HEALTHCARE TRENDS

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LEARNING OUTCOMES

Identify the ethical and legal parameters for nursing practice related to elder abuse

Compare and contrast professional standards that guide ethical nursing practice

Define the aspects of reporting to the board of nursing, Safe Harbor and Whistleblowing

Describe how telehealth and telemedicine reduce the cost of medical care

Examine the different nursing care delivery systems

HEALTHCARE TRENDS

- Elder Abuse
- Technology- Telehealth/telemedicine
- Healthcare Payment Models
- Accreditation

ELDER ABUSE

https://www.nursinghomeabusecenter.com/elder-abuse/types/

NEGLECT

Signs of elder neglect include:

- Dehydration and/or malnutrition
- Inadequate or unclean clothing
- Lack of food in the home/long-term care facility
- Lack of needed medical aids
- Poor personal hygiene
- Unclean or unsafe home/long-term care facility
- Unpaid bills
- Untreated infections or injuries
- Weight loss

PHYSICAL ABUSE

Signs of physical abuse:

- Cuts or scrapes
- Broken bones
- Bruises
- Burns
- Dislocated joints
- Head injuries
- Sprains

SEXUAL ABUSE

Signs of sexual abuse:

- Bleeding from the anus or genitals
- Bruised genitals or inner thighs
- New sexually transmitted diseases or infections (STDs/STIs)
- Pain in the anus or genitals
- Pelvic injuries
- Problems walking or sitting

ABANDONMENT

Signs of abandonment:

- Appear confused, lost, or scared
- Have poor hygiene
- Seem frail, malnourished, or dehydrated

EMOTIONAL OR PSYCHOLOGICAL ABUSE

Signs of emotional and psychological abuse in elders include:

- Appearing depressed, withdrawn, or scared
- Avoiding eye contact
- Different eating or sleeping patterns
- Isolation from friends and family
- Low self-esteem
- Mood swings
- Sudden changes in behavior/personality

FINANCIAL ABUSE

- A pattern of missing belongings or property
- An elderly person who does not know or understand their own financial situation
- Canceled checks or bank statements that go to someone other than the elder
- Changes to an older person’s power of attorney or bank accounts
- Eviction notices
- Evidence of unpaid bills
- Someone showing unusual interest in how much money an elder is spending
- Withdrawals the elder could not have made

SELF-NEGLECT

An older person may be suffering from self-neglect if they can’t:

- Drink or feed themselves without help
- Dress themselves
- Maintain basic hygiene
- Maintain their home
- Manage financial affairs
- Properly address their medical needs

TELEHEALTH/ TELEMEDICINE

TELEMEDICINE

- **Use of audio, video, & other telecommunications and electronic information processing technologies to monitor the health status of a patient from a distance.**

https://www.youtube.com/watch?v=sx6THkIoY_w

TELEMEDICINE

Electronic information and telecommunication technologies

- Support long-distance clinical health care
- Promote patient and professional health-related education
- Support public health and health administration
- Reduce healthcare costs
  - Patient counseling
  - Case management
  - Supervision/preceptorship

TELEMEDICINE

Telehealth/telemedicine technology

- Delivers nursing care
- Conducts nursing practice

Purpose

- Decrease hospital admissions and ED visits
- Manage chronic illnesses
- Improve nurse utilization
- Reduce healthcare costs
- Provide access to care

TELEMEDICINE

HIPPA, confidentiality, and informed consent

May require additional licensure

ANA scope of standards of nursing practice

- American Academy of Ambulatory Care Nurses (AAACN)
- International Council of Nursing (ICN)

Future

- Reimbursement
- Legal Issues
- Healthcare Resources

TELEMEDICINE

- HIPPA, confidentiality, and informed consent
- May require additional licensure
- ANA scope of standards of nursing practice
  - American Academy of Ambulatory Care Nurses (AAACN)
  - International Council of Nursing (ICN)
- Future
  - Reimbursement
  - Legal Issues
  - Healthcare Resources

TELEMEDICINE

Practice Areas

- Teletriage
- Teletrauma
- Telestroke/ Telecardiology
- Telemental Health
- Telehomecare
- Forensic Telenursing

TELEMEDICINE

Summary

- Clients
- Access specialists through local healthcare provider
- Active participant through the use of videoconferencing
- Easily available and specific education
- Decrease cost of travel and time (esp. for non-emergencies)
- Electronic health record gives ready access to information

