Objectives:

- Define terms related to the ethical practice of Case Management
- Explore various professional organizations standards regarding Case Management Ethics
- Examine various screening tools for making ethical discussions
- Describe signs of moral distress and how to respond

Defining Ethics

- “Moral principles that govern a person’s or group’s behavior”
- “Judeo-Christian ethics”
- Moral code-morals-morality-values—right & wrong—principals-ideals-standards-value system—virtues—dictates of conscience

http://www.oxforddictionaries.com
Ethics

- "Ethics provide guidance in situations in which a law is not applicable or more than one course of action would be considered "right." A set of standards held by a profession or group may be considered a code of ethics."

Webster Says:

- rules of behavior based on ideas about what is morally good and bad
- ethics: area of study that deals with ideas about what is good and bad behavior; a branch of philosophy dealing with what is morally right or wrong
- a belief that something is very important

Moral

- Moral situations involve decisions between right and wrong, such as decisions between honesty or dishonesty, paying or stealing, playing by the rules or cheating, and so forth
Legal

- Laws created by a governing body are designed to protect society. In essence, they organize acceptable behaviors.

Professional Traits

- High ethical standards
- Professional competence
- Sense of selflessness
- Commitment to continuous education
- Participation in an association or a society
- Ability to think and act independently
- Public recognition as a professional

Social Workers Code of Ethics

- To help people in need and address social problems
- Challenge social injustice
- Dignity and Worth of the Person
- Central importance of human relationships
- Integrity to behave in a trustworthy manner
- Competence to practice within area of expertise, strive to increase professional knowledge

http://www.socialworkers.org/pubs/code/code.asp
Case Management: Ethic’s Matter

OCCUPATIONAL THERAPY AND ETHICS

The Ethics Commission (EC) is one of the bodies of the Representative Assembly (RA) of the American Occupational Therapy Association (AOTA). The EC is responsible for developing the Ethics Standards for the profession which apply to occupational therapy personnel at all levels and in all professional and societal roles.

As per the Preamble of the Occupational Therapy Code of Ethics (2005), “this document extends toward service recipients to include patients, colleagues, students, educators, businesses, and the community.” (AOTA reference page)

The EC has two primary tasks: education and enforcement.

Disciplinary Actions

How to File an Ethics Complaint

http://www.aota.org/About-Occupational-Therapy/Ethics.aspx

CODE OF ETHICS FOR INSURANCE INDUSTRY PROFESSIONALS

Traits
- Honesty
- Integrity
- Trustworthy
- Fairminded
- Respectful
- Due Diligence
- Objective

Actions
- Compliance with Laws
- Confidentiality
- Transparency
- Customer Service
- Avoid conflict of interest
- Professional competence

PHYSICAL THERAPY

Code of Ethics for the Physical Therapist

The Code of Ethics for the Physical Therapist (Code of Ethics) defines the ethical obligations of all physical therapists as determined by the House of Delegates of the American Physical Therapy Association (APTA). The purposes of the Code of Ethics are to:

1. Define the ethical principles that form the foundation of physical therapist practice in patient/client management, consultation, education, research, and administration.
2. Provide standards of behavior and performance that form the basis of professional accountability to the public.
3. Provide guidelines for physical therapists facing ethical challenges, regardless of their professional role and responsibilities.
4. Establish physical therapy's role in promoting health care professionals, regulations, and the public regarding the core values, ethical principles, and standards that guide the professional conduct of the physical therapist.
5. Establish the standards by which the American Physical Therapy Association can determine if a physical therapist has engaged in unethical conduct.

Chriss Wheeler RN, MSN, CCM
Case Management: Ethic’s Matter 9/27/2015

Chriss Wheeler RN, MSN, CCM

ANA 2015-Nursing Code of Ethics

- The nurse practices with compassion and respect...
- The nurse’s primary commitment is to the patient...
- The nurse promotes advocates for, and protects the rights, health and safety of the patient...
- The nurse has authority, accountability, and responsibility for nursing practice...
- The nurse owes the same duties to self as to other...
- The nurse, through individual and collective effort...


CMSA SOP-Ethics Terminology

- Beneficence (to do good)
- Non-maleficence (to do no harm)
- Autonomy (to respect individuals’)
- Rights (to make their own decisions)
- Justice (to treat others fairly)
- Fidelity (to follow-through and to keep promises)

2016 CMSA Standards of Practice page 28

CMSA SOP-Ethics

- A primary obligation is to the clients cared for, with a secondary obligation is engagement and maintenance of respectful relationships, with employers, and other professionals.
- Laws, rules, policies, and regulations are sometimes in conflict with ethical principles. In such situations, the professional case manager is bound to address the conflicts to the best of her/his abilities and/or seek appropriate consultation.
- All clients are unique individuals and the professional case manager engages them without regard gender, identity, race or ethnicity, and practice, religious, or cultural preferences, or socioeconomic status.
- Maintained policies that are universally respectful of the integrity and worth of each person.

