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The Management and Resolution of Ethics Issues

Portland, Oregon
October 2021



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Codes of Ethics

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The High Road





Codes of Ethics



Wounds Analogy



The High Road

American Academy of Audiology



AMERICAN ACADEMY OF AUDIOLOGY 

COMPLAINT FORM FOR ALLEGED NONCOMPLIANCE WITH THE AAA CODE OF ETHICS

DATE: _____

COMPLAINANT (Individual filing the complaint - *required*):

Name: _____

Company Name: _____

Address: _____

City, State, Zip: _____

Primary Telephone: _____ Alternate telephone: _____

Primary Email: _____ Alternate Email: _____

American Academy of Audiology

**American Academy of Audiology
Ethical Practices Committee**
11480 Commerce Park Drive, Suite 220
Reston, VA 20191
ethics@audiology.org

WAIVER OF CONFIDENTIALITY

I, _____, (Complainant name printed), have filed a complaint about the conduct of audiologist and Academy member, _____, As the Complainant, I hereby specifically waive any rights of confidentiality that I may have, and I permit my identity and the details of the complaint to be known to the Ethical Practices Committee of the American Academy of Audiology and to the individual about whom I have filed this complaint.



American Academy of Audiology

[Bold and underline added for emphasis.]



*It is the duty of all Academy members to come forward with evidence of perceived noncompliance with the Code of Ethics. However, each Academy member should be mindful of his or her professional obligation regarding confidentiality and possible sanctions for abuse of complaint procedures. **Your signature above signifies that the complaint is brought to the Ethical Practices Committee in good faith and not for the purpose of resolving private, business, legal, or other disputes for which more appropriate forums exist.***

Self-Reporting

self-report

A professional obligation of self-disclosure that requires (a) notifying ASHA Standards and Ethics and (b) mailing a hard copy of a certified document to ASHA Standards and Ethics (see term above). All self-reports are subject to a separate ASHA Certification review process, which, depending on the seriousness of the self-reported information, takes additional processing time.



ASHA

American
Speech-Language-Hearing
Association

American Speech-Language-Hearing Association

“The Code of Ethics shall not be used for personal reprisal, as a means of addressing personal animosity, or as a vehicle for retaliation.”



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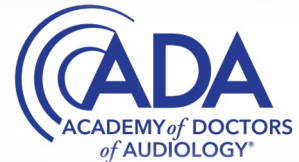
“Individuals with evidence that the Code of Ethics may have been violated have the responsibility to work collaboratively to resolve the situation where possible...”



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Association

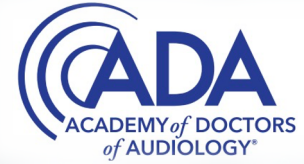
Academy of Doctors of Audiology

“Members agree to report to the Board of Directors for [ADA] (or to its designees) any violations of the Code of Ethics, and to cooperate with any authorized inquiry or action the Board may undertake.”





ASHA
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Speech-Language-Hearing
Association





Codes of Ethics

Wounds Analogy

The High Road

Wound Care and Ethics Resolution:

AN ANALOGY

SKIN

1. Protection
2. Regulation
3. Sensation.

ETHICS

1. Protection
2. Regulation
3. Prevention

SKIN

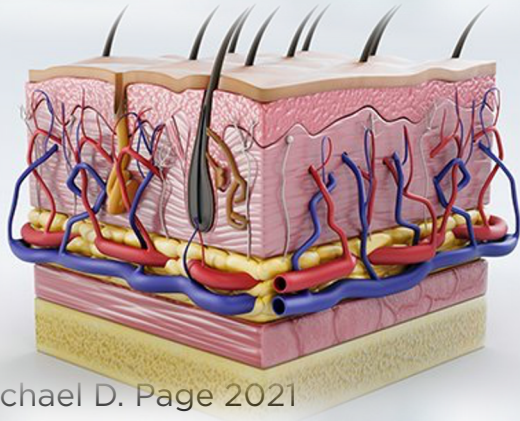
The largest organ
of the human
body.

ETHICS

The most
significant line of
defense in the
profession.

SKIN

The skin is part of the body's innate immune system.



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ETHICS

Ethics are part of the profession's first line of defense.



Code of Ethics

SKIN

The skin acts as the body's first barrier against germs, ultraviolet (UV) light, chemicals, and injury.



© Mic

ETHICS

Ethics are the profession's first barrier or checklist for assessing professional behavior.



SKIN

The skin also helps maintain body temperature and prevent water loss from the body.

