

## Ethics and Decision Making in Case Management



## Learner Objectives

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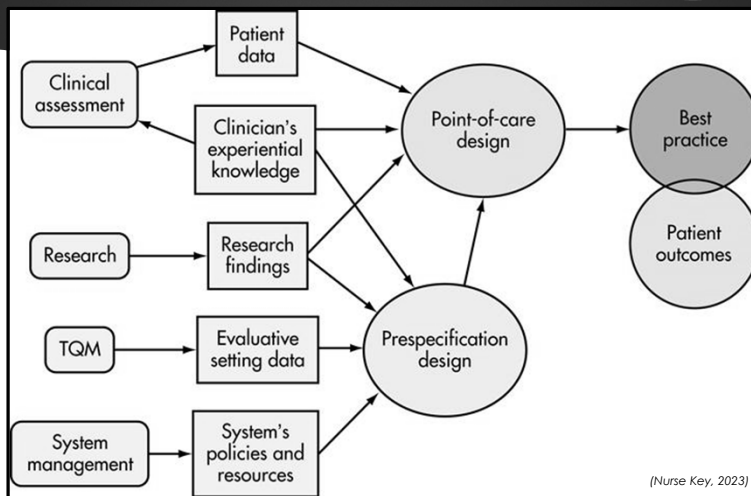
- ▶ Describe how key healthcare ethical principles and ethical decision-making models/frameworks beneficially affect best practice decision making.
- ▶ Apply ethical strategies and principles to common case management dilemmas.

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# Pre - Reflection

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# CASE MANAGEMENT ROLES



[Nurse Key, 2023]

[Nurse Key, 2023]

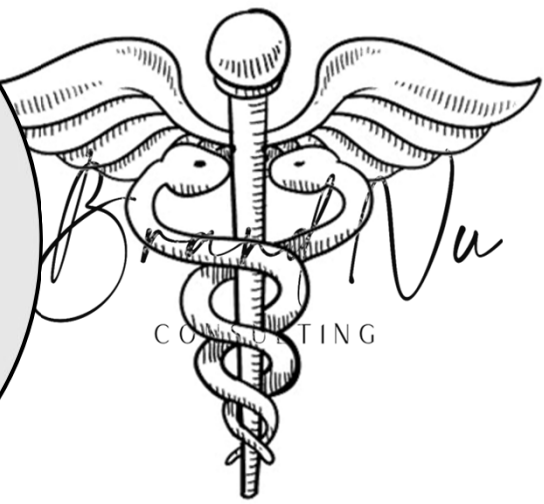
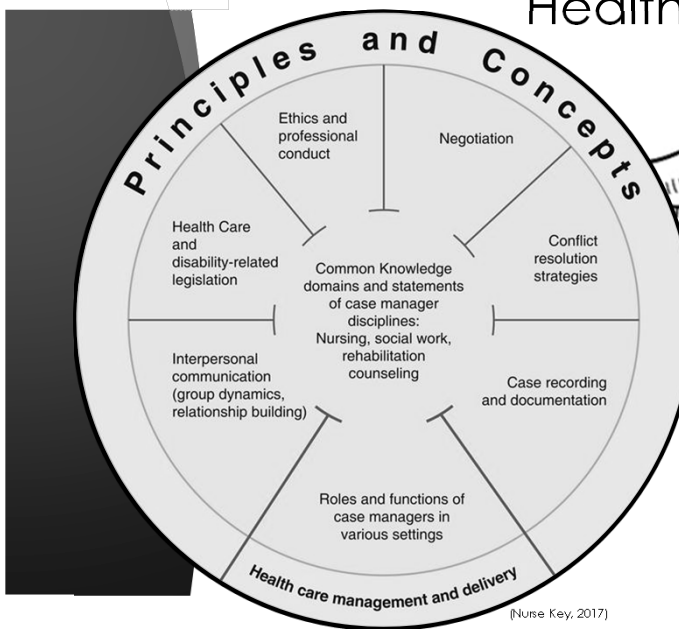
# Identifying the Need for Services

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# Healthcare Management



(Nurse Key, 2017)

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# ethics (noun)

I. (philosophy) The study of principles relating to right and wrong conduct.

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Ethics is...  
'That which is "right" or "good" in the context of governing moral code.'

