

**YALE-NEW HAVEN MEDICAL CENTER**  
(YNHMC)

POLICES AND PROCEDURES

Subject: Chain of Command

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**Introduction:**

YNHMC recognizes that providing residents with a sound academic and clinical education must be carefully planned and balanced with concerns for patient safety and resident well-being. YNHMC as a complex institution must provide residents/fellows with a mechanism to raise patient care issues in an appropriate and timely fashion.

**Policy:**

The Yale New Haven Hospital Medical Staff has ultimate responsibility for medical care within the hospital and for ensuring appropriate direction is provided to all members of the resident/fellow staff regarding patient care management.

In the event that a resident/fellow believes that inappropriate direction from his/her supervisor is being provided and the patient is in imminent danger or at significant risk of immediate harm or loss of life or function, the individual may use the chain of command system outlined below without fear of reprisal. A resident may bypass a step without fear of reprisal.

**Procedure:**

Step 1. A junior resident shall contact his/her senior resident. A senior resident shall contact his/her chief resident. A fellow shall contact his/her senior fellow.

Step 2. If no satisfaction is received at Step 1 or the supervisor providing the direction is identified in Step 1, the Program Director shall be contacted.

Step 3. If no satisfaction is received at Step 2 or the Program Director was the supervisor providing the direction, the Section Chief and/or Chairperson shall be contacted.

Step 4. If no satisfaction is received in prior steps, the Designated Institutional Official (DIO) or Chief Medical Officer shall be contacted.

Step 5. The final contact shall be the Administrator On-Call.

Each training program is required to have their own specific policy appropriate to their services and rotations. This must be reviewed by the DIO (or designee) prior to implementation. This policy must be shared with all residents/fellows.