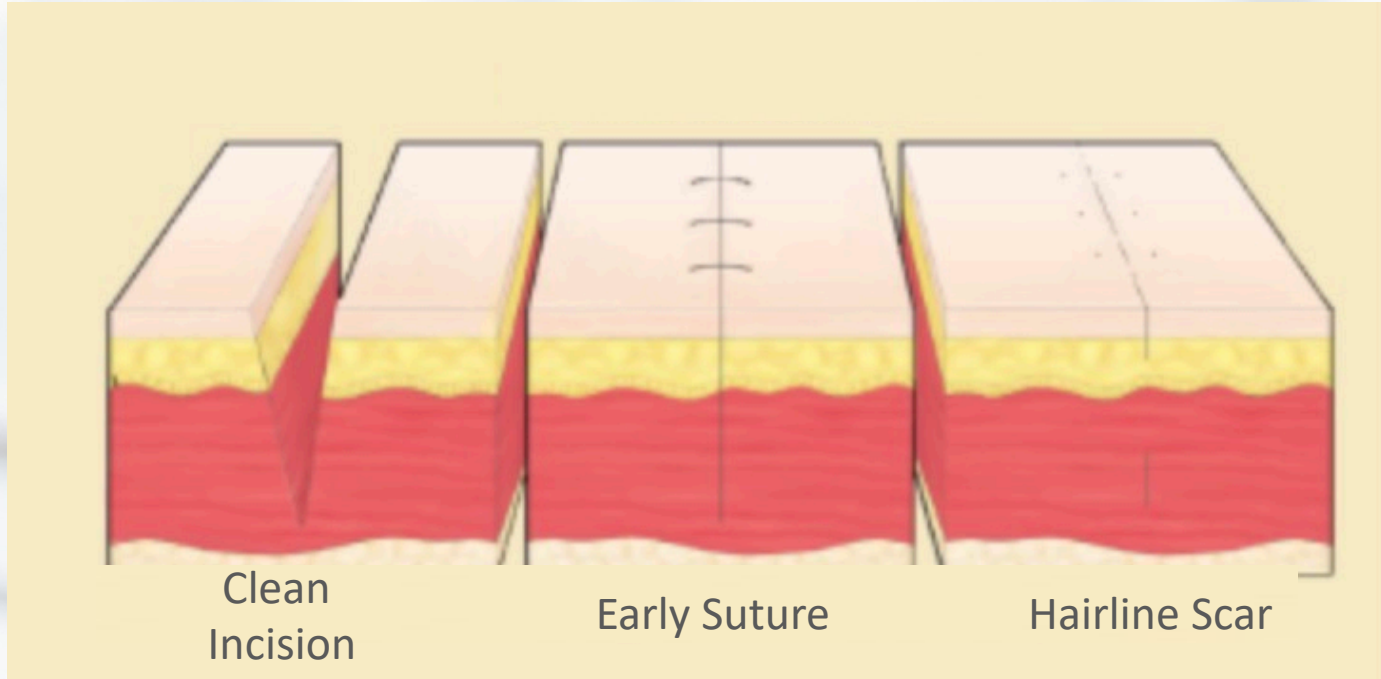
ETHICS

Codes of Ethics help maintain a sense of homeostasis within a profession, whether directly, or indirectly.

