

APPROVAL:

*[Handwritten Signature]* 5/6  
\_\_\_\_\_  
DATE

BASE HOSPITAL MEDICAL DIRECTOR

DATE

*[Handwritten Signature]*  
\_\_\_\_\_  
RESPONSIBLE ADMINISTRATOR

5/6/08  
\_\_\_\_\_  
DATE

Policy Number: EMS.13

Effective Date: 8/2006

Review Date: 12/2007

Revision Date: 1/2008

See Also Policy Number: \_\_\_\_\_

**SUBJECT: GRIEVANCE PROCEDURE**

**POLICY:**

Problem solving methods will be addressed between University Physicians Healthcare Hospital at Kino Campus and the Provider Agency, which may arise concerning the performance, competence or medical interrelationships of EMS providers and Emergency Department staff.

**PURPOSE:**

To provide all members of the pre-hospital team a means to identify, resolve and/or arbitrate issues that are not resolved on an individual basis.

**APPLICABLE TO:**

All levels of EMS providers based at UPHK  
Prehospital Coordinator  
Base Hospital Medical Director  
Emergency Department personnel

**IMPLEMENTATION PLAN:**

The hospital is committed to the appropriate in-service education of all those affected by a new policy so that implementation will occur in a consistent and informed manner. The administrator (or designee) in charge of the relevant department will be responsible for the in-service education of those employees affected by the policy. There will be an employee sign-in sheet or other similar documentation to establish the employees who have received education on the policy. The appropriate administrator (or designee) will maintain such documentation.

**PROCEDURE:**

- 1.0 Individual Basis: Upon identification of a situation requiring application of this procedure, those individuals directly involved should attempt to resolve the issue immediately on a one-on-one basis by private discussion away from patient care areas. If a resolution is mutually agreed upon, this procedure will not need to be taken further. If a resolution is not mutually agreed upon, continue with the following steps.

- 2.0 **Agency Level:** If a resolution by private one-on-one discussion is not reached within five (5) working days, the parties involved in the issue should present their concerns with available facts to their Agency's most appropriate official who can work to resolve the issue. Agency representatives should then interview the individuals involved in the issue to determine all pertinent facts. This should be done separately and as soon as possible following the incident. As soon as possible, after the facts are gathered, the representatives from each agency should meet to discuss the issue. If the matter can be resolved between the agency representatives and is initially agreed upon, a meeting of all parties is not necessary. If not and the facts confirm that the situation did occur and correction is required, a private meeting of all parties should be scheduled immediately to resolve the issue. If a resolution is not mutually agreed upon, continue with the following steps.
- 3.0 **Prehospital Coordinator Level:** Those issues not resolved in the above steps would be forwarded to the Prehospital Coordinator. The Prehospital Coordinator's responsibility is to gather all facts concerning the issue. If the facts confirm that a problem does exist, a meeting should be scheduled as soon as possible. The private meeting should involve only the Prehospital Coordinator and the parties involved directly in the incident and all proceedings will remain confidential. If a resolution is not mutually agreed upon, continue with the following step.
- 4.0 **Base Hospital Medical Director Level:** Those issues not resolved by the above steps should then be forwarded to the Base Hospital Medical Director for final arbitration. All documentation obtained should be forwarded to the Base Hospital Medical Director who may initiate additional investigation of the incident at his/her discretion. A meeting should be scheduled so that all parties concerned may present their position to the Base Hospital Medical Director. When all parties have presented their case, the Base Hospital Medical Director should attempt a mutually agreed upon resolution. If this fails, the Base Hospital Medical Director will issue a written decision on the matter. All decisions of the Base Hospital Medical Director shall be binding.
- 5.0 Should a resolution result in suspension of the Agency personnel, ADHS will be notified according to regulation. In addition, suspended Agency personnel may seek administrative review by ADHS of the Base Hospital Medical Director's decision.
- 6.0 Unresolved problems may result in UPHK withdrawing and/or refusing administrative medical control for the EMS personnel involved, at the discretion of the Base Hospital Medical Director. In this event, the Prehospital Coordinator and Base Hospital Medical Director will notify the provider Agency and the individual involved in writing. The ADHS will be notified according to regulation.
  - 6.1.1 It is recommended that this procedure be followed step-by-step. However, issues can be addressed at any level, if necessary.