Policy # S - 14

POLICY: CHAIN OF COMMAND / PROBLEM SOLVING

POLICY: Students are learning to work in an environment in which it is necessary to follow the leadership of experienced health professionals in order to ensure client safety and to promote health. In order to do this, an established chain of command should be followed that will permit students to resolve problems in either the clinical setting or classroom setting.

PROCEDURE:

1. If a student is having difficulty or has a question that they cannot resolve by utilizing independent critical thinking, then the student needs to contact the classroom instructor if it is a class question or problem; or contact his or her clinical instructor if it is a clinical question. If the problem is not resolved through the classroom or clinical instructor, the student may wish to take the concern to the Director of the Nursing Program.

2. If the clinical question involves a serious client concern or the situation is an emergency, then the student must immediately initiate the following chain of command:

   1. Instructor
   2. Co-Assigned RN
   3. Charge nurse or Unit Director
   4. Nursing Supervisor