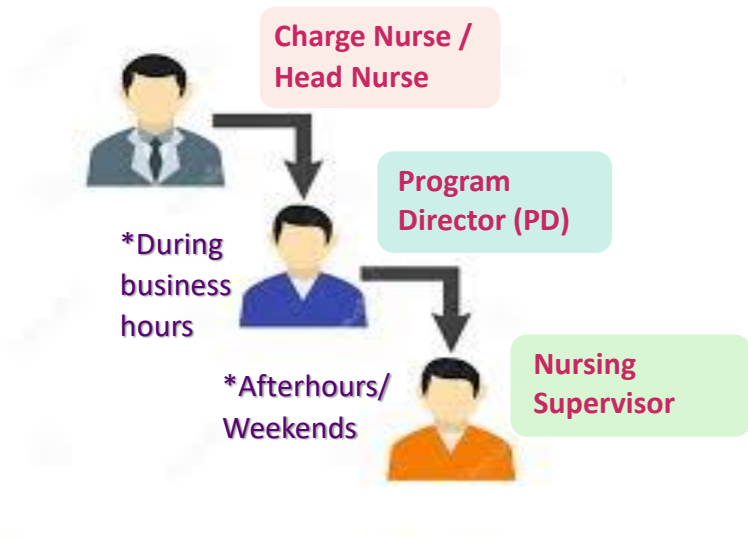
Follow the chain of command in attempting to contact physician:

When calling a physician, **if no response** within **10 minutes**, call a second time.

If no response after 5 minutes, follow the physician chain of command in the following sequence until there is a resolution to the issue:



If the physician doesn’t respond on time or is unavailable, and you have a **safety concern/clarifying question** about the management plan, the nurse must also follow the nursing chain of command as below until the concern is resolved:



Please ensure you are following the chain of command, as per the following IPPs:

MCA-J-ADM-01-004: *Response of Physicians to Calls and Chain of Command in Contacting Physicians*

NA-J-ADM-01-001: *Chain of Command*

Prepared by: Nursing Practice & Research Department