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| **Figure 5.7** | **Physician Quality Hotline Policy** |
| SUBJECT: Physician Quality Hotline  SECTION/DEPT: Hospitalwide—Medical Staff Services POLICY NUMBER:  DOCUMENT OWNER: Director, Medical Staff Services REFERENCE: Medical Executive Committee REVISIONS:  **APPROVED BY:**  Medical Executive Committee: DATE: President and CEO: DATE: Medical Staff President: DATE: Board Chair: DATE:   1. **PURPOSE**    1. To facilitate communication between physicians, nursing, and hospital administration regarding oppor- tunities to improve the quality of patient care, treatment, and services. 2. **DEFINITIONS**    1. The quality hotline is a dictation line dedicated to reporting specific quality issues personally encoun- tered by a physician. 3. **POLICY**    1. The quality hotline is intended to be used for reporting specific instances centered around the care of a specific patient. It may also be used to make constructive observations and suggestions about systems and processes that affect patient care. All of this communication is protected as part of the quality peer review process. | |

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| 1. **PROCEDURE**    1. Sign in on the dictation system using your physician ID number as usual.    2. Use [password].    3. Enter the medical record number of the patient about whose care you are calling, if applicable.    4. If you are calling about a care process, use medical record number 1.    5. Describe the following in your dictation:       1. Physician name       2. Patient name       3. Medical record number       4. Date and time of the event or process observed       5. Location of the event or process       6. Names of those involved       7. A description of the event or process and your concerns    6. A summary of quality hotline reports will be presented regularly to the medical executive committee, medical staff leadership, and the appropriate hospital departments for quality improvement purposes. |