

Ethics Framework and Ethical Decision Making Algorithm	 <b>WOODSTOCK HOSPITAL</b>  WH-MMM	Document owner: Senior Administration
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### Policy

Woodstock Hospital expects all physicians, staff, volunteers and community associates to adhere to a high standard of conduct, and remain committed to the highest standard of integrity in all of its dealings and to be familiar with and use the resources available to guide their actions and behavior in the workplace.

### Background

Protocol that applies to all physicians, staff and volunteers at Woodstock Hospital (WH). Ethics is defined as the process of determining standards of conduct and moral judgment and the application of such to decision-making. Where necessary and/or appropriate mechanisms will be put in place to assist in:

- Ethical decision making
- Recognizing and dealing with conflicts of interest
- Reconsideration and appeals

Physicians, staff and volunteers at Woodstock Hospital are in a position of trust and respect to patients and families they serve. In all relationships the hospital will attempt to conduct its affairs with honesty, fairness, completion of commitments, professionalism, respect for individuals, and a balanced application of the greater good vs. individual needs.

### Scope

The Ethics Framework described in this protocol offers guidance to all members of the hospital community in making decisions which are congruent with:

- The hospital's Mission, Vision and Values
- The legislation governing hospital operations
- Generally accepted principles of bioethics and business ethics, as well as professional's code of ethics.

### Responsibilities

All managers and staff will support best practice in ethical care. When an ethical situation arises, the care provider who identifies the situation will use the SBAR tool. If resolution does not occur, the care provider will consult their manager or director or hospital coordinator. The Ethical Decision Making Algorithm will be used by the team to guide practice (attached). If resolution does not occur, an ethics case consultation process is available, please contact the VP Patient Care/CNO to initiate. (Algorithm attached, once complete, please send to VP Patient Care/CNO)

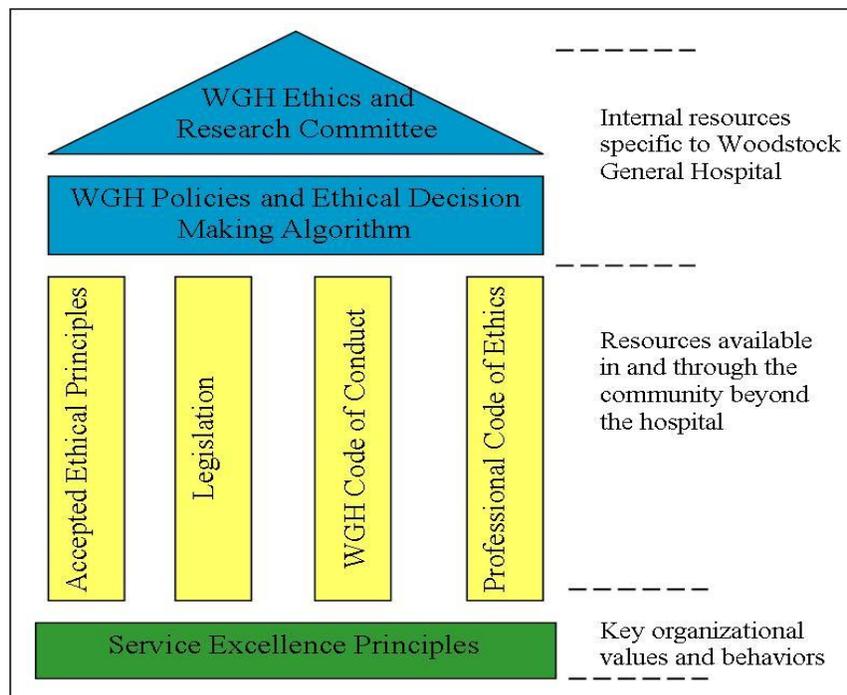
The ethics leads at WH are the CEO and or Chief of Staff and or delegates who are accountable for monitoring the ethics framework, ensure that the structures and processes are in place to support ethical practice at WH. The VP Patient Care/CNO is accountable for ensuring the ethics

framework is effective, assigned and monitored. WH has engaged the services of an Ethicist who can be contacted through the manager/director of the unit.

### Decision Making

Woodstock Hospital's Ethics Framework has seven components, depicted graphically below. A brief description of each component follows.

1. Accepted Ethical Principles
2. Legislation
3. Professional Codes of Ethics
4. WH Code of Conduct
5. WH Policies and Ethical Decision Making Algorithm
6. WH Ethics and Research Committee
7. Service Excellence Principles



### Definitions:

#### 1. Accepted Ethical Principles

These include but are not limited to broad concepts such as respect for patient autonomy, beneficence (acting in the best interest of the patient), non-maleficence (the duty to avoid harm), justice, fairness, corporate responsibility, the duty to avoid conflicts of interest, etc.

#### 2. Legislation

This includes, but is not limited to, statutes such as Ontario's Personal Health Information Protection Act, Excellent Care for All Act, Mental Health Act, Consent to Treatment Act, Public Hospitals Act, Regulated Health Professional's Act, etc. All physicians and staff are expected to be

familiar with legislative requirements relevant to their practice, and to observe legislative requirements consistently and carefully.

### **3. Professional Code of Ethics**

These include, but are not limited to the codes, which govern the practice of professionals governed by Ontario's Regulated Health Professions Act. All regulated health professionals and members of other professional organizations are expected to be familiar with and able to apply the particular code of ethics relevant to their work.

### **4. WH Code of Conduct**

This includes accepted behaviors to support the culture at WH to promote an environment that is free from any act of aggression, violence, harassment or discrimination against all employees, persons with practicing privileges, volunteers and students.

