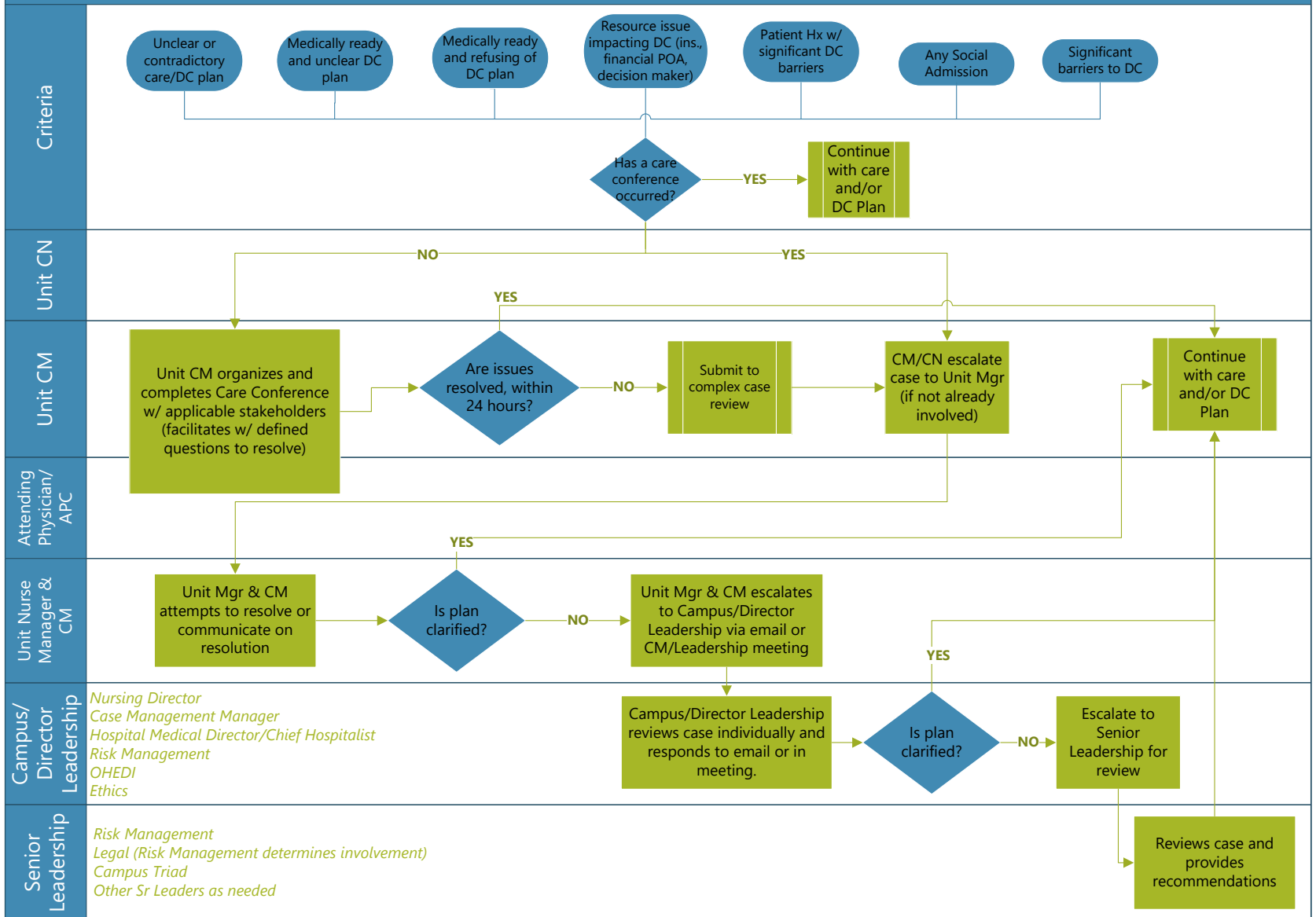


PSR-South: Patient Progression Escalation Pathway

ADDITIONAL COMMENTS

Unit Nurse Manager and Case Manager should be working on this together – discharge part and clinical part



Criteria
Unit CN
Unit CM
Attending Physician/ APC
Unit Nurse Manager & CM
Campus/ Director Leadership
Senior Leadership

Unclear or contradictory care/DC plan
Medically ready and unclear DC plan
Medically ready and refusing of DC plan
Resource issue impacting DC (ins., financial POA, decision maker)
Patient Hx w/ significant DC barriers
Any Social Admission
Significant barriers to DC

Has a care conference occurred?

Continue with care and/or DC Plan

NO

YES

Unit CM organizes and completes Care Conference w/ applicable stakeholders (facilitates w/ defined questions to resolve)

Are issues resolved, within 24 hours?

NO

Submit to complex case review

CM/CN escalate case to Unit Mgr (if not already involved)

Continue with care and/or DC Plan

YES

Unit Mgr & CM attempts to resolve or communicate on resolution

Is plan clarified?

NO

Unit Mgr & CM escalates to Campus/Director Leadership via email or CM/Leadership meeting

YES

Unit Nurse Manager and Case Manager should be working on this together – discharge part and clinical part

Campus/Director Leadership

*Nursing Director
Case Management Manager
Hospital Medical Director/Chief Hospitalist
Risk Management
OHEDI
Ethics*

Campus/Director Leadership reviews case individually and responds to email or in meeting.

Is plan clarified?

NO

Escalate to Senior Leadership for review

YES

Reviews case and provides recommendations

Continue with care and/or DC Plan

Senior Leadership

*Risk Management
Legal (Risk Management determines involvement)
Campus Triad
Other Sr Leaders as needed*