

IDEA Decision-Making Tool

Step 1: Identify the Facts

- Describe the situation
- What are the medical, clinical or organizational facts?
- Who is the decision-maker?
- Other evidence or contextual features

Ask: Is there an ethical issue?

Step 2: Determine the ethical principles in conflict

- Who are the key stakeholders?
- What ethical principles should be considered? Why? Examples: Autonomy, Justice etc.

Ask: Have other viewpoints been considered?

Step 3: Explore the Options

- What are the options?
- Consider strengths and weakness of each
- Consider relevant laws and policies
- Does the option align with our mission, values and goals?

Ask: What option can be best defended ethically?

Step 4: Act on your decision and evaluate

- Recommend
- Implement
- Evaluate

Ask: Are we (am I) comfortable with this decision?

Examples of Ethics Questions

- Should we continue with or provide care that may cause harm?
- Who makes decisions for an incapable patient if multiple substitute decision-makers disagree?
- How do I respond to a patient who is refusing treatment options that could cure their illness?

Location and contact

Location

Professional Practice Office B-3521
Markham Stouffville Hospital

Hours of operation

Ethicist is onsite Monday, Thursday and Alternate Wednesdays

Ethicist can be reached anytime* by:

- Phone: 905-472-7373 ext.6937
- Email: ethics@msh.on.ca

*Your call or email will be answered within two business days. For urgent matters, please call 416-528-3222.



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Ethics Service

For patients, families, staff, physicians, students and volunteers



What is Ethics?

Ethics involves trying to figure out what the right choice is when conflicting values give us two or more options to choose from.

Is it an Ethics Issue?

Ethics issues arise when values compete or when we are trying to decide the right course of action for others or ourselves.

- Am I trying to determine the right course of action?
- Am I asking a “should” question?
- Are values and beliefs involved?
- Am I feeling uncomfortable?

If you answered “yes” to any of these questions you may be encountering an ethical issue.

Engaging in healthcare (as a patient, family or care provider) is a value-laden process and it may be expected that we will come across situations that challenge us.

What are values?

Values are ideals that are important to us.

Common examples in healthcare include:

- Respect for people
- Honesty, fairness and trust
- Privacy and confidentiality
- Protection of the vulnerable
- Avoid harm and promote good
- Accountability
- Justice and many more...

How can the Ethics Service Help?

We can help by:

- Creating time and space to talk
- Help to clarify:
 - ◊ What we know,
 - ◊ What we are assuming, and
 - ◊ What we still need to figure out.
- Determine key stakeholders and seek their input
- Bring forth and clarify values of those involved
- Use the IDEA Ethical Decision-making Tool to explore competing values
- Support those making decisions

ANYONE can call the Ethics Service.

We also support Policy Work, Organizational Ethics Issues, Medical Assistance in Dying, and Ethics Education.

The Ethics Service supports ethical decision-making and does not investigate wrong doing.



What is Patient- and Family-Centered Care?

To us, patient- and family-centered care means:

- We recognize patients and families are full partners in care.
- We strive to create a supportive and respectful environment for patients, families, and providers.
- We foster a community of mutual respect.
- We encourage supportive relationships to improve the well-being of patients, families, staff, physicians, volunteers, and the community.

Oak Valley Health Core Values

Respect

I embrace diversity and inclusion and treat everyone with dignity.

Trust

I am reliable and show integrity in everything I do.

Commitment

I take accountability to follow through.

Compassion

I approach all relationships with empathy, sensitivity and understanding.

Courage

I take ownership of my actions and responsibility for solving problems.