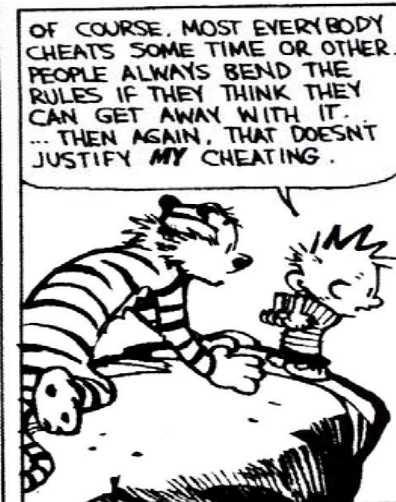
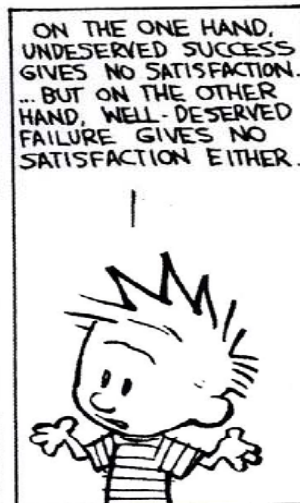
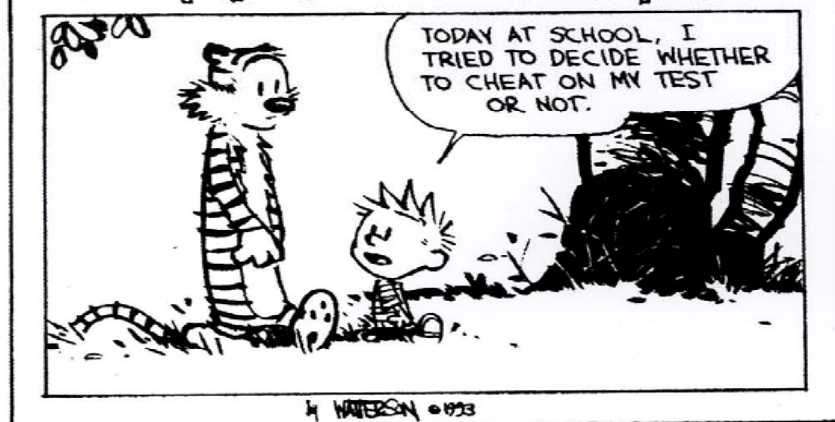


# Professional Ethics in Medical and Vocational Case Management

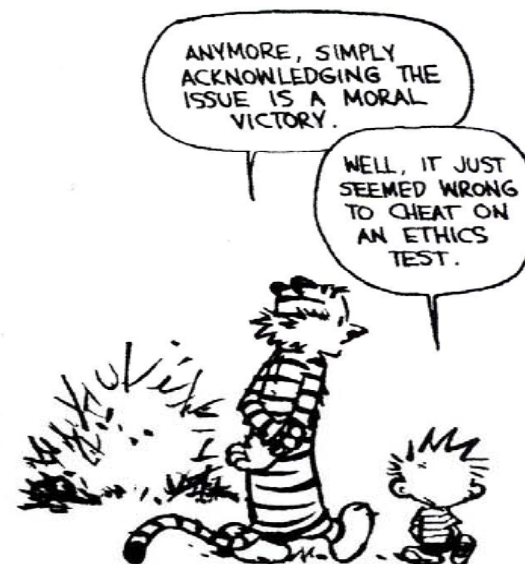
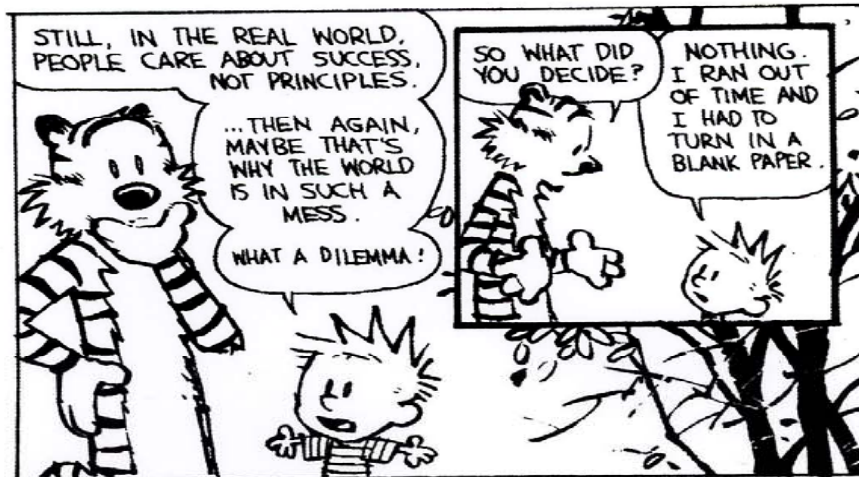
October 6, 2016

# calvin and hobbes



THEN I THOUGHT, LOOK, CHEATING ON ONE LITTLE TEST ISN'T SUCH A BIG DEAL. IT DOESN'T HURT ANYONE.