(ViaDictionary, 2012)  
(Rupaleeslideshare, 2012)

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integrity principles  
value moral honesty  
honor ETHICS right  
choice fairness  
conscience responsibility

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(Santa Clara University, 2020)

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## What ethics is NOT...

- ▶ Ethics is not the same as feelings
- ▶ Ethics is not the same as religion
- ▶ Ethics is not the same thing as following the law
- ▶ Ethics is not the same as following culturally accepted norms
- ▶ Ethics is not science

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## ETHICAL PRINCIPLES OF CASE MANAGEMENT

### PRINCIPLES OF ETHICS




**BENEFICENCE**

Treat each person as an individual.



**NONMALEFICENCE**

Always do good.



**JUSTICE**

Do not purposefully do harm.

Assist clients to obtain what they deserve, in a good way.

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(Jordaan, 2019)

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Client's LEGAL RIGHT

Client's COGNITIVE ABILITY

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Key challenges for Case Managers  
Determining a client's ability to exercise autonomy.

(Ethical Principles and the Case Manager, 2023)

# Beneficence

<b>Duty of Beneficence</b>	<b>Duty of Justice</b>
Take active steps to promote and benefit the welfare of the client, client's support system, and, when appropriate, others.	Treat the client and client's support system fairly and without any malice, bias, or prejudice.

(Ethical Principles & the Case Manager, 2023)

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## NONMALEFICENCE

### DEFINITION

Nonmaleficence is a principle in ethics, particularly in medicine and healthcare, that emphasizes the obligation not to inflict harm intentionally. It is often summarized by the phrase "do no harm." This principle asserts that it is unacceptable to harm a patient or client, even if the intention is to promote a greater good.

### EXAMPLES

- **Avoiding Overmedication:** A physician not prescribe painkillers to a patient showing signs of addiction, recognizing the potential harm of dependency.
- **Surgical Considerations:** A surgeon might decide not to perform a high-risk surgery on an elderly patient if the potential complications are too risky.

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## Non-Maleficence

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## Justice



# Ethical Principles: Veracity

Client Care Delivery	Professional Ethics
<ul style="list-style-type: none"> <li>• Sharing information necessary for effective, informed decision making and consent for care or services.</li> <li>• Telling the truth about care including errors and untoward events.</li> </ul>	<ul style="list-style-type: none"> <li>• Being honest in professional interactions and activities including all relationships, documentation, billing, regulatory reporting, peer reviews, and risk management.</li> </ul>

## Three Main Benefits of Veracity (Truth Telling)

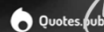
- Promotes** case managers' accountability and professionalism.
- Enhances** the quality of relationships case managers develop (or desire to develop) with clients/support systems.
- Facilitates** the building of trust between case managers and their clients/support systems.

Also...

