Steps For Thinking Through An Ethical Dilemma

Ethics Is Every Stakeholder's Responsibility -- Moral Agency

- Observe the Problem/Qualms
  - What is causing the uneasiness?
  - Speak with your team, manager, direct supervisor, other leaders

- Acknowledge Feelings
  - What are your intuitions?
  - Do you feel conflicted? Why?
  - What does your conscience tell you?

- Gather the Facts
  - Separate various legitimate interests at stake, including impact on others, such as quality of care and safety
  - Review relevant laws, regulations, fair/standard practice, hospital policies, mission and values

- Deliberate Options on Merits
  - List the benefits and risks of each alternative
  - Use process that reflects fairness, openness, transparency, respect and accountability

- Examine Values
  - How do the organizational/corporate values cohere with issues of Governance, Partnerships, Priority Setting & Allocation of Resources, Diversity, Employee Relations & Respect for Stakeholders?

- Evaluate Alternatives
  - Which ethical principles and values are operative? Which option will trump others on the basis of overall good, least burdens, and coheres best with applicable ethical principles and values?

- Articulate the Decision
  - Which alternative best reflects the values and principles that defines the integrity of the decision-makers on behalf of the organization?

- Implement the Plan
  - How will the decision be documented and communicated?
  - Who needs to act? What follow-up is needed?

- Perform a Concluding Review
  - How might we do things differently in future similar cases?
  - What additional resources and/or training would be useful?