...BUT THEN I WONDERED IF I WAS JUST RATIONALIZING MY UNWILLINGNESS TO ACCEPT THE CONSEQUENCE OF NOT STUDYING.



# Learning Objectives

- ❖ Definition of Ethics
- ❖ Laws and Codes of Ethics
- ❖ Ethical Dilemmas and How to Handle Them
- ❖ Top Ethics Traps and How to Avoid Them

# It's All About Ethics!

**“Man cannot pretend to be higher in ethics, spirituality, advancement, or civilization than other creatures, and at the same time live by lower standards than the vulture or hyena”**

**- H. Jay Dinsah**

# Ethics

- ❖ Ethics can be defined broadly as a set of moral principles or values.
- ❖ Each of us has our own a set of morals and values.

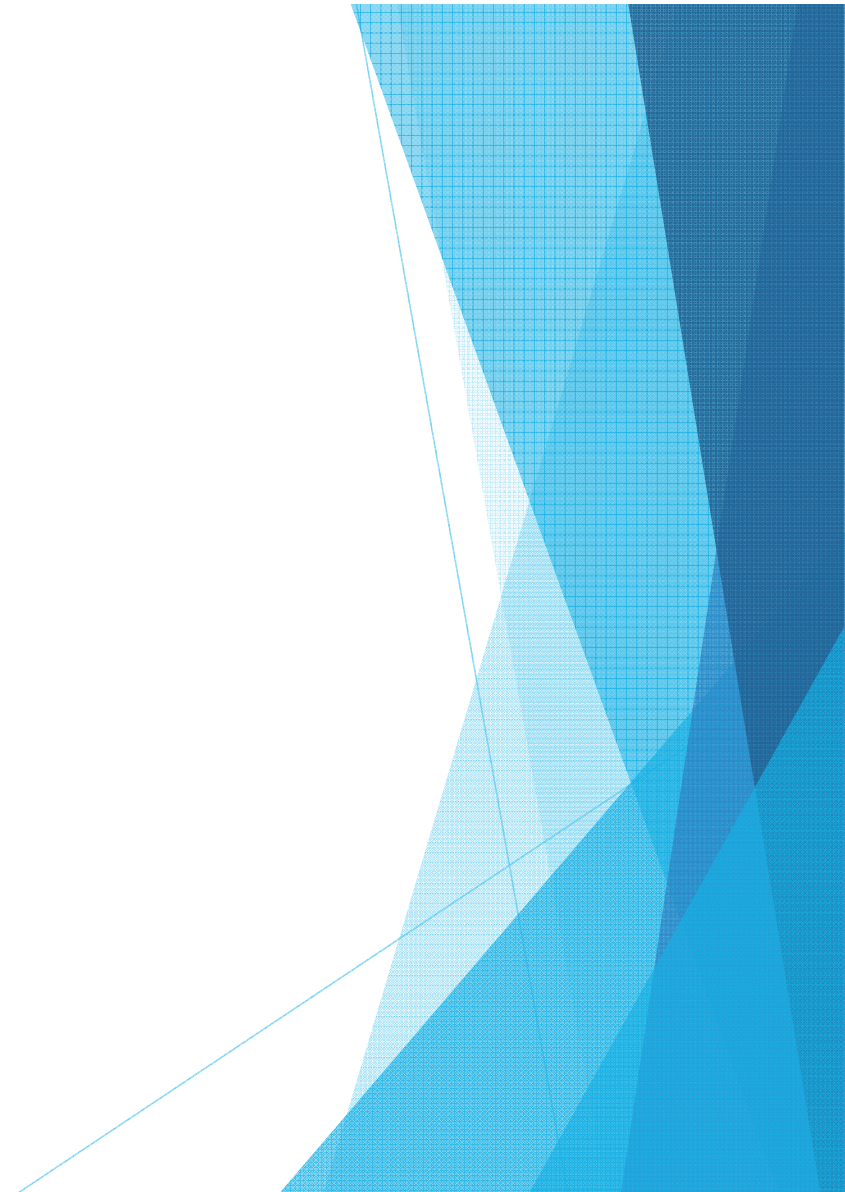


## Distinguishing Morally Good from Morally Bad



## Ethical Issues

- ❖ Different Backgrounds
- ❖ Different Life Experiences
- ❖ Different Points of View/Biases
- ❖ Different Expectations
- ❖ Different levels of consciousness



## Simply Put

There is no real separation between our Professional Ethics and our Personal Ethics.