# FIDELITY

Don't make promises you can't keep

-Elizabeth Hoyt



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# BUILDING TRUST

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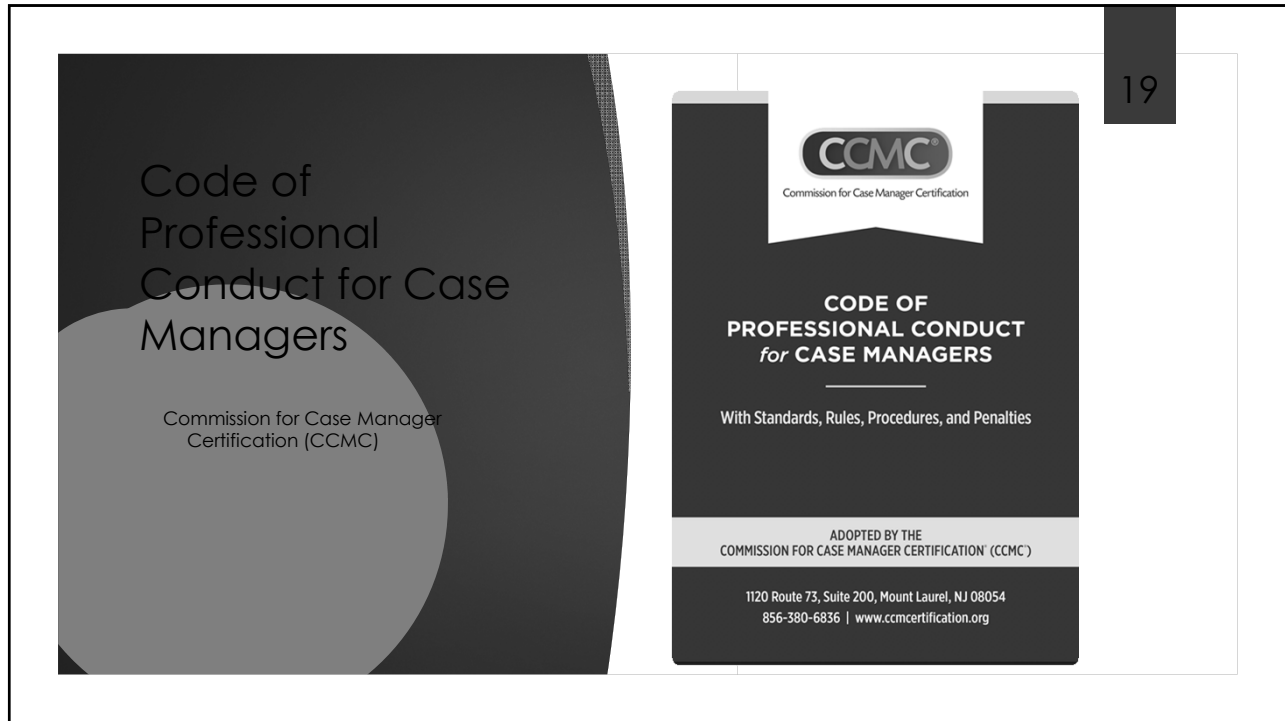
(Blackham, 2022)

(Mills, 2020)

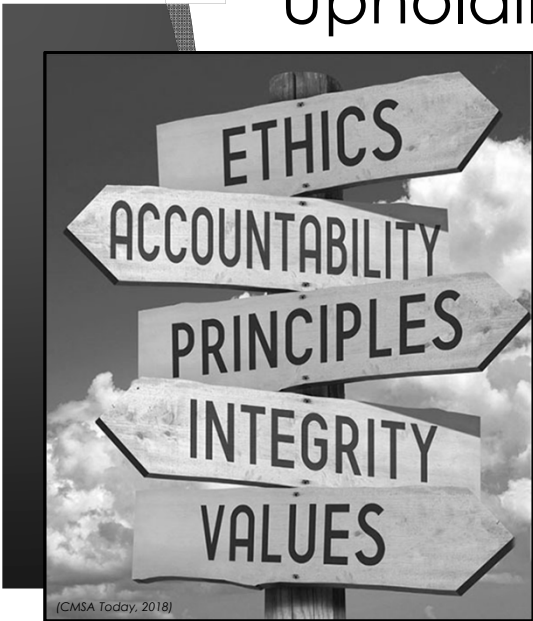
(Digital Health Buzz, 2019)

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# ETHICS IN CASE MANAGEMENT



## Upholding Ethical Standards



If we want to preserve the ethical ethos of case management, case managers must know the ethical standards/scope of practice, which they are held and comply with them.