WOUND HEALING TYPES

- Healing by First Intention
- Healing by Second Intention

HEALING BY FIRST INTENTION



HEALING BY FIRST INTENTION

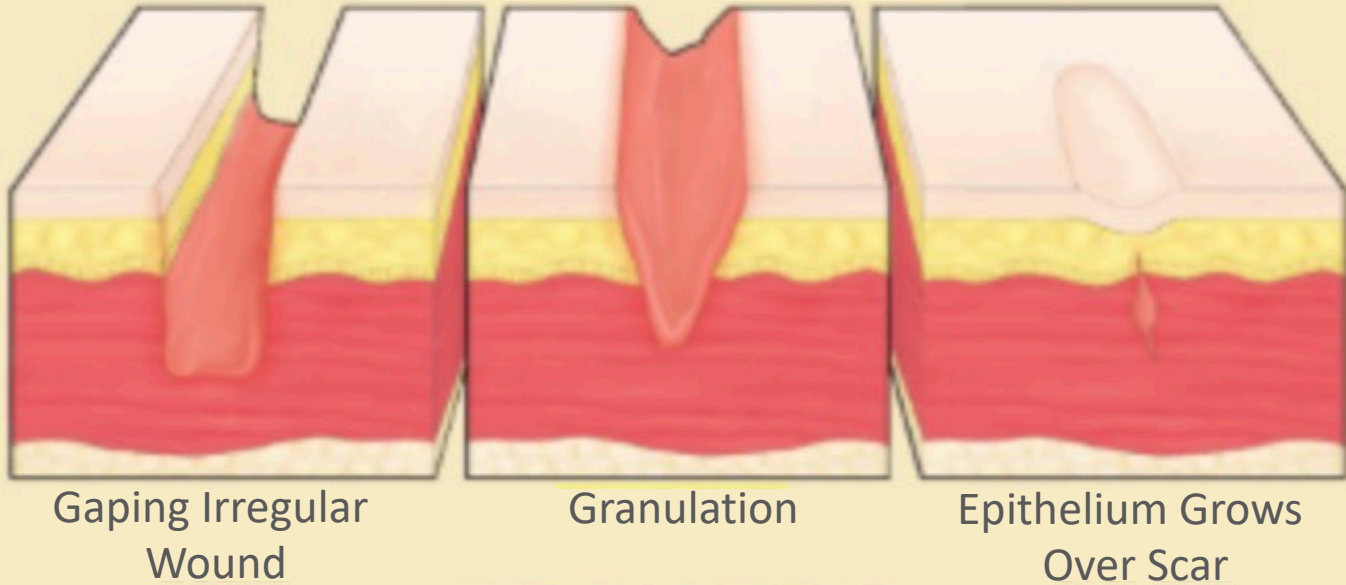


www.woundsource.com



www.teachmesurgery.com

HEALING BY SECOND INTENTION



PHYSICAL WOUNDS

SKIN

A break in the continuity of a body tissue due to an external action.

ETHICS

A breach in a mutual professional agreement about behavior.









SKIN

How do
you
examine your
skin?

ETHICS

How do
you
examine
your ethics?

SKIN

How do
you
resolve your
skin?

ETHICS

How do
you
resolve
your ethics?

How to resolve Ethics Issues?

SKIN

- Healing by first intention yields best outcomes
- Suture/bandage quickly
- Keep the area clean
- Ongoing attention until healing completed

ETHICS

- Addressing swiftly yields best outcomes
- Demonstrate respect for all involved
- Keep intentions and motivations clean
- Seek best outcome for all

How to resolve Ethics Issues?

The resolution of ethics issues, like skin wounds demands a focused approach to swiftness, cleanliness, and attention.

Resolution Choices



Resolving ethics issues can be like the manifestation of an angry wound.

Codes of Ethics



Wounds Analogy



The High Road

Lowest level intervention

What action will
yield the greatest good
with the least harm?

Lowest level intervention - Impact

Impact on the (victim)?

Impact on the complainant?

Impact on the respondent?

Impact on practices?

Impact on the profession?

Various Approaches

The Utilitarian Approach

Which option will produce the most good and do the least harm?

The Rights Approach

Which option best respects the rights of all who have a stake?

The Justice Approach

Which option treats people equally or proportionately?

The Common Good Approach

Which option best serves the community as a whole, not just some members?

What would happen if...

What would happen if?

Everyone honored the virtues of mutual respect, integrity, trust, excellence, and accountability?

What would happen if?

Everyone always intended well,
and assumed good?

Why are ethics issues painful?

**Perceived violations of
ethical codes causes
moral distress.**

Resolution Choices

Highly technical professionals with hearts focused on helping people are usually very rule driven.

Life is black and white, highly defined, and less abstract.

Resolution Choices

- ***Outcomes - the best for the most:*** Select the option that generates the most good for the most people.
- ***Code-based:*** Choose as if you're creating or honoring a universal standard.
- ***Care-based:*** Choose as if you are the one most affected by your decision.

Resolution Choices

Work through problems as a manager.

Resolve them as a human being.

- Michael Blanding

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6 Points of Resolution

Resolving ethical issues can be arduous, worrisome, emotionally taxing, and concerning.

The process should be adapted according to the **context and circumstances** of each situation.

6 Points of Resolution

What's the BEST possible solution
for all parties involved?

Resolution



1

Gather facts and information.

Recognize the high probability that you may not have access to all facts.

Distinguish assumptions from facts.

Resolution



2

Identify the stake holders.

Recognize that there may be hidden stake holders.

Resolution



3

***Acknowledge my
assumptions and biases.***

This is an absolutely critical step!

**Ask others to identify those which you
may not see.**

Resolution



4

Specify the ethics issues according to ethics codes.

Distinguish between codes of ethics and principles of ethics. Identify potential legal issues. Seek trusted advice, if necessary.

Resolution



5

List your action options.

***...Even the ones you don't like,
including "doing nothing."***

***Identify risks and benefits of
each option.***

Resolution



6

***Evaluate and execute
your best option.***

***...in good faith, with
clean intentions.***

Resolving ethics issues

**Be a voice of
reason.**

Always.

Resolving ethics issues

**Be a voice of
stability.**

Always.

Resolving ethics issues

**Be a voice of
steadiness.**

Always.

Resolution through FIVE Questions

1. What are the net consequences?
2. What are my core obligations?
3. What will work in the world as it is?
4. Who are we?
5. What can I live with?

J Badaracco, *Managing in the Gray*

Scenarios

Your action...

What is just one action you
can take to get you closer
to this ideal?

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