

CODE OF ETHICS

IPRO340: Building a Green Community Health Center of the Future

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Advisor Signatures:

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Overarching Principle: To help the uninsured and underinsured members of the greater Chicagoland area gain access to quality healthcare by developing a green healthcare facility that meets their specific needs, while addressing the ethical issues that may arise in the day to day operations taking place at the site.

1 Law

Canon: The healthcare facility will comply with all state and federal laws and regulations to ensure that all members of the community that seek access to medical attention will be subject to quality healthcare standards, keeping with the underlying principle of a community health center to provide services to people regardless of their ability to pay.

Pressure: To provide lower quality medical care to patients who cannot afford to pay the full cost of admission, and whom the healthcare facility receives less than adequate government reimbursement for serving.

Risk: To provide quality healthcare to patients who have serious ailments, and sub-par service to patients with more common, less serious illnesses.

Risk: To provide priority care to those whom the facility receives the largest reimbursement for serving, while neglecting those who will cause the healthcare facility to receive inadequate reimbursement for their provided services.

Measure: During the hiring process, all employees must be given extensive information on how the unique financial system of the healthcare facility works which allows it to be stable despite serving patients who may not have the ability to pay due to the government support received. A short online or DVD tutorial could be made, and employees would have to pass a quiz in order to verify that they understand the material on how the facility's financial system works, thereby re-enforcing the core principles of the healthcare facility.

2 Contracts

Canon: The members of the healthcare facility will abide by all contracts and agreements in any regards to the healthcare industry.

Pressure: Due to the large number of patients they see, members of the healthcare facility may not abide by the highest-level principles of the Hippocratic Oath, which they swore by and signed upon beginning their careers.

Pressure: In an effort to increase efficiency, members of the healthcare facility may not have patients sign the appropriate forms and waivers required for consent for certain procedures.

Risk: Members of the healthcare facility may have their licenses revoked due to their negligence of providing patients with the appropriate consenting paperwork that notifies them of the inherent risks associated with a certain procedure.

Measure: In order to obtain consent from patients, medical assistants will be trained to know which procedures require waivers. Medical assistants would be required to follow up on the doctors diagnosis by providing a consent form, if necessary, which they would have to sign themselves (in addition to the patient and physician) allowing the process to move forward to the next step. These forms would have to be documented and filed properly, and would serve to reduce the number of lawsuits filed by patients.

3 Professional Codes

Canon: All employees of the healthcare facility will be adequately trained and educated, and remain knowledgeable of all medical codes and regulations in regards to the environment of care.

Pressure: To be more cost-effective, the healthcare facility may hire individuals who are not adequately trained and do not have the necessary knowledge to provide high-quality healthcare to patients.

Pressure: To be more cost-effective, the healthcare facility may not provide employees with the opportunity to attend seminars, conferences, lectures etc. that would keep their knowledge up to date with professional standards.

Risk: The employees of the healthcare facility may make medical errors that would undermine the care patients deserve to receive, which may be grounds for a patient filing legal action against the healthcare facility.

Measure: The healthcare facility will hire individuals who have completed the necessary education, and will ask for copies of their education certificates to keep as records, ensuring that the employees of the healthcare facility are not only certified to perform the work required, but have obtained the necessary skills needed to help patients.

4 Industry Standards

Canon: All employees of the healthcare facility will be required to follow the guidelines of industry regulations, as outlined by various healthcare standards.

Pressure: The healthcare facility may aim to save money by performing sub-quality work in regards to construction, fire, safety and accessibility codes at their respective sites.

Pressure: The healthcare facility may perform at less-than-acceptable industry standards due to the fact that it provides healthcare to uninsured and underinsured patients, and do not always get reimbursed adequately by the government for their services.

Risk: A facility may lose its accreditation because it violated current codes.

Measure: An outside party will be summoned to come to the healthcare facility and make sure construction guidelines are followed and adhered to. Any recommendations they make regarding the infrastructure of the building and potential hazards or violations can subsequently be addressed and corrected.

5 Community

Canon: The members of the healthcare facility will welcome all members of the diverse served communities, and treat their patients equally and without any preordained notions.

Pressure: An employee(s) of the healthcare facility may provide better quality healthcare to patients whose race and ethnicity they can identify with, or have more favorable pre-existing notions about.

Risk: A loss in confidence by members of a certain race or ethnicity may cause them to leave the healthcare facility in search of alternate healthcare services.

Risk: The healthcare facility may be forced to shut down as a result of pressure from a certain ethnicity group within a community due to their fleeting trust in the healthcare provided to them as not being of equal quality.

Measure: All employees of the healthcare facility must make an effort to clearly communicate with the patients regardless of their race, ethnicity, gender, socioeconomic level, age, and physical and mental disability. If an employee feels that he/she is incapable of delivering medical care to a patient, then he/she must choose to have another person attend to them.

6 Personal Relationships

Canon: The employees of the healthcare facility will respect the privacy and confidentiality of all patients, and give them equal medical attention regardless of any pre-existing relationships.

Pressure: An employee of the healthcare facility may share confidential information regarding a patient with another employee or person in an effort to increase the efficiency with which this information is stored.

Risk: A patient of the healthcare facility may not feel safe to divulge all details of their medical ailment due to fears that it may not be treated confidentially.

Risk: An employee of the healthcare facility may provide biased medical care to patients whom they have a closer, more personal relationship with.

Measure: In order to insure fair and equal treatment for all, patients are to be scheduled by the receptionists in a systematic and orderly fashion. Any relationship between an employee of the healthcare facility and a patient should not result in privileged treatment (i.e. the patient is placed ahead in line to get medical attention).

7 Personal/Moral Values

Canon: The employees of the healthcare facility will respect the rights and values of their patients while advocating medical treatments that are in their best interests.

Pressure: In an effort to provide the best healthcare, an employee of the healthcare facility may provide medical advice that does not take into account any special moral or religious values of a patient.

Risk: An employee of the healthcare facility may cause disrespect to a patient by forcefully advocating for a medical opinion that does not take into account any special moral or religious values of a patient.

Risk: An employee of the healthcare facility may provide medical opinions based on their own moral and religious values that do not aim to serve the patients best interests.

Measure: As part of the form doctors use to triage patients, there should be a section added that includes any special needs that the patient may need to share with their doctor that has to do with their religion and personal/moral values. This would remind the physician to ask this very important question, and take it into account while providing medical opinion.