

NHPCO Project ECHO

Ethical Dilemmas Across Health Equity: 2024

Who Ya Gonna Call?

July 30, 2024

Disclosures

Disclosure

The faculty and planners for this educational event have no relevant financial relationship(s) with ineligible companies to disclose.

Data Collection

In order to support the growth of the ECHO® movement, Project ECHO® collects participation data for each ECHO® program. Data allows Project ECHO® to measure, analyze, and report on the movement's reach. Data is used in reports, on maps and visualizations, for research, for communications and surveys, for data quality assurance activities, and for decision-making related to new initiatives.

Evaluation

Please complete program evaluation materials following each session.

Ground Rules and Video Teleconferencing Etiquette

- This is an all share-all learn format; judging is not appropriate
- Respect one another – it is ok to disagree but please do so respectfully
- Participants – introduce yourself prior to speaking
- One person speaks at a time
- Disregard rank/status
- Remain on mute unless speaking and eliminate or reduce environmental distractions to improve sound/video quality
- Use video whenever possible; make eye contact with the camera when you are speaking
- **Do not disclose protected health information (PHI) or personally identifiable information (PII)**

Today's Agenda

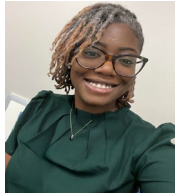
- Introduction of Faculty – NHPCO Team
- Didactic Presentation – Faculty
- Case Study Presentation – Faculty
- Discussion – Session Participants, Faculty, and NHPCO Team
- Key Takeaways – Faculty and NHPCO Team
- Closing Remarks – NHPCO Team

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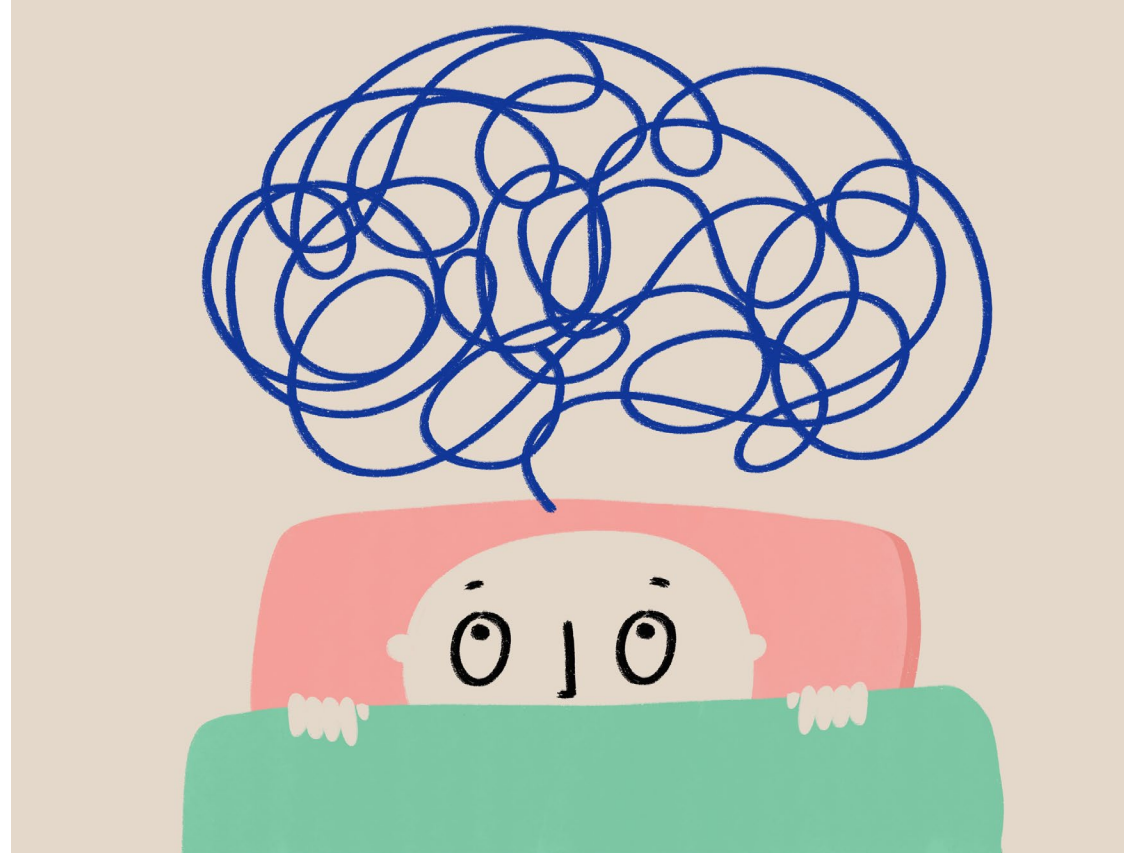
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Didactic Presentation



