



## Loma Linda University Medical Center Home Care Services

### Operating Policy

<b>Department:</b> Home Care Services	<b>Code:</b> (495) A-15
<b>Category:</b> General Management	<b>Effective:</b> 06/2015
<b>Subject:</b> Management of Ethical Issues	<b>Replaces:</b> 06/2012

  

1. The Home Care Services (HCS) departments operate within the ethical framework established by Loma Linda University Medical Center (LLUMC), and through procedures, which are consistent with applicable professional and regulatory bodies for the provision of patient care in the home environment.
2. LLUMC policies and procedures shall be followed when applicable. Organizational ethics are established as described in LLUMC Operational Policy A-37 and Clinical Ethics Consultation is available as described in LLUMC Operation Policy M-138 and M-138 A.
3. HCS department policies and procedures shall be established and implemented in regard to the identification, evaluation, and discussion of ethical issues related to the provision of care in the home setting.
4. Ethical issues identified by HCS departments shall be reviewed through the performance improvement process and reported to the Professional Advisory Committee.
5. Department processes for reviewing identified ethical concerns shall be developed by the department manager/director.
6. The department manager/director may contact the Director of Clinical Ethics for the medical center if professional expert assistance is needed.
7. Significant ethical issues requiring more extensive intervention or which also involve to the medical center shall be referred to the Director of Clinical Ethics for the medical center.
8. HCS personnel shall be provided training on the reporting of ethical concerns and given examples of potential ethical issues in initial orientation and annually. Staff training shall also include the ethical implications related to professional relationships, conflict of interest, and professional boundaries.
9. Measures for management of ethical issues will be determined on a case-by-case basis by the department manager/director/assistant manager/clinical supervisor as appropriate. The department manager/director shall be informed of the discussion and the measures taken to resolve the issue, or if additional intervention is required.

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<p>10. Examples of ethical issues related to provision of care in the home environment include, but are not limited to:</p> <ul style="list-style-type: none"> <li>10.1 Decisions related to withholding or withdrawing treatment</li> <li>10.2 Issues related to the safety of staff, the patient, or caregiver.</li> <li>10.3 Confidentiality of patient care is compromised.</li> <li>10.4 Issues related to adult or child abuse.</li> <li>10.5 Patient or caregiver unable/unwilling to follow the plan of care.</li> <li>10.6 Issues related to patient rights</li> <li>10.7 Conflict or inappropriate relationship between staff and the patient, patient family or caregiver.</li> <li>10.8 Observation of possible illegal activity in the patient home</li> <li>10.9 Questions related to Advance Directives or informed consent.</li> <li>10.10 A patient has no insurance or financial resources to continue care</li> </ul> <p>11. HCS departments shall monitor and report all ethical concerns to the Governing Board through the Professional Advisory Committee.</p>	

(A-15 A Department Procedures to Follow)



**Loma Linda University Medical Center**  
**Home Care Services**  
**Department Procedure**

<b>Department:</b> Home Care Services	<b>Code:</b> (495) A-15 A
<b>Category:</b> General Management	<b>Effective:</b> 06/2015
<b>Subject:</b> Resolution of Ethical Issues	<b>Replaces:</b> 06/2012

  

1. Home Care Services (HCS) departments shall have a mechanism for reporting, reviewing, and resolving ethical issues and conflict in care decisions which occur when differences exist between the patient's/family's needs, applicable laws and regulations, or the departments capabilities or missions.
2. When an ethical issue or conflict is identified by any member of the health care team, the department Assistant Manager/Clinical Supervisor shall be notified immediately and shall assist in the resolution of the problem.
3. If the Assistant Manager/Clinical Supervisor is unable to resolve the problem immediately, it shall be presented to the Department Manager/Director of the department for additional intervention.
4. A written record of the issue, including discussions, interventions and the parties involved shall be created and updated as applicable.
5. The Department Manager/Director may assemble a team of appropriate personnel to review the issue and provide recommendations.
6. Measures that may be taken to obtain pertinent information include, but are not limited to:
  - 6.1 Reviewing the patient medical record and other written documentation
  - 6.2 Interviewing appropriate members of the health care team,
  - 6.3 Speaking with the patient/family/caregiver
  - 6.4 Speaking with the physician if applicable.
  - 6.5 Consulting with professional experts
7. Options for resolution shall be discussed between the physician, Department Director/Manager, and the patient and family as applicable. If a consensus is not reached, a referral shall be made to the Director of Clinical Ethics at the medical center for additional intervention.
8. The Department Director/Manager shall maintain documentation of ethical issues and pertinent information, and shall report the information through the department performance improvement process.