*Fraser*

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(Fraser, 2016)

(CMSA Today, 2018)


**Ethical Standards and Board-Certified Case Managers**

**Case Management Actions Demonstrating Adherence to Ethical Standards**  
A case manager...

- Performs a comprehensive assessment of the client's needs.
- Facilitates necessary services for the client.
- Provides the client with access to necessary resources.
- Performs job functions that are within her/his scope of training or certification and facilitates (or takes steps to deny) services that call for an expertise that transcends the case manager's training or authority.
- Reports another case manager to CCMC who is known to be practicing in a manner that violates the standards.
- Describes the cost of case management services when applicable.
- Respects the client's values.
- Informs the client whether any information obtained through the case management relationship may be disclosed to third parties (e.g., in a clinical review with a commercial health insurance plan) before it is disclosed. This is important in protecting the client's right to privacy and confidentiality.
- Protects the client's identity.
- Protects the confidentiality of the client's records.
- Demonstrates professional objectivity in writing reports.
- Maintains and stores records according to legal and confidentiality requirements.
- Discloses conflicts of interest or "dual relationships."
- Behaves in accordance with the law and does not engage in acts of dishonesty, fraud, and misrepresentation.
- Treats clients with dignity and respect.
- Advertises case management services with factual accuracy.
- Maintains a professional distance from the client.
- Conducts research in a manner congruent with ethical and legal rules, principles, and laws.

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## Ethical Standards of Case Management



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## Principles

- ▶ Place public interest above their own at all times
- ▶ Respect the rights and inherent dignity of all of their clients
- ▶ Maintain objectivity in their relationships with clients
- ▶ Act with integrity and fidelity with clients and others
- ▶ Maintain their competency at a level that ensures their clients will receive the highest quality of service
- ▶ Honor the integrity of the CCM designation and adhere to the requirements for its use
- ▶ Obey all laws and regulations
- ▶ Maintain the integrity of the Code, by responding to requests for public comments to review and revise the code, thus helping ensure its consistency with current practice

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## Rules of Conduct: Will not...

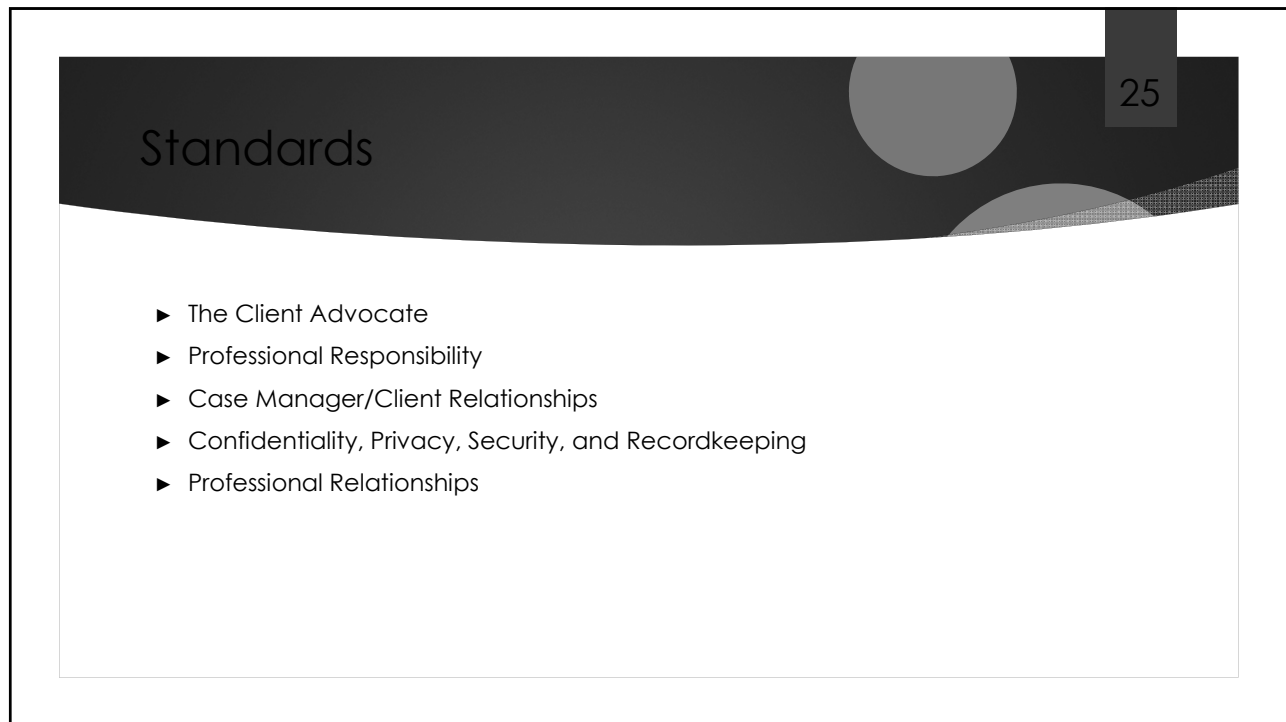
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- ▶ Intentionally falsify an application or other documents
- ▶ Be convicted of a felony
- ▶ Violate the code of ethics governing the profession upon which the individual's eligibility
- ▶ Lose the primary professional credential upon which eligibility for the CCM designation is based
- ▶ Violate or breach the Standards for Professional Conduct
- ▶ Violate the rules and regulations governing the taking of the certification examination and maintenance of certification

