The Ethics of Looking the Other Way

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Outline

1. How can I recognize an ethical dilemma?
2. How can one approach resolution?
3. The costs of looking the other way.
4. Application of Professionalism principles to a Culture of Safety.

Recognize an Ethical Dilemma

- Discomfort.
- Disagreement.
- Identify your Values
- Acts in conflict?

Recognize Discomfort

Does not fit with your values or conscience.

Disagreement

Conflict with someone's values.
Other factors not universally known.
Differing interpretations of data, rules.
Values

- Institutional Values
- Personal Values
- Conflicts

An Approach to Ethical Dilemmas

1. Identify the Ethical Dilemma.
   1. Keep an open mind
   2. Consider framing
3. Determination of Shared Values.
4. Test Solution against Shared Values.

Mission

To improve the health of our patients through the provision of high-quality, coordinated programs of patient care, education, research and advocacy.

Vision

We will be the leader in providing the best healthcare outcomes for our patients. We will be the driving force, in partnership with others, in providing our patients and their families with an integrated healthcare delivery system. We will be a national leader in research and education.

An Approach to Ethical Dilemmas

1. Identify the Ethical Dilemma.
3. Determination of Shared Values.
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Examples

- Adherence to clinical care guidelines.
- Accuracy of documentation.
- Ready, set, anesthesia! (shortages).
- Post-anesthesia follow-up.
- Comfort with checklists.
- Other impaired conditions.
Ethical Dilemma

What is the Culture at your Institution?

Air Safety

The Lessons of ValuJet 592
by William Langewiesche

Oxygen Generator

1. Removed from the MD-80.
2. Safety cap not put in place.
3. Marked with wrong tag (repairable).
4. Signed-off by two mechanics.
5. Signed-off by supervisor.
7. Stored in wrong place.
8. Transferred to ValuJet property area.
9. Brought to flight 592.
10. Signed-off by cargo specialist and first officer.

Does Productivity Pressure Adversely Affect Outcome?

Yes it does

- Time pressure.
- Drug and material shortages.
- Reduced staff.
- Training and experience of staff members.
- Facility and equipment upgrades.
- Maintenance issues.

No it doesn’t

- Compensate in every area.
- More efficiency means more & happier patients.

Culture of Safety

Each and every person taking responsibility for the outcome.

- Stock meds, instruments, disposables, blood.
- Clean facilities, proper environment
- Learn the latest, incorporate in practice as appropriate.
- Maintain skills in relevant disciplines.
- Practice techniques which help the team to produce the best outcome.

What type of Behavior?

A surgeon makes a sarcastic comment to the ICU nurse who calls with a concern about a patient not looking well in the middle of the night.

A week later, the same nurse but a different patient...
<table>
<thead>
<tr>
<th>Professionalism</th>
<th>Healthcare Culture of Safety</th>
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<tbody>
<tr>
<td>Self Effacement</td>
<td>Professional duties:</td>
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<tr>
<td>Self Sacrifice</td>
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Professional duties:
- Patient first.
- Respect for all team members.
- Learn and use skills to keep everyone engaged.
- Know that problems will arise anyway.
- Stay engaged, and
- Keep looking for ways to improve.
Simulation Study of Rested Versus Sleep-deprived Anesthesiologists
Perception of Intimidation in a Perioperative Setting
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What is This?