2016 CMSA Standards of Practice page 28
Making ethical discussions

- Owing with leadership and/or colleagues
  - What is company policy
  - Compliance with company policy and/or practice
  - Professional standards
  - Federal and state laws
- Critical Thinking
- Self-assessment
- Identifying moral distress
- Self-corrective behavior

Critical Thinking and Elements of Thought

- Purpose, Question, Information, Interpretation & Inference
- Concepts, Assumptions, Implications/Consequences, & Points of View
- Clarity, Accuracy, Precision, Relevance, and Depth
- Breadth, Logic, Significance, and Fairness
- Intellectual - Integrity, Fairmindedness, Humility, Perseverance,
- Confidence in Reason, Intellectual - Courage, Empathy and Autonomy

Elements of Thought

http://www.criticalthinking.org/pages/critical-thinking-where-to-begin/796
### Elements-Standards and Traits

Critical Thinkers Routinely Apply Intellectual Standards To The Evaluation Of Reasoning In Order To Determine Relevance Of Facts

- **Integrity**
  - Adherence to a code of ethics or moral principles
  - Adherence to legal and regulatory standards
- **Credibility**
  - Ability to assess evidence and information accurately
- **Analytical Thinking**
  - Ability to analyze and synthesize information
  - Ability to identify and solve problems
- **Imagery**
  - Ability to visualize and represent ideas
- **Symbolic Manipulation**
  - Ability to use symbols and language effectively
- **Inference**
  - Ability to make logical conclusions from evidence
- **Creativity**
  - Ability to generate new ideas and solutions
- **Reflective Thinking**
  - Ability to reflect on one's own thought processes
  - Ability to evaluate and improve one's cognitive skills


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### NAMSS Self-Assessment

Professional Ethics Self-Assessment Tool

<table>
<thead>
<tr>
<th>Behavior</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adherence to a code of ethics or moral principles</td>
<td>1</td>
</tr>
<tr>
<td>Adherence to legal and regulatory standards</td>
<td>1</td>
</tr>
<tr>
<td>Ability to assess evidence and information accurately</td>
<td>1</td>
</tr>
<tr>
<td>Ability to analyze and synthesize information</td>
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<td>1</td>
</tr>
<tr>
<td>Ability to evaluate and improve one's cognitive skills</td>
<td>1</td>
</tr>
</tbody>
</table>

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### VA Ethical Self Assessment

What is Moral Distress?

- A human response
- Related to conflict
  - Organizational, Clinical, and Personal levels
  - Challenges our morals
- Changes in our behavior and disconnect from our professional licensure and standards of practice

(Thieger & Fink-Samnick, 2016)
Common Responses to Moral Distress

- Physical
- Emotional
- Behavioral
- Spiritual

The 4 A's to Moral Distress

- **Ask** - Feeling distressed? Having s/s of distress? Is there a source?
  - Awareness
- **Affirm** - Take care of your self and validate feelings/perceptions with others.
  - Responsibility to tackle the moral distress
- **Assess** - Personal or environmental, readiness to act, ambivalence is present, & risk/benefit of action.
  - Ready to make an action plan
- **Action** - Preparation to take action, implantation of plan, evaluate & maintain
  - Preservation of integrity and authenticity


Readiness to Act measurement

1. How important is it to YOU to try to change the situation?
2. How important would it be to your colleagues/unit to have the situation changed?
3. How important would a change be to the patients/families on your unit?
4. How strongly do you feel about trying to change the situation?
5. How confident are you in your ability to make changes occur?
6. How determined are you to work toward making this change?

Risk and Benefits

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Score Strength</th>
<th>Risk</th>
<th>Score Strength</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The action would be positive for:</td>
<td>5</td>
<td>1. Some colleagues do not support.</td>
<td>3</td>
</tr>
<tr>
<td>2. Leadership supports action..</td>
<td>5</td>
<td>2. Collaborative team members</td>
<td>4</td>
</tr>
</tbody>
</table>

Total scores in benefits column & divide the number by the number of items listed. Then do the same for the risk column.

Assists in developing the action plan for set goals.

http://www.aacn.org/wd/practice/docs/4as_to_rise_above_moral_distress.pdf

Remember the 4 R’s

- **Relevance**: envision the impact of the action plan
- **Risk**: by not acting on the issue what are the potential outcomes to all involved
- **Rewards**: how might you feel after you take action
- **Roadblocks**: develop a list of specific roadblocks you identify and strategies to avoid or minimize impact

http://www.aacn.org/wd/practice/docs/4as_to_rise_above_moral_distress.pdf

Societies values on Ethical Qualities

- Honesty: telling the truth and earning trust
- Integrity: doing the right thing regardless of the consequences
- Responsibility: honoring a promise or commitment
- Respect for self & others: treating all people with fairness
- Courage: to work toward the best outcome even though it maybe unpopular

[Internal Risk Management Institute, Inc. (IRMI, 2006)]
Ethic’s Matter:

• “The moral values, ethical codes and laws that guide our choices in normal times are, if anything, even more important to help us navigate the confusing and disorienting time of a disaster.” Sheri Fink

Questions:

Reference
Reference


