



# Prince Sultan Military Medical City

## Controlled Document, Not to be Reproduced

Departmental Policy	Dept: Intensive Care Services	Policy No: 1-2-9451-01-033 Version No: 01
Title: Peer Review Committee		JCI Code: GLD
Supersedes: <i>NEW</i>	Copy No:	Page 1 of 3

### **1. INTRODUCTION**

- 1.1 Prince Sultan Military Medical City (PSMMC) being the largest tertiary care military hospital of the kingdom is one of the busiest health care institutions, which looks after the military personnel and their dependents. As a tertiary care hospital it offers many services which are not available in rest of the military hospitals.
- 1.2 The Department of Intensive Care Services (ICS) is also the one of the biggest and busiest department of PSMMC. To provide the best standard of care to our patient in the safest environment we need to monitor the delivery of care to our patients.
- 1.3 Managing a patient in Critical Care area is a collaborative multidisciplinary team effort. It cannot be attributed to a single physician or any health care worker. As no single member in the team can take the credit, similarly the liability is also collective.

### **2. PURPOSE**

- 2.1 To monitor the care provided to our patient are up to the mark, we need an overlooking body with the prime objective to **Peer Review** the delivery of care.
- 2.2 To process the malpractice complaints coming from PSMMC Malpractice department in more efficient way.
- 2.3 To find the solutions of the ever emerging ethical issues in the modern medical field.

### **3. APPLICABILITY**

- 3.1 All the staff of the Department of ICS.

### **4. RESPONSIBILITIES**

- 4.1 It is the responsibility of the Director of ICS or his designee to implement and monitor the compliance of this policy.

### **5. POLICY**

- 5.1 It will be a seven members Intensivist committee notified by the Director of the ICS for a period of two years.
- 5.2 Committee will be responsible for processing and evaluating the complaints received from the Malpractice department.
- 5.3 In case of a general complaint, committee will assign an ICS Intensivist to write the reply to the concerned department through the Director of ICS.



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- 5.4 Committee can also assign an Intensivist to represent the department in other forums regarding any general complaint against the department.
- 5.6 The assigned Intensivist is only representing the department and does not have any legal liabilities regarding that complaint.
- 5.7 Committee have the mandate of peer reviewing any case sent to it by the Director of the department.

## 6. PROCEDURES

- 6.1 The Quorum of this committee is four members.
- 6.2 Decision in preference will be made unanimously or otherwise with majority vote.
- 6.3 Minutes of the meetings will be recorded by the departmental secretary and signed by the Chairman or his designee.
- 6.4 Any complaint against the Department of ICS from any department will be processed by this committee.
- 6.5 Upon receiving the complaint, the committee will convene and assign a member to review the case in detail and present it to the committee.
- 6.6 Committee will decide about the nature of the complaint either a general or related to a specific person or event.
- 6.7 In case of the general complaint, the committee will assign an ICS Intensivist to write the reply to the concerned department through the Director of the department.
- 6.8 The assigned Intensivist in case of general complaint will represent the department if the case is escalated to higher level.
- 6.9 In case of complaint related to a specific person or event, the committee will assign the one or more involved / responsible for that event to write the reply and send it to committee for review.
- 6.10 The committee will provide advice and suggestions (if needed) to the concerned person regarding his/her reply and will jointly submit the reply to the concerned area through the Director of ICS.
- 6.11 If a specific complaint is escalated to higher level, the assigned physician(s) will represent himself in that situation. The committee may provide advice to the concerned person and the department in that case.



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6.12 Committee will dispose of the matter in timely fashion within 14 working days.

## 7. REFERENCES

7.1 JCIA. STANDARDS 6<sup>TH</sup> Edition, 2017. GLD

## 8. ORIGINATING DEPARTMENT

8.1 Department of Intensive Care Services.

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