

Process for critical patient movement

Background: There are occurrences when the system priority is to care for an SIH patient at an SIH facility from an outpatient area (such as the ED) or patient in a facility department that requires a higher level of care or change in geographical location per the provider due to patient safety. A clear escalation process by which this is accomplished is not currently known or documented.

Assumptions: This process is with the assumption that the standard One Call process or interdepartmental transfer process has failed to meet the needs of the patient. A critical patient is defined as a medically unstable patient that requires urgent/emergent intervention to reduce the risk of a significant negative outcome.

Process:

1. House supervisor explores internal options and collaborates with all SIH facility house supervisors to create a safe plan for the patient transfer.
 2. If a safe transfer plan cannot be established, the house supervisor escalates to the facility Chief Nurse Executive or administrator on-call and briefs of the situation.
 3. The facility Chief Nurse Executive or administrator on-call collaborates with their colleagues at all the SIH facilities to arrange for a safe plan for the patient transfer.
 4. If a safe plan cannot be established, escalation to a system incident command conference call will be arranged to ensure all options have been vetted and explored to safely transfer and care for the patient. This call must include the system CNO and CMO.
- **Two-way communication must be maintained on the status between the house supervisor and department requesting transfer in a timely manner. The communication must include the requesting provider(s), especially if the request requires concessions to ensure a safe medical plan.**
 - **A plan must be established and in process within 30 minutes of the request. If this is not achieved, follow step 4 for escalation.**
 - **Deviations from this escalation process will be reviewed for process improvement purposes.**
 - **Disagreements in the plan between the requesting provider(s) and house supervision will be escalated to the facility CNE by request of the requesting provider(s). If resolution cannot be accomplished, then escalate to the system CNO and CMO.**