

YOU

Steps For Thinking Through An Ethical Dilemma  
*Ethics Is Every Stakeholder's Responsibility -- Moral Agency*

OBSERVE

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

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?

ACT

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?