Ethics involves “LEARNING” what is right or wrong  
“AND DOING” what is right or wrong”.

Out of fear of legal repercussions, social rejection or economic stability, most of us choose to do the right thing.

# Professional Ethics

Establishes a specific set of criteria and standards for distinguishing between what is morally good or morally bad.

- ❖ Our society has attached a special meaning to the term professional.
- ❖ A professional is expected to conduct himself or herself at a higher level than most other members of society.

# Laws and Ethics

❖ Is there a difference?



# A Person's Ethical Standards Differ from General Society

Embezzlers

Con artists

Shoplifters

Most people who commit such acts feel no remorse when they are apprehended because their ethical standards differ from those of society as a whole.

## What Would You Do?

*A Person (not you)* finds a briefcase containing important papers and \$10,000.

He tosses the briefcase and keeps the money.

He brags to his friends about his good fortune.

This action probably differs from most of society.

# Rationalizing Unethical Behavior

Everybody does it.

If it's legal, it's ethical.

Likelihood of discovery and consequences

# Ethical Issues and Case Management

- ❖ How do you keep a client-focused approach, provide quality service and still meet the company and customer objectives?
- ❖ Can you satisfy all parties involved without breaking the rules?
- ❖ Sometimes breaking a rule is just how business is done.

## Keys to Professional Ethical Behavior

- ▶ Practicing acceptable personal behavior.
- ▶ Must be based on FAIRNESS. Always negotiate or act in good faith.
- ▶ Requires Integrity. This refers to reliability and consistency. Treat people with respect and honesty. Ethical professionals back up their promises and they keep their commitments.
- ▶ Require Telling the TRUTH. In most cases, telling the truth is not only the law, ethics requires it.

## Code of Ethics

❖ Do You Know What They  
Are?



# Ethical Dilemmas

An ethical dilemma is a situation a person faces in which a decision must be made about appropriate behavior.



What Would You Do?

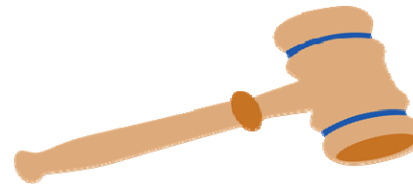


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## Top Ethics Traps

- ▶ Not Knowing the Code of Ethics and the Issues surrounding them. You can't adhere to what you don't know.

**KNOW.....Learn.....Code of Ethics.....Law**



# Improper Professional/Client Relationships

Don't Be Vague.

Keep the Boundaries Clear.

No involvement in personal or business relationships.

**JUST DON'T DO IT!!!!**

**#1 Reason for REVOCATION of  
CREDENTIALS/LICENSURE**

## Overlooking the Marketing/Gratuity Rules

As a general rule, don't accept anything that can't be shared with ALL of your coworkers, customers.

And NO, it doesn't matter how small or inexpensive the item may be!



## My Boss Made Me Do It



“I did it because I was directed to do it” is  
never a defense to wrongdoing

**UNLESS**

It is an act of a reasonable resolution of an  
arguable question of professional duty

## Disclosure

- ❖ Failure to disclose role, relationship or purpose
- ❖ Presenting a false statement of intent
- ❖ Failure to notify other parties of a potential conflict of interest.

## Privacy and Confidentiality

- ❖ Improper Disclosure
- ❖ Improper Use
- ❖ Information obtained in the course of the professional relationship should not be disclosed to third-parties without obtaining the client's permission.

# COMMUNICATION

Be careful to choose the best method of communication.

Make sure that ALL forms of communication are clear and factual.

In most situations, it is best to not only say it but to write it

**DOCUMENTATION TRUMPS CONVERSATION  
EVERYTIME!**

## Obligatory Disclosure

- ❖ Terrorism
- ❖ Treason
- ❖ Money Laundering
- ❖ Drug Trafficking
- ❖ To report substantiated homicidal/suicidal ideation.

# Conflict of Interest Defined

- ▶ conflict of interest  
n. a situation in which a person has a duty to more than one person or organization, but cannot do justice to the actual or potentially adverse interests of both parties. This includes when an individual's personal interests or concerns are inconsistent with the best for a customer, or when a public official's personal interests are contrary to his/her loyalty to public business.