## Scope of Practice for Case Managers

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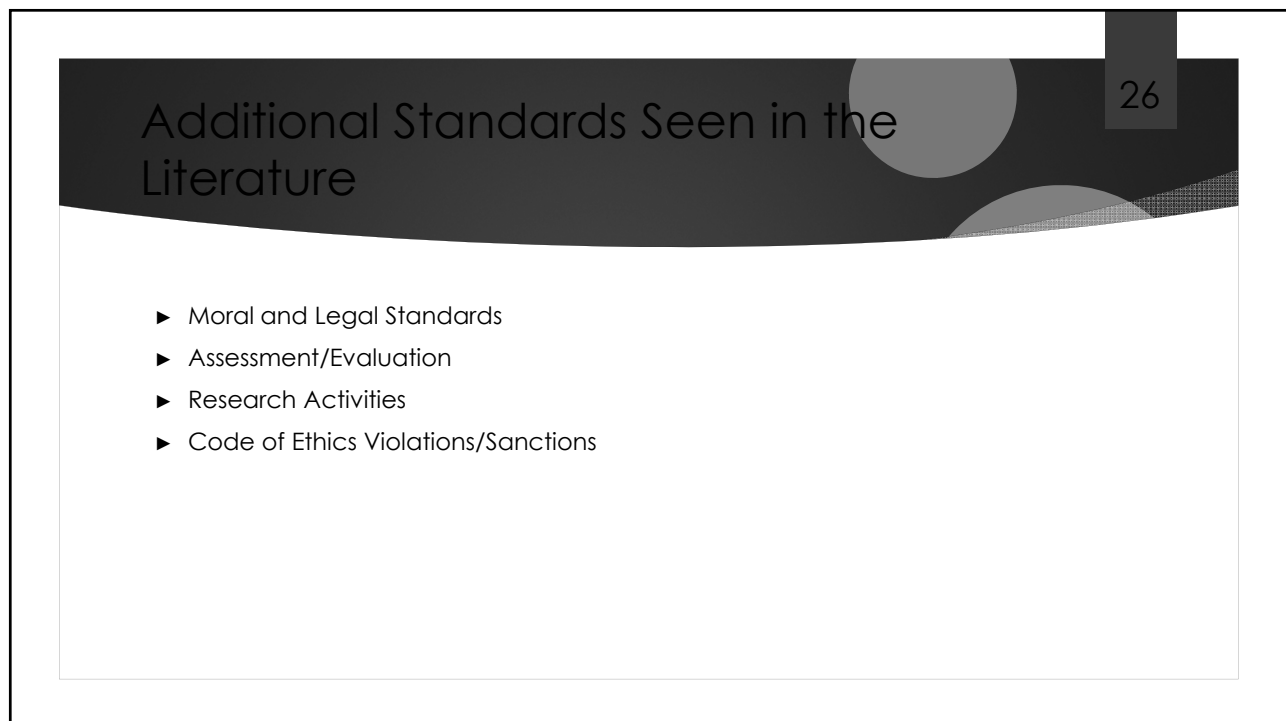
- ▶ Underlying Values
- ▶ Definition of Case Management
- ▶ Ethical Issues



