



MORAL DISTRESS

- Phenomena that occurs when nurses/health care providers cannot carry out what they believe to be ethically appropriate actions
 - Lack of resources
 - Inability to provide necessary treatments
 - Prolonged aggressive treatments that the professional believes is unlikely to have a positive outcome
 - Giving up too soon



MORAL DISTRESS DISSIPATES WHEN THE PROVOCATIVE SITUATION HAS RESOLVED

- But residual feelings, called moral residue, can have a negative impact on the employee's sense of well-being
 - Especially when there is no avenue to engage in an ethical discussion

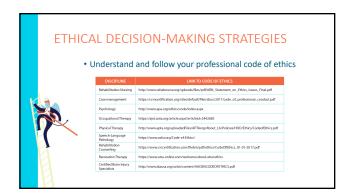


















FOLLOW CORPORATE RESPONSIBILITY STANDARDS (CARF)

- Ethical code of conduct
- No Reprisal approach to reporting
- Corporate compliance standards
 - Designation of a corporate compliance officer
 - Exclusion of certain providers
 - Training of all personnel
 - Auditing



FOLLOW FEDERAL LAWS AND REGULATIONS SUCH AS...

- The Stark Law
- Anti-Kickback Statue
- Beneficiary Inducement
- False Claims Act
- Laws and regulations that address fraud, waste, and abuse
- HIPAA

SAFEGUARD CLIENT RIGHTS

- Bill of Rights
- Self-determination
- Measure satisfaction
- Grievance policies
- Regular staff training



ASSURE STRONG PROGRAMMING RELATED TO MANAGING AGITATED OR RISK BEHAVIORS

- · Strong clinical leadership
- Effective communication strategies
- Staff training



CREATE STRUCTURE TO PROMPTLY REVIEW ETHICAL CONCERNS

- Ethics (Hot Case) Committee
- Ethics Consultation
- Utilization Review Committee
- Health Care Law consultation



