Corporate Health GROUP

## SAMPLE PHYSICIAN ISSUE RESOLUTION PROCESS

Physician Raises Issue

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Respond to issue according to scripted guidelines

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Complete Physician Issue Form (manual or electronic)
(Ask all pertinent questions (timing, desired outcome, etc.)

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Form is processed by a centralized area

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Issue is assigned a senior leader (champion) and a "go to" person

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"Go to person" works with their senior leader to determine if the issue is isolated or systemic

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If systemic, the senior leader additionally takes the issue to the broader team

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"Go to" person begins the process of investigating the issue and involves the appropriate parties

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"Go to" person provides update to physician within agreed upon timeframe

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"Go to person updates the issue resolution form regularly as progress is made toward issue resolution

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When the issue is resolved, final communication is made with the physician and the issue is designated "resolved" in the system

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Data in the system is reviewed and tracked on an agreed upon timeframe

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Outcomes of process are reported regularly to management and medical staff leadership

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