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## Standards

- ▶ The Client Advocate
- ▶ Professional Responsibility
- ▶ Case Manager/Client Relationships
- ▶ Confidentiality, Privacy, Security, and Recordkeeping
- ▶ Professional Relationships



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## Additional Standards Seen in the Literature

- ▶ Moral and Legal Standards
- ▶ Assessment/Evaluation
- ▶ Research Activities
- ▶ Code of Ethics Violations/Sanctions

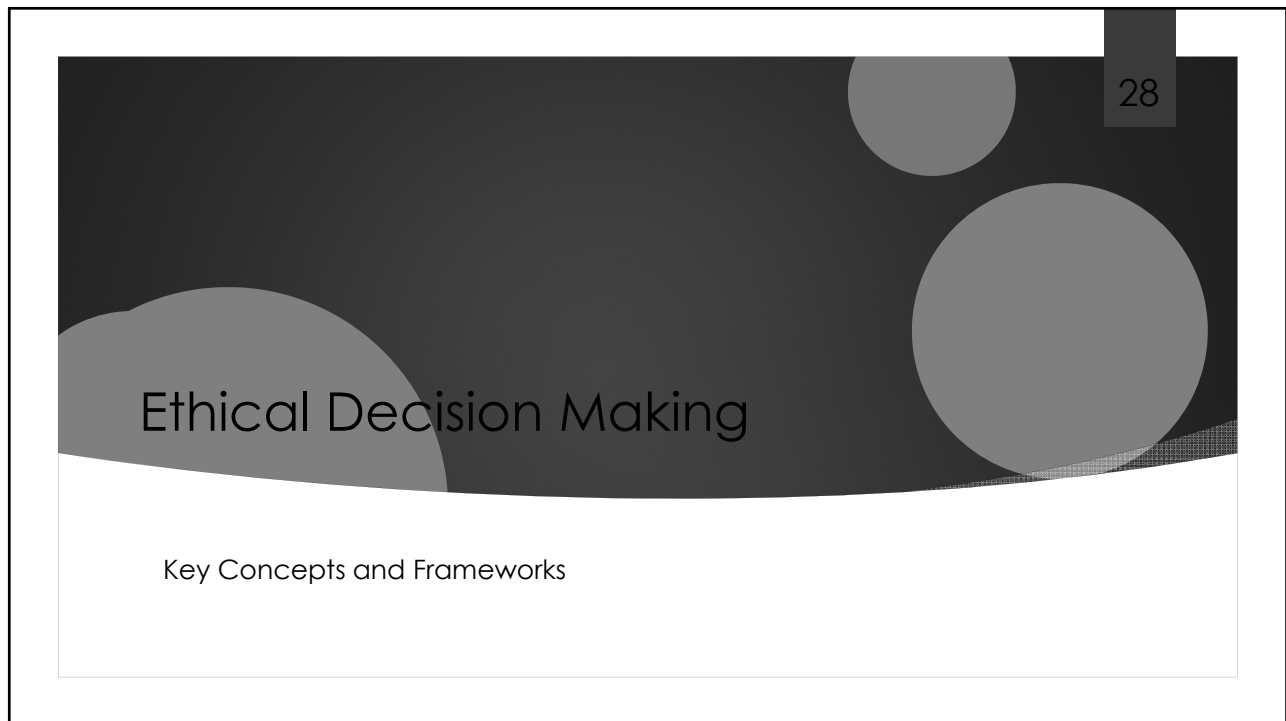


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VIDEO:  
Ethical Decision Making

<https://www.youtube.com/watch?v=n0uwTBrgqxl>

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Ethical Decision Making

Key Concepts and Frameworks

This slide features a dark background with several overlapping circles in shades of gray. The number '28' is in the top right corner. The main text is 'Ethical Decision Making' and the subtitle 'Key Concepts and Frameworks' is below it.

