

RE-CAP: Hospital Points of Contact

For concerns regarding:		Start with:	If necessary, escalate to:	If necessary, escalate to:
Career, performance, personal experience, and physical safety working in the hospital	<ul style="list-style-type: none"> Schedule (including call coverage and any shift-related issues) Performance Professional development 	Division Head/Department Chief	Chief of Staff / Chair of the MAC	
	<ul style="list-style-type: none"> Physical safety in the workplace 	Occupational Health and Safety Department or Joint Health & Safety Committee		
Hospital rules	<ul style="list-style-type: none"> Department-specific rules, regulations, and policies 	Division Head/Department Chief		
	<ul style="list-style-type: none"> Hospital-wide Professional Staff rules, regulations, and policies 	Division Head/Department Chief		
	<ul style="list-style-type: none"> Medical Staff by-laws 	President of the MSA	Board of Directors (MSA escalates on your behalf)	
Conflicts with other people who work in the hospital	<ul style="list-style-type: none"> Conflicts with another member of the Professional Staff 	The member of Professional Staff	Division Head or Department Chief	Chief of Staff / Chair of the MAC*
	<ul style="list-style-type: none"> Conflicts with your department Chief or Division Head * 	Chief of Staff/Chair of the MAC*		
	<ul style="list-style-type: none"> Conflicts with corporate employees 	The corporate employee	Hospital Manager	Hospital HR
	<ul style="list-style-type: none"> Conflict with <u>anyone</u> that could be considered harassment (on either your part or the other person's part) 	Hospital HR		
Quality of care and patient safety	<ul style="list-style-type: none"> Processes or procedures Equipment Adequate levels of staffing per patient, call coverage, or specialist coverage 	Division Head/Department Chief	Chief of Staff / Chair of the MAC	
Hospital Management	<ul style="list-style-type: none"> Operational management of a clinical care program or Department 	Medical Director	Vice President of Medical Affairs	
	<ul style="list-style-type: none"> Strategic direction of the hospital 	President of the MSA	Board of Directors (MSA escalates on your behalf)	
	<ul style="list-style-type: none"> Strategic direction of a non-clinical department 	Hospital Manager	Hospital HR	

Note: that key points of contact and escalation paths may vary from hospital to hospital.

* At some hospitals, the Vice President of Medical Affairs may take on some responsibility for Professional Staff in absence of a Chief of Staff.