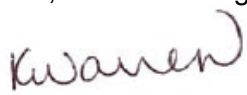


## BIRTHING CENTRE PROCEDURE

**CATEGORY:** Program Specific  
**ISSUE DATE:** January 2019  
**TITLE:** BIRTHING CENTRE ESCALATION PROCESS

**REVISION DATE:**

Page 1 of 4

<b>Document Owner:</b> Clinical Manager, Birthing Centre	<b>Name:</b> Lisa Grace
<b>Update Schedule:</b> Every three years, or sooner if required.	
<b>Stakeholder Consultation and Review:</b> InPatient Care Team	<b>Date:</b> January 9, 2019
<b>Approval:</b> Kim Warren Chair, Perinatal Program Council  	<b>Date:</b> March 21, 2019

### PURPOSE

To outline the Chain of Command (COC) when members of the healthcare team are unable to independently resolve clinical patient care issues.

### PROCEDURE

#### Special Instructions

- Members of the healthcare team (nurses, manager, midwives, physicians, or others) are obligated to work toward resolution of identified real and potential problems within the system that may affect patient care. If a team member is unable to prevent or resolve such issues independently, he/she is obligated to present the issue in a timely manner to successively higher levels of command until a satisfactory resolution is achieved. Issues include, but are not limited to:
  - Conflicts with colleagues, clients and families, care providers
  - Refusal to adhere to established policies or procedures
  - Delayed response
  - Impairment of a co-worker
  - Disruptive behavior of staff member or care provider
  - Communication issues that interfere with patient and family care. Barriers may include:
    - Complexity of care
    - Clinical responsibility
    - Cultural sensitivity
    - Ethical issues
    - Language difference
    - Personal values and expectations
    - Disruptive or escalating behaviour
- If the issue is with an immediate supervisor, a level of command may be passed over to the next level on the COC.
- The level of documentation is dependent on the concerns/issue and should be completed as soon as possible.
- If the issues/event meet eligibility for *CRMS – Good Catch or Critical Event* standard, follow the corporate reporting procedure.

**EDUCATION AND TRAINING**

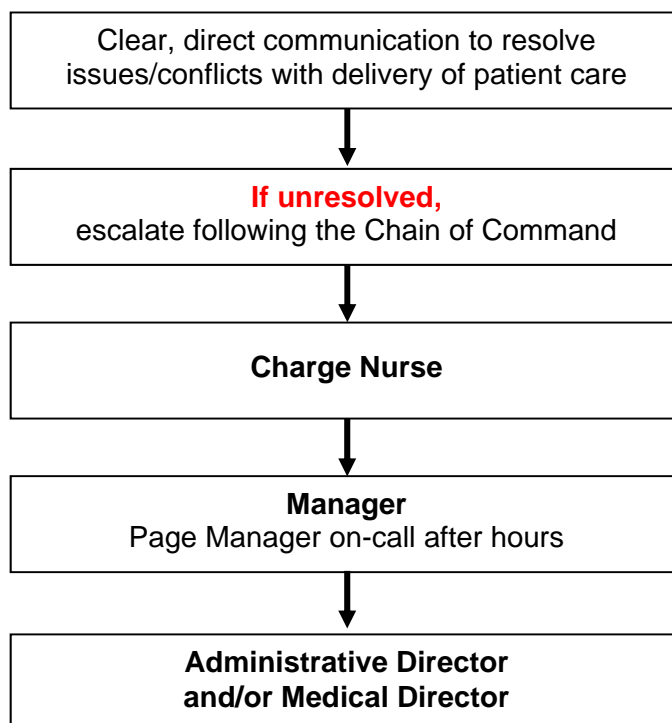
**References and Related Documents**

HSN Critical Event standard

HSN Incident Reporting for Patients, Visitors and Property policy

APPENDIX A

Escalation Process for Nursing Staff



**APPENDIX B**

Escalation Process for Obstetrical Care Providers

