



American College of
Healthcare Executives
for leaders who care

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Fellow of the American College of Healthcare Executives

***Becoming Board Certified in Healthcare Management and
a Fellow of the American College of Healthcare Executives***

Knowledge Area Covered in the Board of Governor's Exam:

Professionalism and Ethics
8% 16 Questions

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ACHE - South East Texas Chapter

An Independent Chapter of the American College of Healthcare Executives



Key Words for Ethics Questions

Integrity



Patient Rights



Positive Reflection on your Profession



Mission before Personal Gains



Enhancing the Future of Healthcare

Professionalism and Ethics

Introduction

Professionalism deals with the development, monitoring, and maintenance of procedures to ensure that the needs of professional staff are met. Ethics includes identifying, monitoring, and disseminating codes of professional conduct; understanding the implications of ethical decisions, providing procedures to monitor standards of behavior within the organization; and determining, maintaining, and monitoring accountability procedures.

Professionalism and Ethics

8%, 16 questions from this specific knowledge area will be asked on the Board of Governor's Exam related to the following:

- Knowledge of professional codes of ethical behavior
- Knowledge of patients' rights and responsibilities
- Knowledge of ethics committees' roles, structure, and functions
- Knowledge of cultural and spiritual diversity for patients and staff as they relate to healthcare needs
- Knowledge of conflict of interest situations as defined by organizational bylaws, policies, and procedures

Professionalism and Ethics

Learning Objectives

1. **ACHE's Code of Ethics**
2. Patient Rights and Responsibilities
3. Cultural and Spiritual Diversity
4. Conflicts of Interest



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CODE OF ETHICS

As amended by the Board of Governors on November 13, 2017.

Responsibilities to your **Profession**

Responsibilities to your **Patients**

Responsibilities to your **Organization**

Responsibilities to your **Employees**

Responsibilities to your **Community**

Responsibility to your **Report**

Professionalism and Ethics

1. ACHE's Code of Ethics

Profession of Healthcare Management

- Professional activities: Honesty, integrity, respect, fairness, good faith
- Comply with all laws and regulations of healthcare management
- Avoid personal gain from professional relationships

Patients or Others Served

- Quality of Care
- Avoid discriminatory practices
- Process that advises patients of rights, responsibilities and risks of healthcare service

Professionalism and Ethics

1. ACHE's Code of Ethics continued.....

To the Organization

- Provide healthcare services consistent with available resources. If resources are limited, work for a fair resource service allocation process
- Truthful professional and organizational communication
- Implement organizational code of ethics and monitor compliance

Employees

- Provide a safe working environment
- Establish appropriate grievance and appeals mechanisms



Professionalism and Ethics

1. ACHE's Code of Ethics continued.....

To Community and Society

- Identify and meet the healthcare needs of the community
- Work to support access to healthcare services for all people

Report Violations of the Code

- An affiliate of ACHE who has reasonable grounds to believe that another affiliate has violated this Code has a duty to communicate such facts to the Ethics



Professionalism and Ethics

Hippocratic Oath



American Medical Society



American Nurses Association



American Osteopathic Association



American Academy of Physician Assistants



Professionalism and Ethics

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Professionalism and Ethics

2. Patient Rights and Responsibilities

- a) Two moral philosophies are important for solving ethical problems
 - I. **Utilitarianism** – taking action that produces the greatest good that is morally correct and
 - II. **Deontology** – nature of duty and obligation

These principals should permeate an organization through its mission statement, policies, procedures, rules, and a part of all decision making



Professionalism and Ethics

2. Patient Rights and Responsibilities

Institutional Ethics Committees

- Interdisciplinary
- Consultative
- Educate/Analyze
- Range of ethical issues

Institutional Ethics Committee Examples

- Infant Care Review Committee (ICRC)
 - Infants with life threatening conditions
 - Recommendations to withholding medical care
 - Offer counsel and review for such cases
- Institutional Review Board (IRB)
 - Required in various types of research
 - Review proposed research that involves human subjects
 - Determine if subjects will be at risk of harm and to ensure legal informed consent has been obtained



