

Comprehensive Ethical Scenario
“The Case of the Biker”-Scenario #5
Aldo Navarrete
Ethics 101
December 12, 2024

Navarrete-Comprehensive Ethical Scenario- 2024FA

Summary

The scenario I have decided to evaluate for this assignment is, “The Case of the Biker”. This specific scenario is about a man who comes to the emergency room because he has gotten into a crash on his motorcycle. When the man arrives at the hospital his appearance is intimidating that of, what one might consider a biker. He is dressed in all black leather and has many tattoos that cover both arms. Joining him at the hospital are his fellow biker friends who also match his appearance. The CT tech that is assigned to perform a head scan on him immediately assumes as to what kind of person the biker and his friends are and becomes irritated with them. As a result of her actions, she receives a negative customer service survey and is questioned about her patient centered care with her management team. Later, the biker returns clean shaven, in business attire for a follow up CT scan to which she then realizes that he is one of the hospital attorneys. He then explains that he enjoys spending his weekends with his fellow colleagues “biker buddies” as a way to divert his attention in which she then begins to feel embarrassed of her actions.

Navarrete-Comprehensive Ethical Scenario- 2024FA

Ethical Dilemma

After reading the scenario, it is evident that there were some ethical dilemmas present in this situation. To begin with, the CT tech did not provide patient centered care by presenting a non-judgmental attitude and allowing her feelings to affect her care. Instead, she exemplified a form of “-ism”, to be specific classism/elitism. Her behavior of presenting fear and allowing herself to think that the biker deserves what he receives demonstrates that she did not exemplify true justice (act with equity) when providing care. In addition, the CT tech did not provide caring ethical demands regarding moral judgement as she failed to act with respect and kindness. In relation to virtue-based ethics, the CT tech did not provide virtues of caring, faithfulness, and compassion towards this patient. Regarding alternate solutions, the CT tech should have presented herself in a more caring and compassionate way as she would have with any other patient. As a healthcare provider, it is important that everyone understands rights-based ethics in which each patient has the right to receive competent and compassionate care regardless of appearance or status. The CT tech should have prioritized compassion and justice of the patient in a higher regard. In addition, I believe the Dowd Problem-Solving Model can be integrated as a way of understanding all data and gathering pertinent information regarding all sides of the situation. As solving this ethical dilemma, the Dowd Problem-Solving Model can be applied in identifying whether the problem was handled in a satisfactory fashion by isolating the issues, analyzing the data, developing a plan, and instituting it while maintaining patient centered care.

Legal Considerations

The obligation of the CT tech should have been to uphold standards of care of a health care professional by doing no harm and providing reasonable patient care. There were several unintentional torts present such as negligence as well as discrimination and/or bias. By making assumptions about the patient due to his appearance the CT tech unintentionally provided low level patient centered care and did not act in a way to benefit the patient. For this specific scenario, the patient could have taken legal action into his own hands not only with regards to the CT tech but also to the hospital. In terms of malpractice prevention, the use of competence should be integrated as a way of adhering to professional standards and upkeeping professional competence to reduce risk of liability. In addition, the use of communication and courtesy should also be used to prevent patient injuries and improve patient rapport to avoid lawsuits.

Professional Issues

Navarrete-Comprehensive Ethical Scenario- 2024FA

The professional issues identified in this scenario was that the CT tech did not uphold the code of ethics by failing to conduct herself in a professional manner by allowing her personal opinions affect her quality of care. In addition, she did not act to advance professionalism to provide full respect and dignity to the patient by adapting the mentality that he deserved what came to him. As a healthcare provider, one should never have thoughts of a patient deserving of a condition regardless of the situation. In this scenario, the A code of ethics served as relevance in which it describes the importance of professionalism in the workplace by putting the patient's needs, wants, respect, and dignity regardless of their status as priority in their care. It is crucial that as healthcare workers we prioritize professionalism in all aspects of care not only because it may impact patient care but can also skew the publics opinion on the health care field in general.

Conclusion

Overall, the way the CT tech handled this situation could have been managed in totally different manner. As a healthcare worker, following and applying the code of ethics and standards of care should be priority regardless of a patient's background, appearance, and status. For this specific scenario, I would have approached the biker with the same care and respect I would have for any other patient regardless of his appearance. At the end of the day, patients come to the health care facility in hopes of receiving care that is equal, fair, respectful and non-judgmental. As a healthcare professional, it will be my priority to make sure that the patient can trust in our healthcare system and may not feel judged or excluded based on their condition or presentation.

Navarrete-Comprehensive Ethical Scenario- 2024FA