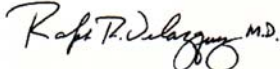




Binder: OSF HealthPlans HCM Department
Policy
No./Title: HCM.CMG.063 Resolution of Conflict in Case Management
Author: Edward A. Hirsch, M.D. **Original**
Date: 3/28/00
Revision/Review
Date(s): 10/01; 6/02; 10/02; 10/03; 10/04; 10/05; 10/06; ;10/07
Approval:  **Title:** Vice President and Chief Medical Officer

POLICY: It is the policy of OSF HealthPlans to submit all cases in which two nurses disagree on a plan of treatment or goals to the Associate Medical Director.

PURPOSE: To address how conflict is resolved among case management team members.

PROCEDURE:

1. If two nurses disagree on the plan of treatment or goals associated with a member's case, the case will be documented for discussion with the Associate Medical Director.
2. If resolution is not achieved at this level, the case will be forwarded to the Chief Medical Officer. His decision will be final.
3. The case is then returned to the nurse for completion.