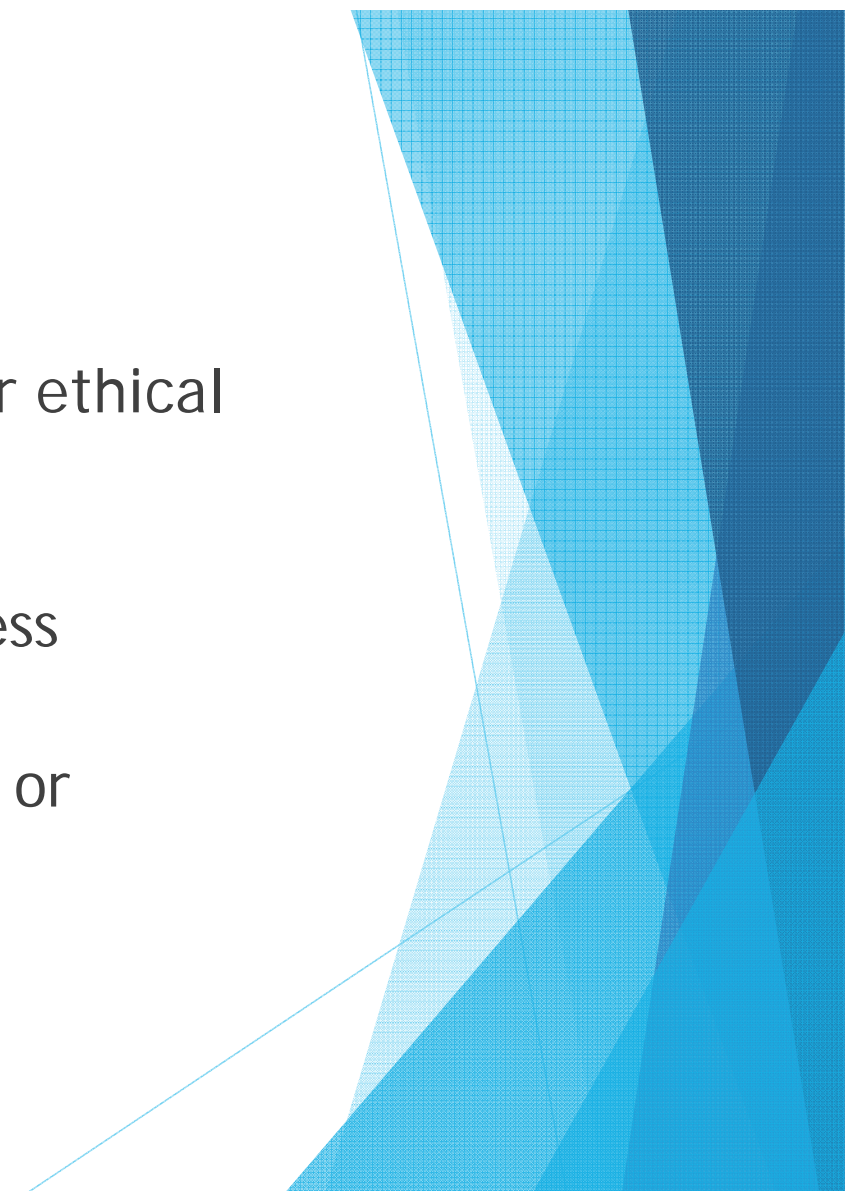
[dictionary.law.com](http://dictionary.law.com)

## Conflict of Interest

A person who acquires information in the course of his or her professional work should neither use nor appear to use information for his/her personal advantage or for the advantage of a third party.

# Integrity Defined

- ❖ Steadfast adherence to a strict moral or ethical code
- ❖ The state of being unimpaired; soundness
- ❖ The quality or condition of being whole or undivided; completeness



## Integrity and Competence

- ❖ Integrity should be maintained in all professional, business and personal relationships. It implies honesty, fair-dealing and truthfulness.
- ❖ One should not accept work which cannot be competently undertaken.
- ❖ Professional work should be performed with due skill, care, diligence, objectivity and expedition.

# Do the Right Thing



Ethics

- ▶ Have the courage to say no. Have the courage to face the truth. Do the right thing because it is right. These are the magic keys to living your life with integrity."
- ▶ EVERYBODY wins when all parties behave professionally and ethically.

## Final Thought



“ETHICS IS KNOWING THE DIFFERENCE IN  
WHAT YOU HAVE A RIGHT TO DO AND WHAT IS  
RIGHT TO DO”

-Albert Schweitzer

“RELATIVITY APPLIES TO PHYSICS NOT  
ETHICS”

-Albert Einstein

The background of the slide is a reproduction of the painting 'The Starry Night' by Vincent van Gogh. It depicts a night scene with a dark, swirling sky filled with stars and a crescent moon. Below the sky is a dark, silhouetted town with a prominent church spire. In the foreground, a body of water reflects the lights from the town and the stars in the sky. The painting is characterized by its vibrant blue tones and visible brushstrokes.

**“CONSCIENCE IS A MAN’S COMPASS.”**

**VINCENT VAN GOGH**

© Lifehack Quotes

# Thanks for Coming!