## A Framework for Ethical Decision Making

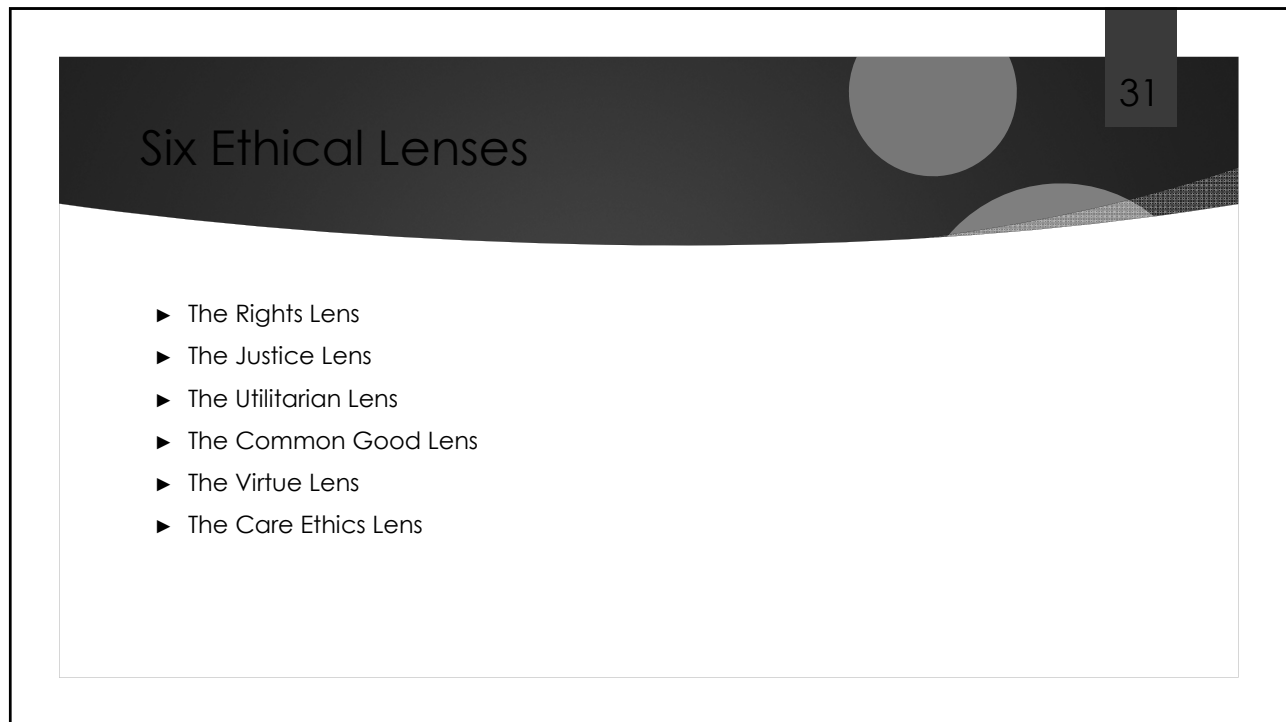
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- ▶ Identify the Ethical Issues
- ▶ Get the Facts
- ▶ Evaluate Alternative Actions
- ▶ Choose an Option for Action and Test It
- ▶ Implement Your Decision and Reflect on the Outcome
- ▶ Evaluate the Decision

