**Chain of Command for Resolution of Patient Care Issue**

[Hospital Name]

Staff or medical staff member identifies or

becomes aware of issue

Resolved

Staff or medical staff member contacts Immediate Supervisor

Resolved

Immediate Supervisor (e.g., Charge Nurse) contacts Physician or other appropriate healthcare provider

Unit Manager/Dept. Head/Director/House Supervisor contacts Physician or other appropriate healthcare provider

Administrative Supervisor (e.g., CNO, COO) contacts
Section Chief

Care is rendered

Section Chief contacts CEO or
Chief of Staff

Resolved

Resolved

YES

Care is rendered

YES

Care is rendered

YES

NO

NO

NO

Care is rendered

YES

NO