Florida
Occupational Therapy Association
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Conversations that Matter:

Productivity Demands and Professional Clinical Ethics: Resolving Dilemmas

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Productivity Demands and Ethics

1) Impact on all treatment settings, and across all populations we serve

2) Are demanded of all insurance providers who reimburse OTs for their services

3) Are often driven by the organization's ethical culture

3) Can be addressed and resolved in a standardized step approach with peer input

Productivity Demands and Ethics

This presentation will contain 4 elements:

1) To define the current threats to our professional practices
2) To define the most common terms and definitions used in the study of ethics
3) To provide an ethical decision making process as it can apply to all OT practice settings, followed by examples of real life ethical dilemmas derived from several OT practice settings.
4) To provide resources to support ethics and legal standards for decisions made in resolving an issue

Productivity Demands and Ethics

Friendly Reminder:

Ethics   ≠   Legal Standards

Personal Ethics   ≠   Professional Ethics

Productivity Demands and Ethics

Productivity is just one threat. Consider:

- Cultural differences between and among clients and staff

- Documentation pressures to meet insurance guidelines

- Changes in reimbursement payments (Retrospective, DRGs, Prospective, Managed Care, Fee for service, etc)

- Business/Organization orientation and culture

- Regulatory and accreditation updated/changing standards

- Bigoted patients/clients (a patient refuses care based on race)

- Social media pressures (Everybody has a camera)

- Advances in medical technology (Telehealth)

Productivity Demands and Ethics

Most Common Terms and Definitions
Used in the Study of Ethics
1) Beneficence (AOTA Principle1)
2) Non-Malfeasance (AOTA Principle 2)
3) Autonomy (AOTA Principle 3)
4) Justice (AOTA Principle 4)
5) Veracity (AOTA Principle 5)
6) Fidelity (AOTA Principle 6)

Productivity Demands and Ethics

An Ethical Decision Making Process

1) What is the perceived nature of the conflict and what ethical principles or standards are involved?

2) What information is needed and who are the players?

3) What resources/standards need to be consulted?

4) What are our options and what are the likely consequences of each option?

5) Now prioritize values and principles (personal, professional, departmental, organizational)

Productivity Demands and Ethics

An Ethical Decision Making Process (cont)

6) Take action … defend decision made on how to proceed (if needed) based on professional standards

7) Reflect on the outcome of the decision made via <u>OT Ethics Rounds</u> at work: lessons learned

Productivity Demands and Ethics

Examples of Productivity Demands and Other Ethical Challenges in OT Treatment Settings

Home Health: a) too many visits per day; b) reporting on a fellow OT about forged visits

SNF, Out/Inpatient/Peds/Mental Health: a) too many units/patient interactions per day; b) forging billing practices (i.e., group vs. individual treatments)

Academia: a) demanding acceptance and graduation rates; b) fieldwork HIPAA issues and fear of reporting poor work supervisors

Across all practice settings: Client right to deny care or recommendations; client bigotry; client non compliance to plan of care or discharge instructions

Productivity Demands and Ethics

<u>Ethics and Law Resources for occupational therapy practitioners and departments</u>

State Regulatory Boards
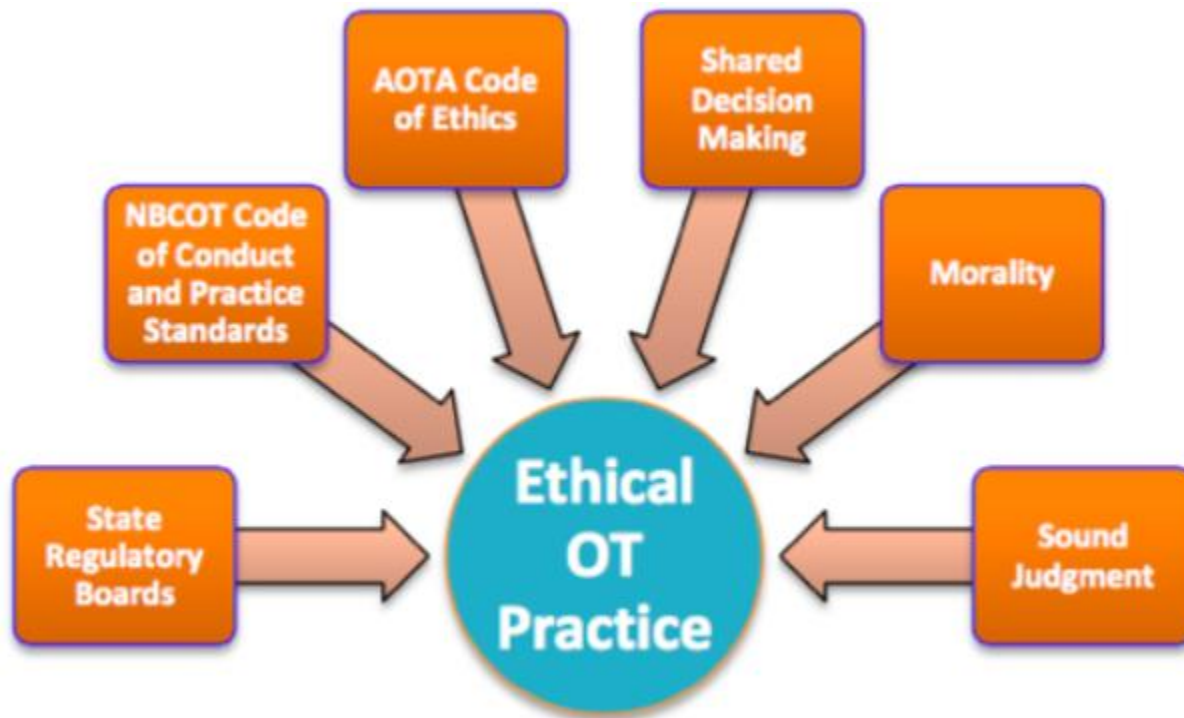
NBCOT Code of Contact and Practice Standards

AOTA Code of Ethics (as amended/updated)

Non Profit Organizations expertise in the study of ethics and bioethics (Hastings Center, Levan Institute, etc)

<u>SHARED DECISION MAKING AMONG OT PEERS</u>

<u>(Often AOTA, NBCOT, and State Licensure are intertwined)</u>

Productivity Demands and Ethics

Productivity Demands and Ethics

CONCLUSION

Ethical issues can lead to moral distress which has a negative impact on practitioners, their ability to provide appropriate care, and the practice setting.

Developing a forum for team members to openly and honestly reflect on ethical issues can have a powerful impact on fostering an ethical culture in the workplace.

Productivity Demands and Ethics

CONCLUSION

Many resources and standards exist to help guide decisions creating an ethical dilemma

A step-by-step approach to addressing and resolving ethical dilemmas can be used effectively

Familiarity with common terms used in the field of ethics and bioethics is useful