



LOMA LINDA  
UNIVERSITY  
MEDICAL CENTER  
- MURRIETA

# LOMA LINDA UNIVERSITY MEDICAL CENTER - MURRIETA

## OPERATING POLICY

<b>CATEGORY:</b>	PATIENTS' RIGHTS	<b>CODE:</b>	M-P-12
<b>SUBJECT:</b>	CONFLICT RESOLUTION REGARDING PATIENT CARE	<b>EFFECTIVE:</b>	11/2021
		<b>REPLACES:</b>	09/2018
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### RELATED POLICIES:

[Clinical Ethics Consultations \(M-M-138\)](#)  
[Patient Complaints and Grievances \(M-P-13\)](#)

- Conflicts between patients/families/guardians and the attending physician regarding admission, treatment, or discharge decisions shall be resolved, when possible, by a thorough discussion among the parties involved. A designee from the Patient Relations Department may be included in consultation to facilitate resolution of the problem.
  - This discussion should take place within a reasonable time period that is acceptable to the patient/family/guardian, preferably within a few hours, but at least within the same day.
  - In no way shall this discussion, or proposal of discussion, obviate the patient/family/guardian's right to make a complaint. Such complaints shall be managed according to the provisions of Policy [Patient Complaints and Grievances \(M-P-13\)](#).

- Conflicts not resolved by discussion among the involved parties shall, as appropriate, be referred to the Ethics Committee as appropriate.

**NOTE:** If the conflict is not readily resolved, the matter may be discussed with the LLUMC-M Ethics Committee Chair and the Ethics Committee and/or the appropriate Subcommittee may be convened for further review.

The Administrator On-Call/Chief of Staff/designee should be notified of the unresolved situation.

- An ethics consultation may be requested by any member of the health care team or by the patient or patient surrogate.
- The final authority for addressing issues related to conflicts regarding patient care between LLUMC-M and the patients and/or families or guardians, for those issues for which no formal complaint has been made, shall rest with the Chief Executive Officer of LLUMC-M/designee. Authority for resolution of formal patient complaints shall rest with LLUMC-M employees and officers according to the provisions of Policy [Patient Complaints and Grievances \(M-P-13\)](#).

**APPROVERS:** Executive Committee, LLUMC-M Chief Executive Officer, LLUMC-M Chief Nursing Officer, LLUMC-M Hospital Executive Leadership, MEC

**CATEGORY:** PATIENTS' RIGHTS

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<b>INITIATOR OF ACTION</b>	<b>ACTION</b>
Physician, Patient, Patient Surrogate, and/or Health Care Team Members	<p data-bbox="638 468 1502 510">REFERRAL TO ETHICS CONSULTATION SERVICES</p> <ol data-bbox="638 541 1502 1963" style="list-style-type: none"><li data-bbox="638 541 1502 646">1. Requests an ethics consultation from the Ethics Committee by contacting Director of Quality and Patient Safety, (951) 704-1723</li><li data-bbox="638 688 1502 793">2. Discusses case with person making the request; determines if attending physician is aware of the request and invites the attending physician to attend the meeting.</li><li data-bbox="638 835 1502 898">3. Reviews patient's medical record to determine facts; may perform a brief examination of the patient.</li><li data-bbox="638 940 1502 1003">4. Obtains information from pertinent literature of medicine, ethics, or law.</li><li data-bbox="638 1045 1502 1350">5. Carry out conversations as needed with:<ol data-bbox="743 1129 1502 1350" style="list-style-type: none"><li data-bbox="743 1129 1502 1171">5.1 Various members of health care team.</li><li data-bbox="743 1203 1502 1245">5.2 Patient and the family.</li><li data-bbox="743 1276 1502 1350">5.3 Appropriate medical or non-medical (legal, administrative, spiritual) consultants.</li></ol></li><li data-bbox="638 1381 1502 1486">6. May request a management conference at which all parties are asked to convene for further discussion of the case, including further management options.</li><li data-bbox="638 1528 1502 1963">7. After evaluation is complete, writes a consultation report in the patient's chart, including:<ol data-bbox="743 1633 1502 1963" style="list-style-type: none"><li data-bbox="743 1633 1502 1675">7.1 The history and examination</li><li data-bbox="743 1707 1502 1749">7.2 An assessment</li><li data-bbox="743 1780 1502 1822">7.3 An ethical analysis and discussion</li><li data-bbox="743 1854 1502 1963">7.4 Specific recommendations (delineating which management options are ethically permissible and suggesting new options as appropriate)</li></ol></li></ol>

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INITIATOR OF ACTION	ACTION
	<u>IF CASE IS NOT READILY RESOLVED</u>
Ethics Consultant	8. May discuss with the Chair of the LLUMC-M Ethics Committee.
Ethics Consultant/Attending Physician	9. Notifies Medical Staff Chief of Staff / Administrator On-Call of unresolved situation.
Chair, Ethics Committee	10. May convene Ethics Committee for further discussion.
Attending Physician	11. Takes steps to resolve conflict that protects rights of patient to accept or refuse treatment.
Ethics Consultant	12. Maintains contact with the patient and/or staff as long as patient remains in the hospital, and after discharge as deemed appropriate.
Chair, Ethics Committee	13. Schedules consultation for review at the next LLUMC-M Ethics Committee meeting.
Any Involved Party	14. If issue remains unresolved, refers to Chief Executive Officer of Medical Center.
Chief Executive Officer of LLUMC-M	15. Makes final determination regarding the issue.