UNIVERSITY of IOWA HOSPITALS & CLINICS
University of Iowa Health Care

Policy and Procedure Manual

Diagnostic Services – Department of Radiology – Diagnostic Division

SUBJECT/TITLE: **REPORTING CONCERNS REGARDING CLINICAL QUALITY**

PURPOSE: To provide specific guidelines to all staff when individuals have concerns regarding any member of the department - staff or faculty regarding clinical quality. The same procedure can be used to report concerns for anyone outside the Department of Radiology.

DEFINITION: None

POLICY:

1. Quality of patient care is the number one concern of all in the Department of Radiology. An important aspect of assuring quality is the unfettered ability of any person to express concerns about activities of any other person within the department, with assurance that there will be no retaliation against the reporter.

2. At the same time individuals wishing to express concerns regarding another individual are not to gossip, or speak widely to others who are not in the lines of command. Appropriate reporting of concerns is encouraged; potentially defamatory communication among staff is not tolerated.

PROCEDURE:

Staff members should report concerns of clinical quality in the following ways:

1. Quality Assurance Committee: Report concerns directly to the Chair or any member. (Committee membership is available from the Technical Director or Chairman's office).
2. Supervisory or Section Chief: If you are uncomfortable discussing with your direct supervisor, go to the next level of supervision. For instance, staff technologists should feel free to contact the technical director of Diagnostic Radiology, resident physicians the director of the residency program, and faculty their section directors or the department head.
3. Ultimately, any concerned individual has the right to contact the department head directly.