

Ethical Dilemmas Facing Frontline Staff



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Integrity

It is good to allow certain, identified core values to inform our relationships.

Do Good & Avoid Doing Harm

Without causing more harm than good, front-line staff ought to act for the benefit of the people they serve.



Privacy

Every person has the right to control access to his / her interior life.

Unless authorized by the person, in the absence of a compelling need to provide protection, frontline staff ought not interfere with a person's privacy.

Confidentiality

When a person grants access to his / her interior life, frontline staff ought not unnecessarily re-disclose information.

Laws, regulations, policies & professional codes both reinforce & require violation of this confidentiality obligation.

Fidelity

Frontline staff is bound to act in good faith with respect to the interests of the people they support; it is good to honor that trust.

Fidelity is the principle of assured effort.

Justice

With respect to the issue at hand it is good to treat like cases alike & to treat different cases differently. (Showing a relevant difference rebuts the presumption of likeness.)

Palliative Care

Healthcare that concentrates on reducing the severity of symptoms or slowing the progress of disease. Palliative care seeks to prevent / relieve suffering by supporting the best possible quality of life for persons and families.

Quality of Life

Traits of human-persons :

1. People tend to be active & purposive
2. People tend to use rationality
3. People tend to be social
4. People are limited
5. People are not defined by biology
6. People tend to search for meaning



Dilemma

A situation that requires choosing between equivalent alternatives (whether satisfying or unsatisfying)

Our Dilemma

It's all about the patient (fidelity)

vs.

It's all about the money (justice)



Some Tensions

Supporting vs. Protecting
Catching people when they stumble vs.
Treating people when they fall
Social models vs. Medical models
Strength-based supports vs. Medically
necessary interventions

Some Issues Never End

Consent - Conduit & Container or Waiver

People as Providers – Peer Specialists

Caps on support services

Productivity requirements

Resolving Dilemmas (an observation)

Granular Resolutions
vs.
Aggregate Resolutions
(Parsimony vs. Scalability)

Resolving Our Dilemmas

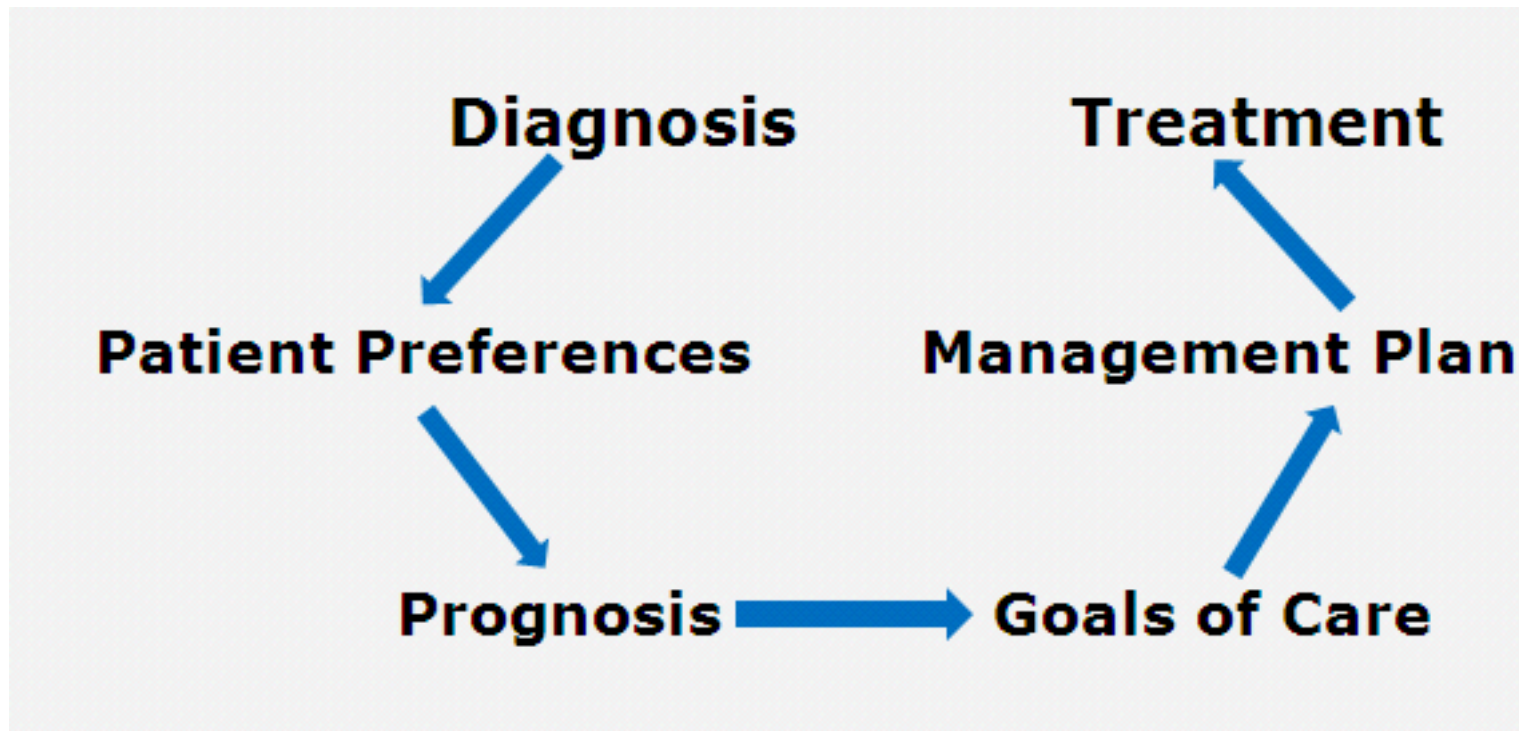
Fidelity vs. Justice

(Giving up on the person)

or

(Taking the money out of the equation)

Process of Medical Care (Palliative Care Version)



Deciding Frontline Ethics Issues

It's easier to disregard a principle of ethics to:

- Prevent harm (vs. provide benefit)
 - Prevent harming others (vs. self-harm)
 - Prevent imminent (vs. prospective) harm
 - Prevent but-for-the-illness harms
 - Prevent greater (vs. lesser) harms
- and ...
- When there's no other way

Questions ?

