

## ACT

### 7. Articulate the Decision

- Which alternative best reflects the ranking of values?
- Which alternative best balances more of the values?
- Have any other alternatives come to light?

### 8. Implement the Plan

- How best to communicate the decision?
- Who needs to know it?
- How best to document the process?
- Who needs to act?

### 9. Concluding Review

- What are the feelings of those involved?

Ethics consultation is available to patients, families, staff, volunteers and students on a wide range of ethical issues across the life span. This includes value conflicts around decisions such as withholding or withdrawing treatment, consent and capacity, resource allocation and organizational ethics.

#### Process to access ethical consultation:

- Request made to Department Manager
- Department Manager consults Chairperson of Mission & Ethics Committee or designate to organize an ethics consultation
- Ethics consultation will be scheduled on a date convenient to all participants.

## MISSION

Hotel Dieu Shaver Health and Rehabilitation Centre is a community of holistic and compassionate care for all those who seek our service and those who serve.

As a Roman Catholic facility, grounded in God's love, we provide the resources and care to enable people to reach their optimal level of health and well-being.

## VALUES

Spirituality  
Professionalism  
Innovation  
Responsible Stewardship  
Integrity  
Teamwork



## Principle and Values Based Framework/ Process for Ethical Decision Making

Adapted from the CHAC  
Health Ethics Guide



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Reference: Ethics Consultation Policy I-270



Comfort. Care. Hope.

# STEPS FOR RESOLVING ETHICAL DILEMMAS

## OBSERVE

- 1. Identify the Problem**
  - Name the problem clearly.
  - Where is the conflict?
- 2. Acknowledge Feelings**
  - What are the “gut” reactions?
  - Biases? Loyalties?
- 3. Gather the Facts**
  - What are the ethically relevant facts?
  - Whose account of the “facts” counts?
  - Have all the relevant perspectives been obtained?
  - What do the institution’s policies or guidelines say?
  - What does the relevant law say? \*

\* Legal information is not the same as legal advice, where legal advice is the application of the law as to an individual’s specific circumstances.

## A. Clinical factors for consideration in bio-medical ethics issues include:

- Diagnosis / Prognosis
- Quality of life
- Patient / Substitute Decision Maker wishes
- Contextual features
  - Religious / beliefs
  - Culture
  - Psycho-social factors (history, family situation)
  - Relationships

## B. Factors for consideration in business/ organizational ethics include:

- Governance
- Partnerships
- Allocation / rationing of services; wait lists
- Conscientious objection
- Employer/employee relationships
- Conflict of interest
- Alternative sources of revenue
- Abuse of care providers
- Whistleblowing / dealing with complaints

## DELIBERATE

- 4. Consider Alternatives**
  - What are the alternative courses of action?
  - What are the likely consequences?

## 5. Examine Values

- What are the preferences of the person receiving care?
- Are others’ values relevant?
- Which of the values are in conflict?

## 6. Evaluate Alternatives

- A. Identify appropriate decision makers**
- B. Rank all relevant values, i.e. values at HDSHRC.** These values are based on values set out in the CHAC Health Ethics Guide: dignity of every human being and the interconnectedness of every human being. They also ground the ethical values of autonomy, beneficence / non-maleficence and justice.

Justify ranking by appealing to principles as set out in the Catholic Health Alliance of Canada’s Health Ethics Guide, i.e. **principle of totality** (a holistic perspective of the human person and/or the institution), **principle of double effect** (cannot intentionally desire to cause harm in order to do good), **principle that benefits must be equal to or greater than burden/harm**, **principle of legitimate co-operation** (cannot intend to co-operate with immoral acts), **principle of subsidiarity** (decisions should be taken as close to the grass roots as possible), **principle of information choice**, **principle of confidentiality**. Evaluate the consequences in terms of principles. What alternatives are excluded?