Case Management Ethics 2018: Where Should Your Ethical Compass Point?

Ellen Fink-Samnick MSW, ACSW, LCSW, CCM CRP

Abstract: A new era of health care realities transverse the ethical tenets of Case Management practice:
- Death with dignity and other revised considerations for end of life care
- Quality and safety implications of workplace bullying
- Mandatory reporting quandaries involving HIPAA and patient privacy vs. public safety, and
- Ongoing proficiency and keeping pace with evolving health information technology and innovation

Each of these situations causes case managers to regularly juggle the Moral Distress balls of personal, clinical and organizational ethics. As a result, the question beckons: What is a case manager's ethical duty when employer mandates present as counter to the established professional standards, ethical codes, and regulations? Where should and does your ethical compass point?

Blending real industry scenarios with the latest professional resources, this presentation will provide case managers strategic guidance to define their ethical practice trajectory.

Behavioral Objectives:
1. Identify case management's Ethical Quartet for 2018
2. Identify how case management's ethical tenets are impacted by current practice
3. Discuss three ways Moral Distress impacts case management practice
4. Define the five steps of E-ACTS©-A Framework for Difficult Ethical Decision-Making

Outline
I. Introduction (5 minutes)
II The Quality Quartet: Case Management's Newest Ethical Challenges (15 minutes. For three hour version this section increases to 60 minutes)
III. Moral Distress: Definition and Dynamics (10)
IV Interactive Case Scenario Breakout with application of Professional Standards, Codes and Principles (15 minutes. For two and three hour versions this section expands to 60 minutes)
- o American Nursing Association (ANA) Code of Ethics: Provision 3 (2015)
- o Case Management Society of America (CMSA) Standards of Practice: Standard D-Planning, K-Ethics (2016)
- o Commission for Case Manager Certification (CCMC) Code of Professional Conduct: Principle 1, Principle 7, The Ethical Tenets, Underlying Values. (2015)
- o Commission on Rehabilitation Counselor Certification (CRCC) Code of Ethics: E-Relationships with other professionals, E.2. Consultation (2017)
- o National Association of Social Workers (NASW) Code of Ethics: 2-Ethical responsibilities to Colleagues (2008)
V. Setting Your Ethical Compass (20)
- Ethical Decision-Making Models
  - E-ACTS©
    - o Discussion and application of the five stages
VI. Wrap Up/Q & A (10 minutes)

Time: 75 minutes (easily extends to a 2 or 3 hour version). 3 hour version includes a 15 minute break.

Presentation Mode: Interactive learning via lecture, powerpoint presentation, case scenarios, and group discussion.

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