ACCREDITATION

ACCREDITATION

- The Joint Commission (JCAHO)
- Centers for Medicare and Medicaid (CMS)
- Magnet designation
- Other- Trauma/NICU/Stroke/
- Nursing Education Program Accreditation

ETHICAL CONCEPTS

ETHICAL DEFINITIONS

- Beneficence-The duty to do good, or to promote the well-being of patients
- Autonomy-The ability to apply professional knowledge to patient care and clinical decision-making. The ability to make decisions/ actions for one’s own care.
- Justice-Being impartial and fair
- Fidelity- Keeping one's promises
- Nonmaleficence- This means that nurses must do no harm intentionally.
- Veracity is the principle of telling the truth and is related to the principle of autonomy.
- Confidentiality- Keeping patient information secure.

ETHICAL DILEMMA

- All solutions/options pose ethical problems
  - May be equally unpleasant
- Usually involve patient’s right to self-determination

ETHICAL DILEMMA

- Informed consent
- Do not resuscitate directives
- Pain control
- Withdrawal of fluids and nutrition
- Genetic testing/reproductive technology
- Experimental therapies
- Inability to afford treatment
- Organ/tissue donation

ETHICAL DECISION MAKING

- Interprofessional care
  - Address issues beyond a strictly medical focus
- Ethics committees
  - Create policies to assist with decision making
- Structure:
  - Autonomy model
  - Patient benefit model
  - Social justice model

ETHICAL DECISION MAKING

- Advance directives
- Living wills
- Patient care partnership/Patient bill of rights
- Power of attorney
  - Medical
  - Legal

PROFESSIONAL STANDARDS

American Nurses Association (ANA)

- Code of Ethics for Nurses
- Standards of Practice

OBLIGATION TO REPORT: NURSE’S CONDUCT

MANDATORY REPORTING

Communicable Diseases

Criminal Activity

- Child/Elder Abuse/Domestic Violence

Animal Bites

Gunshot/Stab wounds

Assaults/Homicides/Suicides

HIPPA

REPORTING

Incident Reports

- Goals
  - Avoiding a similar event at any stage in the future
  - Improve patient care
- Specific Details and Description
- Facts Only/Objective Tone
- Witness Statements

REPORTING

Notifying a Physician:

- Change in patient condition
- Chain of command

REPORTING

Peer Review

Reporting to Texas Board of Nursing

- http://www.bne.state.tx.us/laws_and_rules_nursing_practice_act_current.asp
- http://www.bne.state.tx.us/laws_and_rules_nursing_practice_act_current.asp

OBLIGATION TO REPORT

What conduct requires mandatory reporting?

- Violates rule and contributed to the death or serious injury of a patient
- Suspect nurse's practice is impaired by chemical dependency or drug or alcohol abuse
  - TPAPN
    - http://www.texasnurses.org/?page=TPAPN
    - http://www.texasnurses.org/?page=TPAPN

OBLIGATION TO REPORT

What conduct requires mandatory reporting?

- Abuse, exploitation, fraud, violation of professional boundaries
- Lacks knowledge, skill, judgement, or conscientiousness and pose a risk of harm

OBLIGATION TO REPORT

If I am a licensee and see another nurse or a student nurse do something wrong, I can only report it to the Board of Nursing.

True or False

OBLIGATION TO REPORT

If I receive disciplinary action against my license, why does it have to be published in the Board's Newsletter?

OBLIGATION TO REPORT

What happens after reporting?

- Nursing disciplinary hearing
  - https://www.youtube.com/watch?v=fzEwtCxaTmI&feature=youtu.be
  - https://www.youtube.com/watch?v=fzEwtCxaTmI&feature=youtu.be
- Peer Assistance Program
  - TPAPN
    - The board of nursing prefers the employing organizations to be a part of this process
    - Ultimately, it may not protect the nurse’s license

WHISTLEBLOWING & SAFE HARBOR

WHISTLEBLOWING

What are concerns regarding retaliation?

