

# **The Evolution of End of Life Care: Ethical Implications for Professional Case Management**

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## **Abstract:**

Few topics are more intimate and complex for case managers than engaging with today's culturally diverse patient populations around end of life processes. The importance of this issue has only been highlighted by a rash of current events including but not limited to death with dignity legislation and the rising numbers of patients requesting to end life on their own terms. Organizational mandates intersect with professional ethical codes yielding a new generation of ethical dilemmas for case managers, as they work to reconcile the delicacy of these situations.

This presentation will also explore the **Intergenerational Spectrum**, an innovative paradigm for case managers to effectively manage end of life discussions and interventions. Professionals will be provided tools to appropriately assess and address age-specific themes manifesting for their culturally diverse patients and support communities.

Citing the newest industry literature, regulations, ethical codes, and practice guidelines this unique presentation will provide case managers an effective template to use when intervening with patients, caregivers and their support systems across the entire developmental life span. In addition, special consideration will be given to the management of professional self-care.

## **Behavioral Learning Objectives are:**

1. Discuss four (4) issues to influence the evolution of end of life care
2. Identify the two (2) components of the Intergenerational Spectrum
3. Define the Age Zones to comprise the Spectrum
4. Demonstrate understanding and application of the concept of Life Appraisal

## **Relevance to Case Management, Nursing, Social Work, And Allied Health:**

Professional experiences color the practice lens, motivating and guiding interventions across patient populations. They also define a case manager's need to renew and refocus interventions and energies. The unique nature of these efforts prompts professionals across the health and human services to validate the individuality of issues faced by patients and their families when dealing with end of life issues.

From the earliest phase of awareness to anticipatory grief and mourning, thru death itself then bereavement, the critical importance of examining the course of themes from an intergenerational perspective sets a tone for practice; one that embraces age specific concepts for our clients, their support community, including the professionals involved. As imperative is how case managers reconcile the ethical dilemmas, which can present in these complex situations. Defined tools and templates to focus and then guide professional practice are essential to quality patient-centered care.

- I. Introduction (5 minutes)
- II. The Evolution of Approaching End of Life Care: (20 minutes)
  - a. The IOM: Dying in America
  - b. Death with Dignity and New Legislation Across the States
  - c. Shared Decision-Making

- d. Organizational and Professional Challenges
- III. The Intergenerational Spectrum Key Components: (20 minutes)
  - a. Age Zones
  - b. Life Appraisal:
    - i. Definition
    - ii. Age Zone Themes
    - iii. Questionnaire
    - iv. Professional Self-Care Management
- IV. Spectrum Application through Interactive Case Scenarios with relevant ethical and professional codes and standards, including but not limited to: (20 minutes)
  - o American Case Management Association (ACMA) Standards of Practice and Scope of Services
  - o American Nursing Association (ANA) Code of Ethics (2015) Provision 1 and 2
  - o Case Management Society of America (CMSA) Standards of Practice (2016) Ethical Tenets, Standards C Care needs and opportunities identification, Standard H Facilitation, coordination and collaboration, Standard K Ethics, Standard L Advocacy and Standard M Cultural Competence.
  - o Commission for Case Manager Certification (CCMC) Code of Professional Conduct (2015), Principles 2, 3, and 7
  - o Commission on Rehabilitation Counselor Certification (CRCC) Code of Ethics (2017), Section A: The Counseling Relationship, A.1. Welfare of those served a-e; A.2. Respecting Diversity, a-b; and A.3: Client Rights a-e; A-9 End of Life Care for Terminally Ill Clients, a-b.
  - o National Association of Social Workers (NASW) Code of Ethics (2008)
- V. Wrap Up/Q & A (10 minutes)

**Time:** 75 (can be extended to 3 hour version)

**Presentation Mode:** Interactive learning via lecture and interactive groups

**References included:**

Barry, M.J. and Edgman-Levitan, S. (2012) Shared Decision Making-The Pinnacle of Patient-Centered Care, *The New England Journal of Medicine*, 366, pg. 780-781

Fink-Samnick, E (2006) *The Intergenerational Spectrum: An Innovative Approach to End of Life Care*, *The Case Manager Journal (TCM)*, 20 (4) 68-71; Mosby/Elsevier Publications

Informed Medical Decisions Foundation (2014) What is Shared Decision Making? , Retrieved from <http://www.informedmedicaldecisions.org/what-is-shared-decision-making/> , November 17, 2014

Institute of Medicine (2014) *Death and Dying in America: Improving Quality and Honoring Individual Preferences Near the End of Life*, Institute of Medicine, Washington, DC