### **5. WH Policies and Ethical Decision Making Algorithm**

The hospital has developed a number of policies, located in the Management Methods, Clinical Practice and unit or department specific manuals that offer guidance to staff dealing with ethical conflicts. Examples include but are not limited to policies on privacy and confidentiality, resuscitation, consent, and advanced directives for personal care. The hospital has developed a values based Code of Conduct (Management Methods Manual) including an ethical conflict resolution algorithm (attached). Any physician, staff member, team leader or manager can identify an ethical conflict and begin the resolution process.

### **6. WH Research and Ethics Committee**

WH has a Research and Ethics committee led and chaired by the Chief of Staff who functions as the ethics lead on the Clinical Research Team. The CEO and or delegate also share the lead in ethical decision making. This committee's membership is also comprised of the Chief of Staff, Vice President Patient Care/CNO, Chief of Departments, CEO and other representatives as deemed required, providing representation of the research request or ethical situation. The Research and Ethics committee focuses on ensuring that the interests of human subjects are protected when research is approved at WH. This committee also discusses education and discussion on bioethics issues and clinical ethical decision-making outcomes. The committee meets quarterly and at the call of the chair.

### **7. Service Excellence Principles: Commitment/competence, Caring and Compassion, Communication, Confidentiality**

Caring/Compassion – We ensure that services are provided based on patient need, delivered with courtesy and respect. We endeavor to provide a quiet, restful environment and take time to care.

Communication - we ensure that our actions, attitudes and communications are free from bias and demonstrate integrity, respect, honesty and openness. This is reflected in our care delivery and business transactions. We ensure that patients or their substitute decision makers have the information needed to make decisions about their health. We ensure that all members of the Woodstock Hospital workforce are empowered to make appropriate decisions within their roles.

Commitment/Competence – We practice workplace fairness and equity, embrace diversity and value cultural competence. We actively participate in ongoing opportunities to ensure professionalism and work within a team to deliver a healthy, safe and abuse free workplace

Confidentiality – we recognize that private information (patient, staff, business, financial) requires special protection and ensure that information is collected, used, maintained, disclosed and discarded.

Woodstock Hospital values excellence in patient care and ethical principles continue to be a focus in annual strategic planning initiatives. The Service Excellence Initiative identifies specific behaviors hospital personnel are expected to demonstrate in the workplace. The Service Excellence values are embedded in the WH Code of Conduct (Management Method Manual).

## Ethical Decision Making Algorithm

The following principle based framework/process for ethical decision-making is grounded in the Mission, Vision, Values, Service Excellence Principles and Code of Conduct of Woodstock General Hospital



### #1 Situation: Understand the Problem

- Tell the story
- What are the facts?
- What exactly is the problem to be solved?
- Who has the authority to make the decision?
- Who needs to be involved?

### #2 Background: Set the Context

- Who are the stakeholders?
- Do stakeholders have any personal bias?
- Consider other perspectives
- What values or principles are engaged in the conflict?
- Any organizational or professional policies to consider?
- Who needs to be involved?

### #3 Assessment: Consider Options

- What are the options?
- Relate options to values and ethical principles
- What are the consequences of each of the options?
- What are the risks and benefits of the options?
- Deliberate and evaluate
- Who needs to be involved?

### #4 Recommendation: Develop a Plan

- Decide the plan
- State the decision
- Apply the “TV test” (decision check)
- ACT
- What is the implementation plan?
- Who has to take action?
- What is the communication strategy?
- How do we evaluate and or revise the action plan as needed?
- Who needs to be involved?

NAME OF POLICY	LOCATION
Abuse – Prevention of Patient Abuse	Management Methods Manual
Abuse – Elder	Clinical Practice Manual
Abuse – Sexually Assaulted Patient	Clinical Practice Manual
Advance Directives and Power of Attorney for Personal Care	Management Methods Manual
Application to the Review Board by a Patient	Clinical Practice Manual
By-laws (Hospital governing)	Executive Assistant
CAS Referral an Infant Alerts, Child Abuse Cases of Newborns	Clinical Practice Manual
Chief of Medical Staff – Communication with	Clinical Practice Manual
Child Abuse Reporting	Management Methods Manual
Clinical Investigation/Research Involving Human Subjects	Management Methods Manual
Code of Conduct - Workplace and Domestic/Intimate Violence, Harassment and Discrimination Prevention	Management Methods Manual
Violent Behavior Alert: Application and Use of	Management Methods Manual
Confidentiality	Management Methods Manual
Consent and Capacity Hearing	Clinical Practice Manual
Consent to Treatment (Obtaining and Documenting Consent)	Management Methods Manual
CPR Initiating	Clinical Practice Manual
Ethicist – Referral Process	Management Methods Manual
Patient Safety Policies <ul style="list-style-type: none"> <li>• Disclosure of Harm to Patients</li> <li>• Quality of Care Review Committee</li> <li>• Reporting Adverse Events and Near Misses</li> <li>• Responding to Staff: Critical Incident Stress Management</li> <li>• Responding to Patient/Family Compliments, Complaints and Feedback</li> </ul>	Management Methods Manual
Physician’s Plan of Care – Disagreement with	Clinical Practice Manual
Privacy	Management Methods Manual
Resuscitation – Completion of the DNR Confirmation Transfer Record	Clinical Practice Manual
Resuscitation Guidelines	Clinical Practice Manual
Review Board Application by Physicians/Psychiatric Facility	Clinical Practice Manual