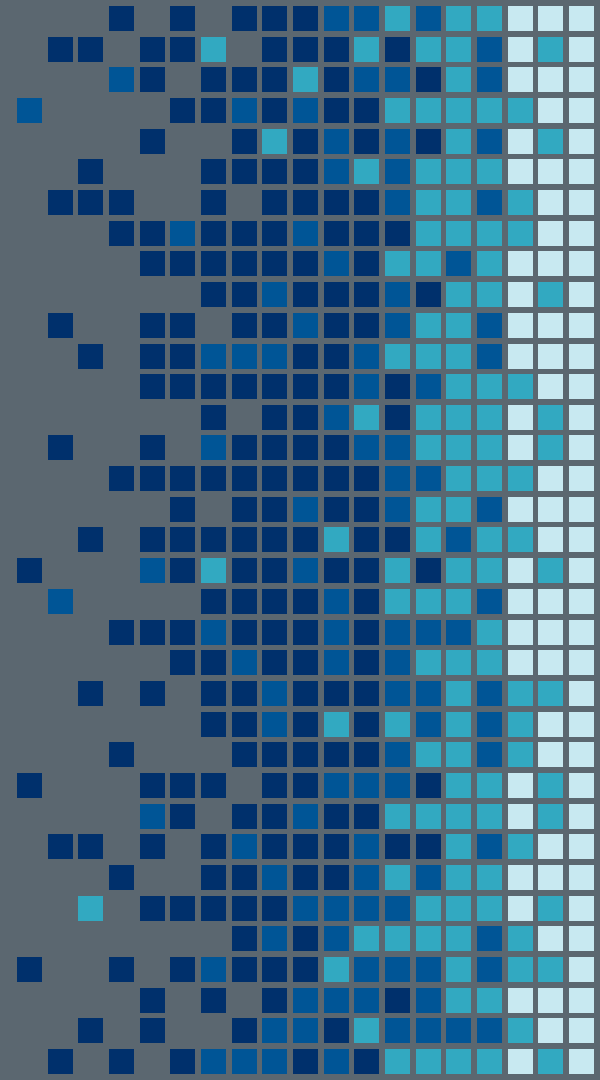


# Ethics and HIPPA

Volunteer Training 2022






## Learning Objectives

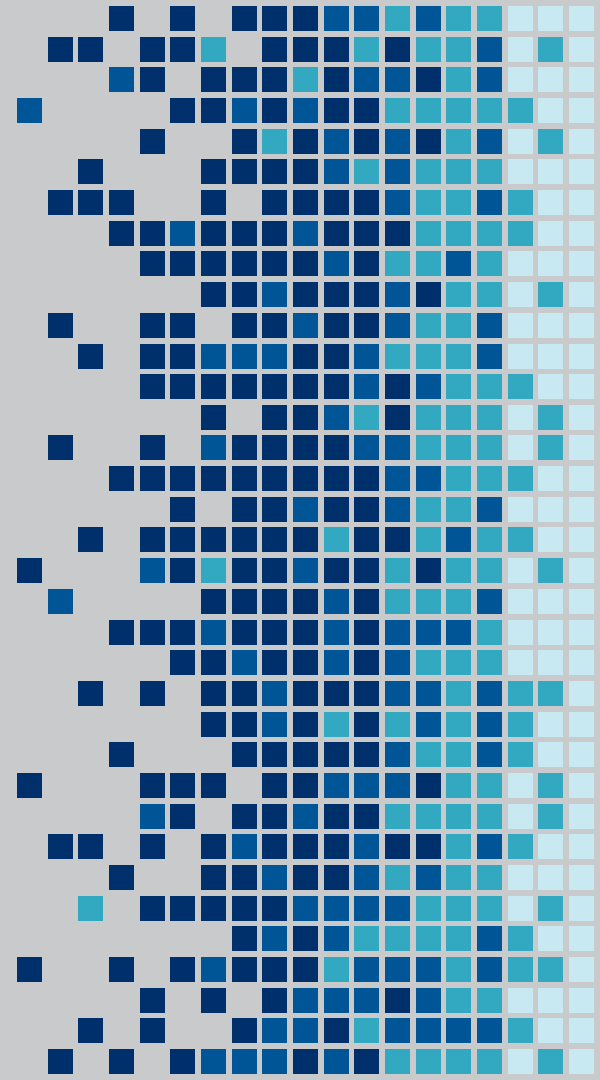
- Describe Ethical Considerations.
- Recognize How Personal Values Impact Our Choices.
- Respond To Patient Concerns In An Ethical Manner.





*Ethics is knoweing the  
difference between  
what you have a right  
to do and what is right  
to do.*

*Potter Stewart*



Ethical Issues  
Occurs When Two  
Values Collide.