- A person may not suspend or terminate the employment of or otherwise discipline or discriminate against a person who reports in good faith
  - Whistle Blowing Protection
    - US Department of Labor
    - https://www.whistleblowers.gov/know_your_rights
    - https://www.whistleblowers.gov/know_your_rights
    - Texas Health and Safety Code 161.34
    - Also addressed in the Texas Occupations Code 301.4025

WHISTLEBLOWING

- Firing or laying off
- Blacklisting
- Demoting
- Denying overtime or promotion
- Disciplining
- Denial of benefits
- Failure to hire or rehire
- Intimidation/harassment
- Making threats
- Reassignment affecting prospects for promotion
- Reducing pay or hours

SAFE HARBOR

The Safe Harbor Rule (SHPR) – RNs or LVNs

- Instances
  - https://www.bon.texas.gov/pdfs/safe_harbor_forms_pdfs/SHPR-CompRequest.pdf
  - https://www.bon.texas.gov/pdfs/safe_harbor_forms_pdfs/SHPR-CompRequest.pdf
  - Can you leave your assignment?
  - When does paperwork need to be completed?
  - https://nmbon.sks.com/uploads/FileLinks/d7c0192068a54744b9cb11172053e46e/Safe_Harbor_Act_for_Nurses.pdf

INCIVILITY

INCIVILITY

What is Civility

- Having good manners and being polite
- Respecting others
- Based on recognizing that all human beings are important
- Protection from discrimination
- https://www.youtube.com/watch?v=dMIcbVOWvQ8

INCIVILITY

Civility in Nursing

- The basis for caring
- Promotes emotional health
- Creates a positive environment for learning and the promotion of healing
- Develops emotional intelligence in nurses
- Transforms negative attitudes

INCIVILITY

Communication and Civility

- Positive interpersonal relationships are a key aspect of civility.
- Health and well-being of clients are predicated on excellence in communication and a culture of civility in the workplace.
- The Institute of Medicine (IOM) states: “new strategies to improve communications is critical in promoting a culture of civility.”

INCIVILITY

What is Incivility

- Any type of speech or behavior that disrupts the harmony of the home, work, or educational environment
- Other names in health care
- Nurses eating their young
- The doctor–nurse game
- Aggressive communication

INCIVILITY

What is Incivility

- Pervasive in American society
- Incivility increases when people are under stress.
- Includes
- Cyber-harassment
- Vicious anonymous e-mails
- Hate text messaging
- Acts of rudeness
- Social rejection

INCIVILITY

Bullying

- Defined as any behavior that could reasonably be considered humiliating, intimidating, threatening, or demeaning to an individual or group of individuals
- Can occur anywhere
- Can become habitual, being repeated over and over
- A complex concept that includes Physical/Emotional/Verbal abuse

https://www.youtube.com/watch?v=Av1dH_ik8EU

INCIVILITY

Goal of bullying

- To coerce or intimidate another person into doing something that they do not want to do
- To merely humiliate a person or group because of some perceived difference or weakness

Hazing and initiation rites are forms of bullying.

INCIVILITY

One-on-one bullying from peers is sometimes called peer abuse or lateral violence.

In groups, the primary bully may have helpers that contribute to or prolong the bullying activities.

A bullying culture may develop in the workplace.

INCIVILITY

Lateral or Horizontal Violence

- Has many of the same characteristics as bullying except that it takes place almost exclusively in the work setting among peers
- Can be either covert or overt
- Overt lateral violence includes
  - Name calling
  - Threatening body language
  - Physical hazing
  - Bickering
  - Fault finding
  - Negative criticism
  - Intimidation

INCIVILITY

Overt lateral violence includes

- Name calling
- Threatening body language
- Physical hazing
- Bickering
- Fault finding
- Negative criticism
- Intimidation

INCIVILITY

Overt lateral violence includes

- Gossip or divulging confidential information
- Shouting
- Blaming
- Put-downs
- Raised eye brows and rolling of the eyes
- Verbally abusive sarcasm with rude tones
- Physical acts such as
- Pounding on a table
- Throwing objects
- Shoving a chair against a wall

INCIVILITY

Covert lateral violence

- More difficult to identify
- Includes
  - Unfair assignments
  - Marginalizing a person
  - Refusing to help someone
  - Ignoring
  - Making faces behind someone’s back
  - Refusing to work with certain people
  - Whining, sabotage, exclusion, and fabrication

INCIVILITY

Results of lateral violence

- Decreased communication
- Poor quality of care
- Reduced safety of clients
- Poor staff morale
- Excessive “sick days”
- High turnover of staff
- Nurses leaving the profession
- Physical symptoms
  - Insomnia, hypertension, depression, GI upset

INCIVILITY

Consequences of incivility in the clinical setting

- Jeopardizes client safety
- Increases medical and nursing errors
- Lowers the overall quality of care
- Creates hostile, toxic workplace environment
- Causes high turnover rates of nursing staff

https://www.youtube.com/watch?v=uOTTmEMJpg8

REFERENCES

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ANA

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Lewis 10th ed

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