

ETHICAL FRAMEWORK PROTOCOL FOR DECISION MAKING

PREAMBLE:

Statement of Legal and Professional Compliance

Cranston Ridge Medical Clinic (CRMC) is committed to providing the highest level of healthcare delivery in complete compliance with both federal and provincial laws and regulations from bodies governing the health professions represented in the clinic, including the Health Professions Act (2000) and all the regulations from CARNA and CPSA.

Statement of Quality and Safety Assurance

The present Protocol has been cross-checked for standards of quality and safety assurance by different professionals representing the Medical and Nursing professions to guarantee a multi-professional approach to patient-centered, safely delivered care.

Statement of Entry into Force

The present Protocol will take effect from the date it is signed by all parties involved in its development, representing the Medical and Nursing professions.

OVERVIEW:

The aim of this ethical framework is to provide staff members and management team in Cranston Ridge Medical Clinic (CRMC) with a systematic and standardized tool to make ethical decisions that are compliant with the codes of professional conduct of the medical and nursing professions. Contrary to the United States, the profession of medical office assistant is not currently regulated in Canada. Therefore, the only codes of conduct contemplated by this framework will be those of the Canadian Nursing Association (2017) and of the Canadian Medical Association (2018) respectively. They will be the standards that regulated members will have to attain in order to work in CRMC depending on their registration college, while both codes of ethical conduct will apply to unregulated members of staff according to the situation.

Framework

The protocol recommends the use of the official Framework for Ethical Decision-Making developed by the Ontario College of Pharmacy (2019), which is divided into five sections and reported below. All steps that may apply should be followed scrupulously depending on the situation.

The Framework

- Identify the Issue & Examine the Facts
- Is this a clear ethical issue of right and wrong?
- What is the ethical issue or dilemma?
- Is the ethical dilemma complicated by a 'conflict of values'?
- What are the key facts?
- If related to a patient issue or dilemma, what are the patient's wishes? Does the patient have sufficient information to make an informed decision?
- Are there any unique situational factors that you need to consider?

Apply Guidelines and Standards

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- What does our Code of Ethics say about this situation?
- What does our Standards of Practice say about this situation?
- Are there any applicable legislation, policies or guidelines you need to consider?
- Is there any applicable research or literature available to inform and support you?
- Is there anyone you should consult such as a colleague and/or the College?

- Determine and critically reflect on at least 3 alternative courses of action. Consider the strengths and limitations of each.
- In considering potential resolutions, ask yourself: Would this course of action:
 - Put your patient first and respect his/her right as an autonomous person?
 - Bear public scrutiny, i.e., if your decision and conduct were made public, would it be considered ethical and appropriate?
 - Be considered acceptable as a precedent for future behaviour, i.e., would it be appropriate for all pharmacists or pharmacy technicians to now do this?
 - Support our commitment to serve and protect the best interests of our patients?

Resolutions

Evaluate Possible

- Choose the most appropriate course of action and implement your decision.
- Document the rationale for your decision, including an explanation of how it supports the best possible health outcome for the patient.

Implement & Document Your Decision-Making

Review and reflect on the outcome of your decision.

- · What did I learn from it?
- What might I have done differently to produce a better outcome for my patient?
- Share learning with colleagues and other healthcare professionals if applicable.

Review and Reflect

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Image 1 - Framework for Ethical Decision-Making, Ontario College of Pharmacy 2019.

Application of Framework

While CRMC expects all its members of staff to abide to their relative codes of ethics and professional conduct, this protocol applies to those situations that are not regulated in specific terms by the professional colleges whose members are represented in the clinic. In such instances, this protocol is to be adopted to formulate an ethical decision that will be later converted into an official policy binding for all members of staff. These are matters of direct and indirect care of clients, business ethics, professional ethics, human resource practices, and research ethics. All ethical decision and protocols must be developed based on the principles and guidelines mentioned in this document.

This protocol was checked and approved for safety and quality standards by the following health professionals and cannot be modified without the full approval of all the signatory parties.

The Medical Director of Cranston Ridge Medical Clinic, Dr. Tomasz Karczewski (MD, MMedSci, MRCGP, CCFP, LMCC)		
7. Cek	DATE	February 20 th , 2020
The Clinical Manager of Cranston Ridge Medical Clinic, Dr. Dawid Karczewski (DPSN, BSc, MD, MScFamMed) DATE February 20th, 2020		
Provedenti	DATE	February 20 th , 2020

REFERENCES

Canadian Nursing Association (2017) "Code of Ethics for Registered Nurses". Ottawa, Canada.

Canadian Medical Association (2018) "CMA Code of Ethics and Professionalism". Ottawa, Canada.

Health Professions Act, R.S.A. 2000, c. H-7.

Ontario College of Pharmacy (2019) "<u>A Framework for Ethical Decision-Making</u>". Retrieved on February 2020 from https://pharmacyconnection.ca/framework-decision-making-winter-2019.