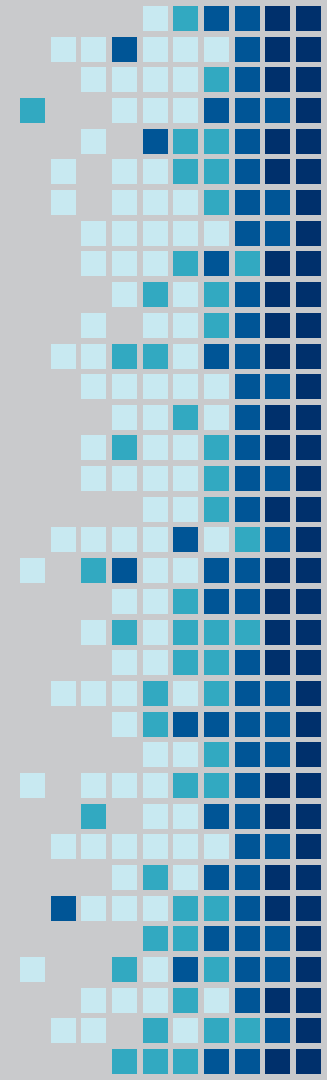


# What Are Your Values?

- Commitment to Family
- Commitment to Spouse/Partner
- Commitment to Community
- Commitment to God
- Spirituality Health
- Nutrition
- Exercise
- Integrity
- Responsibility
- Self-Respect
- Honesty
- Self-Reliance
- Sense of Humor



Your Values Impact Your  
Relationships. How Savvy  
are you with Ethics?



# How are Ethical Concerns Addressed?

## At Hospice we...

- Value The Dignity Of Everyone
- Promote Self-determination
- Are Non-judgmental
- Follow all Policy and Procedures of Blessing Health System

## Volunteers...

- Respect Confidentiality
- Ensure Blessing Health System I CARE Standards
- Follow Assigned Service Agreement

# Case Study 1

A patient tells you that he isn't taking any of his medications because it gives him headaches. He asks you not to tell his son or the nurse that visits. What should you do?

- Respect the patient's confidentiality and tell no one
- Tell the nurse or social work because it is a required medication
- Call the Volunteer Coordinator and discuss the situation

# Case Study 1

A patient tells you that he isn't taking gone of his medications because it gives him headaches. He asks you not to tell his son or the nurse that visits. What should you do?

## Correct Answer:

- Thank the patient for letting you know and you appreciate them being honest with you.
- In a comforting way, let the patient know this is a discussion needed with the nurse in order to help them.
- Encourage them to call themselves and that you will follow up with the hospice team, as well.
- Tell the nurse or social work because it is a required medication
- Call the Volunteer Coordinator and discuss the situation

# Case Study 2

A patient you have been visiting for several months is live discharged from the hospice program. The patient ask you over for dinner. Should you go?

- Yes, I would go, It's my own time
- No, I would not go, volunteers should not continue the relationship when the patient leaves the program
- Not sure. I would need to weigh my options keeping in mind that the volunteer program does not condone continued contact.



# Case Study 2

A patient you have been visiting for several months is live discharged from the hospice program. The patient ask you over for dinner. Should you go?

Correct Answer:

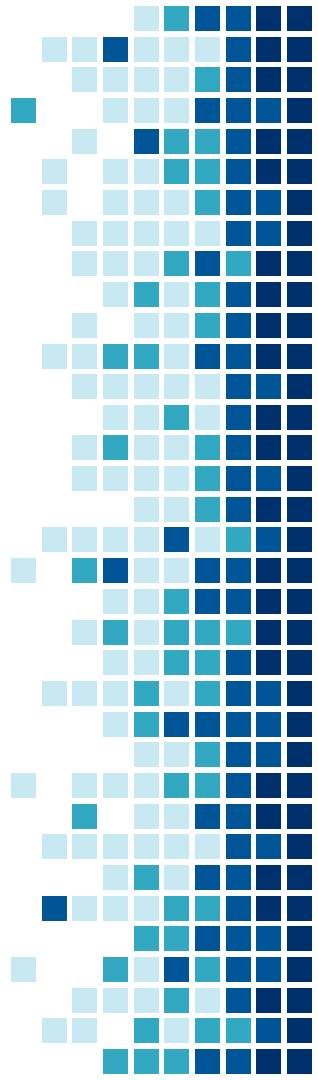
- No, I would not go, volunteers should not continue the relationship when the patient leaves the program.
- Thank the patient and let them know you appreciate the offer, however it is against Hospices better practices.



# Case Study 3

You are arriving to visit a patient and the nursing home staff member leaving is on her cell phone yelling at someone. The staff member tells you she is having a bad day and usually doesn't yell in front of the patient. After the staff member leaves, the patient tells you that particular staff member is on her phone with personal calls all the time. The patient doesn't want to tell anyone because she knows the staff member is a single mother. What would you do?

- Respect the patient's confidentially and say nothing
- Talk to the staff member the next time you see her
- Call the Volunteer Coordinator and discuss the situation



# Case Study 3

You are arriving to visit a patient and the nursing home staff member leaving is on her cell phone yelling at someone. The staff member tells you she is having a bad day and usually doesn't yell in front of the patient. After the staff member leaves, the patient tells you that particular staff member is on her phone with personal calls all the time. The patient doesn't want to tell anyone because she knows the staff member is a single mother. What would you do?

Best Answer:

- This situation is tough. The staff member has already apologized. However....
- Call the Volunteer Coordinator and discuss the situation.
- Talk to the staff member the next time you see her. Explain this behavior is upsetting to all patients.



## How Did You Do?

Sometimes There Is Not A Correct Answer, But A Lesser Of Two Evils. This Is The Time To Seek Guidance From The Hospice Team.

# THANKS!

**Remember to complete your  
evaluation!**

If you have any questions, please contact  
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[Cindy.Grawe@blessinghealth.org](mailto:Cindy.Grawe@blessinghealth.org)