Professionalism and Ethics

2. Patient Rights

1. Complete & Truthful Information

- a) Easily understood
- b) Decisions regarding care [Patient Consent...coming soon]
- c) Financial issues

2. Participation in Healthcare Decisions

- a) Understand issues, benefits & risks of plan
- b) Right to seek other opinions
- c) Right to refuse care

3. Respect

- a) Not dependent on agreeing with care decisions
- b) Extending to loved ones





Professionalism and Ethics

2. Patient Rights

4. Nondiscrimination

- a) Equality of Access
- b) Race, creed, gender, sexual orientation, age or disability

5. Confidentiality

- a) Any information about the patient will be used exclusively for treatment & operations purposes
- b) Measures are in place to protect the confidentiality of all information, whether it is oral, written or electronic

6. Privacy

- a) Information Privacy
- b) Physical Privacy



Professionalism and Ethics

2. Patient Responsibilities

1. Full Disclosure of Information

- Health history
- Nontherapeutic behaviors [drugs, alcohol, etc.]
- Noncompliance

2. Compliance

- Comply with plan as agreed to with providers
- Report any barriers to compliance

3. Maximize Health Habits

- Smoking, Diet, Exercise
- Avoiding “Nontherapeutic Behaviors”

4. Financial Obligations

- Maintain appropriate insurance coverage
- Pay personal financial obligations



Patient Consent

- Elements of Consent
 1. The diagnosis
 2. Explain the procedure
 3. Risks and benefits of procedure
 4. Available alternatives
 5. Risks and benefits of alternatives, including doing nothing
 6. Do you have any questions?
 7. Any information that a reasonable person would want to know

Professionalism and Ethics

Learning Objectives

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3. **Cultural and Spiritual Diversity**
4. Conflicts of Interest



Professionalism and Ethics

- 3. Cultural and Spiritual Diversity** - there is a greater sensitivity to the presence of various ethnic and cultural groups in the United States and health service organizations and their managers are expected to obey the law as a minimum level of performance

The Joint Commission on Accreditation of Healthcare Organizations requires spiritual and cultural assessment of patients. The assessment should determine the patients':

- Cultural background
- Religion
- Beliefs
- Spiritual and cultural practices



Professionalism and Ethics

Learning Objectives

1. ACHE's Code of Ethics
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4. **Conflicts of Interest**



Professionalism and Ethics

- 4. Conflicts of Interest** - conflict occurs when one has conflicting duties or responsibilities and meeting one of them makes it impossible to meet the other

A Conflict of Interest is when someone in a position of trust has competing professional or personal interests





Professionalism and Ethics

4. Conflicts of Interest

Sarbanes-Oxley Act of 2002

- Certification of financial reports by CEOs and CFOs
- Ban on personal loans
- Public reporting of CEO and CFO compensation and profits
- Internal independent audit, with external audit certification
- Encourage employees to report unethical behavior [with protection]
- Code of ethics and standards of Conduct for Executive Officers & Board Members
- “Continuously search for conflicts of interest in the organization”



Professionalism and Ethics

4. Conflicts of Interest

Types of conflicts of interest:

- Self-dealing; public and private interests collide
- Outside employment
- Family Interest
- Gifts from people who do business with you

Professionalism and Ethics

4. Conflicts of Interest

Ways to mitigate conflict of interests:

- Remove them
- Disclosure
- Recusal
- Codes of Ethics
- Policy and Procedures

Professionalism and Ethics

Conclusion

16 questions from this specific knowledge area will be asked on the Board of Governor's Exam related to the following:

- Go through the entire exam and answer all questions that you can
- Skip those that you are not sure of
- After you have finished, go back to the questions you skipped
- Use process of elimination of choices
- ***Always chose the "Highest Level Answer"***

Professionalism and Ethics

Conclusion

- Knowledge of professional codes of ethical behavior
- Knowledge of patients rights and responsibilities
- Knowledge of ethics committees' roles, structure, and functions
- Knowledge of cultural and spiritual diversity for patients and staff as they relate to healthcare needs
- Knowledge of conflict of interest situations as defined by organizational bylaws, policies, and procedures

Questions