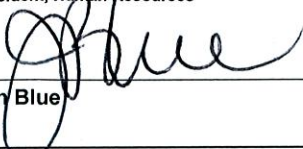




HOAG MEMORIAL HOSPITAL PRESBYTERIAN Human Resources DEPARTMENTAL POLICY	Number:	07-3-535	Page:	Page 1 of 2
	Effective Date:	05/01/2010		
	Supersedes Date:	11/01/2009		
	Original Date:	07/12/1976		
	Signatures of Policy Reviewers			
Vice President, Human Resources	Vice President and General Counsel	Sr. Vice President & CFO		
 Jan Blue	 Terri Cammarano	 Jennifer Mitzner		
Title/Subject: CONFLICT RESOLUTION PROCEDURE				

1.0 PURPOSE:

The purpose of this procedure is to ensure that all employees have the opportunity to receive an objective review of problems, concerns, or disagreements which might arise during the course of employment with the hospital. Human Resources Department staff and the Vice President of Human Resources are available as a resource both for the interpretation and application of all personnel policies and for discussion regarding any employee relations issue.

The following steps are provided for the settlement of any such conflict. The first level of review must be initiated within 30 days of when the employee knew or reasonably should have known that they had an issue, but employees are encouraged to raise concerns as promptly as possible. In general, each step should be completed within fourteen days.

- Step 1:** Consult verbally with the immediate supervisor.
- Step 2:** If the matter is not resolved, consult verbally with the Department Head within 7 days of the consultation with the immediate supervisor.
- Step 3:** If the matter is not resolved at Step 2, submit a written conflict resolution request to the Director, Employee Relations within 7 days of the consultation with the Department Head. The Director, Employee Relations will review the conflict resolution request and, upon approval, return it to the employee for submission to the VP responsible for his/her respective department for consideration and discussion within 7 days. Thereafter, the VP will send an electronic copy of the request with the written disposition, e.g. denied, granted, denied in part, etc. to the Director, Employee Relations. The VP will then return the request and disposition to the employee.
- Step 4:** If the matter is not resolved at Step 3, the employee may submit the conflict resolution request to the Senior VP responsible for his/her department for consideration and discussion within 7 days of being notified of the Step 3 disposition. Thereafter, the SVP will send an electronic copy of the request with the written disposition, e.g. denied, granted, denied in part, etc. to the Director, Employee Relations. The SVP will then return the request and disposition to the employee
This is the final step of the conflict resolution process.

NOTE: If the employee's department does not have a VP as part of its reporting structure, a Director from a department other than the employee's or an Executive Director will consider the issue at that step.

HOAG MEMORIAL HOSPITAL PRESBYTERIAN Human Resources DEPARTMENTAL POLICY	Number: 07-3-535	Page: Page 2 of 2
	Effective Date: 05/01/2010	
Title/Subject: CONFLICT RESOLUTION PROCEDURE		

The hospital encourages all issues to be handled at the departmental level. However, the following exceptions are recognized:

1. If the employee suspects, or has proof that a federal/state law, regulation, or order is being violated including but not limited to matters involving any type of unlawful harassment or discrimination, the employee should immediately contact Human Resources and submit a conflict resolution request directly to the Director, Employee Relations.
2. If an immediate hazard to safety exists which threatens the health of an employee, patient, physician, or visitor, the employee should contact the VP responsible for their area of HR immediately.
3. If the issue directly involves the immediate supervisor and the employee can reasonably demonstrate to Human Resources that the immediate supervisor may not be able to deal objectively with the situation, the employee may consult verbally with the department head without first meeting with the immediate supervisor.

If the matter directly involves the department head and the employee can reasonably demonstrate to Human Resources that the department head may not be able to deal objectively with the situation, the employee may file a conflict resolution form directly with the Director, Employee Relations.

Policy Originator: Human Resources

Filename: 07-3-535 – Conflict Resolution Procedure