

Ethical Decision Making Tool

Dilemma presents.....

1 Establish and agree

all relevant facts relating to the scenario (with any relevant parties, including the patient) **and** seek any additional information required

- ? What is the ethical issue or dilemma of 'right and wrong'
- ? Is there any conflict of values making this more complex
- ? Have the patient's wishes been considered
- ? Has the patient sufficient information to make an informed decision
- ? Consider any other factors of relevance

2 Accurately define the scenario or dilemma

? Outline the key facts and define the scenario or dilemma



3 Investigate and review relevant resources and supports including:

- relevant legislation
- Practice guidance
- Code of Conduct for pharmacists

- ? What parts of the Code of Conduct are relevant to the dilemma
- ? What does the legislation say
- ? Are there any guidelines or standards in this area?
- ? Which of your own policies or guidelines need to be considered?
- ? Consider any other relevant research or literature
- ? Consult colleagues to ensure you have all the information you need

4 Concisely identify all possible courses of action and the consequences of each

- ? Identify possible courses of action
- ? Assess and consider the advantages and disadvantages of each
- ? In considering each option ask yourself-



- ? Is this in the patient's best interest and does it support your professional role to protect the public
- ? If viewed by the public, would your decision withstand scrutiny
- ? Would your action be viewed as appropriate by your peers and be reasonable as a course of action to be repeated

5 Discuss

scenario and resolution options with colleagues, peers and the patient

- ? Who can I discuss this issue with
- ? Are there any other stakeholders or persons involved

6 Identify course of action detail justifications and document process and action

- ? Identify the most appropriate course of action
- ? Implement your decision
- ? Document the rationale for your decision
- ? Detail how your decision supports the most appropriate outcome for the patient, in the situation presenting

7 Analyse decision and outcomes

as part of broader Audit and Risk review processes

- ? Review and reflect on the outcome of your decision and the decision making process
- ? Consider what you learnt from the process and the outcomes
- ? Consider what could have been done differently to produce a better patient outcome



9 Identify and make changes required to improve practice

- ? Consider what went well
- ? Consider what didn't go well
- ? What could be supported or changed in the process/structures to improve patient outcomes
- ? Put a plan in place to implement improvements identified



8 Share learning with colleagues and peers

- ? Share learning with colleagues, pharmacists and non pharmacists, and other healthcare professionals, as relevant
- ? Establish structures to facilitate sharing learnings