Ethics Consultation



Hospice and Palliative Care



Risk and Legal



Compliance



Didactic Presentation Q&A

Case Study Presentation

Situation

- Mrs. E, a 72-year-old woman with advanced ovarian cancer, is admitted to the hospital with severe pain and respiratory distress.
- She has been receiving palliative care at home, but her symptoms have become unmanageable.
- Mrs. E is a first-generation immigrant from Mexico and speaks limited English.
- Her daughter, M, who is fluent in English, has been acting as her interpreter and healthcare proxy.

Situation Continued..

During admission, Mrs. R expresses a desire for comfort care only, stating she doesn't want any invasive treatments.

However, her daughter insists on pursuing aggressive treatment, including intubation if necessary, stating, "In our culture, we always fight until the end."

Background

Upon review of Mrs. E medical record, it's discovered that she completed an advance directive six months ago, indicating she didn't want life-sustaining treatments. However, the document, in English, was witnessed by M, which brings into question its validity.

Background

Further complicating matters, a nurse overhears M discussing with another family member about potential legal action against the hospital if her mother isn't given "every possible treatment."

Assessment

Issues

1. Respect for patient autonomy vs. cultural considerations
2. Validity and interpretation of the advance directive
3. Potential conflict of interest with M acting as both interpreter and healthcare proxy
4. Balancing beneficence and non-maleficence in treatment decisions

Discussion and Recommendations

Discussion and Recommendations



Key Takeaways

- Clarity about who does what is essential to high quality care.
- Focusing on the question/issue at hand provides clarity on who one should call.
- Overlap between services is frequent and should not deter team members from calling various services.

References

- Shields, Steven JD, MA; Lesandrini, Jason MA; Bertino, Joseph PhD. Ethics, Compliance, and the Law: What Am I Allowed to Do Versus What Should I Do?. The Journal of Physician Assistant Education 30(4):p 236-238, December 2019.
- [A Guide to Frequently Confused Healthcare Services: ‘Who ya gonna call?’](https://www.nhpc.org/education/tools-and-resources/):
<https://www.nhpc.org/education/tools-and-resources/>

Session Evaluation and Certificate of Completion

- Your feedback is valuable as we plan upcoming sessions! Please complete the Project ECHO: [Ethical Dilemmas Across Health Equity Session Post-Session Evaluation](#)
- Project ECHO sessions are not accredited for continuing education, but we are able to offer a confirmation of completion for participants who attend at least four live sessions and complete all session evaluations as well as a final miniseries evaluation.

Upcoming Sessions

Date: August 6

Topic: Equitable Ethics in Pediatric Care

Date: August 13

Topic: Appointed Guardianship and Balancing Legal, Ethical, and Equitable Responsibilities

Date: August 20

Topic: Confronting Ethical Dilemmas: Real-Life Challenges and Insights

Date: August 27

Topic: Summary Wrap-Up: Conducting an Ethics Review

Additional Information

NHPCO Project ECHO webpage:

<https://www.nhpcoco.org/regulatory-and-quality/quality/projectecho/>

For more information:

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