## A Framework for Ethical Decision Making: CLARIFY

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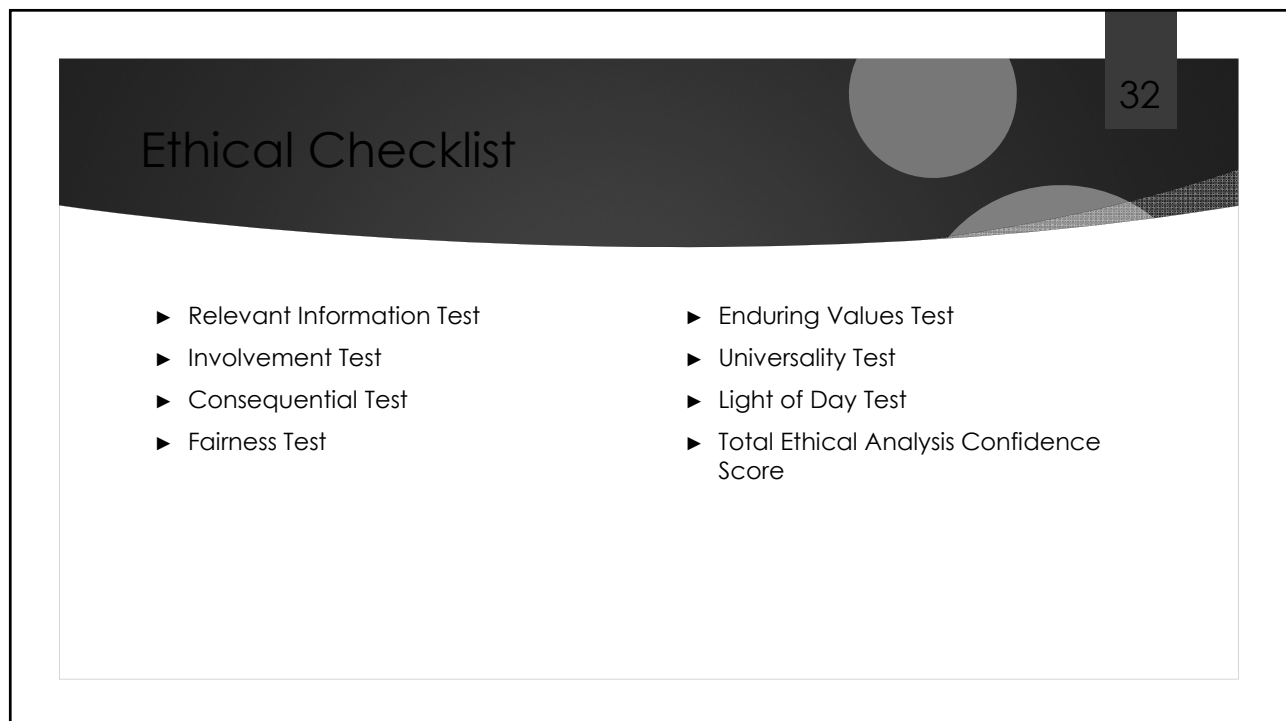
- ▶ Clarify the Ethical Issue
- ▶ List Values and Standards of Practice
- ▶ Apply Ethical Lens
- ▶ Risks and Benefits
- ▶ Identify Solution
- ▶ Facilitate Action Plan
- ▶ Your Evaluation



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## Six Ethical Lenses

- ▶ The Rights Lens
- ▶ The Justice Lens
- ▶ The Utilitarian Lens
- ▶ The Common Good Lens
- ▶ The Virtue Lens
- ▶ The Care Ethics Lens



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## Ethical Checklist

- ▶ Relevant Information Test
- ▶ Involvement Test
- ▶ Consequential Test
- ▶ Fairness Test
- ▶ Enduring Values Test
- ▶ Universality Test
- ▶ Light of Day Test
- ▶ Total Ethical Analysis Confidence Score

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## Ethical Checklist (Con't)

- ▶ This ethical checklist can help to ensure you have reviewed all major ethical considerations.
- ▶ Read through each test and rank it on the scale of 1 to 5.
- ▶ 1 = not at all 5 = totally yes.
- ▶ The higher the total score, the more comfortable you may be with your decision.
- ▶ Ethical Checklist Results – Test score = Confidence in Decision
  - ▶ 7-14 Not very confident
  - ▶ 15-21 Somewhat confident
  - ▶ 22-28 Quite confident
  - ▶ 29-35 Very confident

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## APPLICATION

Case Study

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Post - Reflection

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QUESTIONS? CONSULTING



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# THANK YOU *Brand Nu*

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