OT Mastery

Ethics in Healthcare Administration

1. Which of the following is NOT a duty that a healthcare administrator typically has?

A. Managing a facility's finances
B. Staffing various facility departments
C. Developing new medical technologies to be used with patients
D. Ensuring healthcare treatment rendered is quality, safe, and effective

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2. There are many ways an administrator's job duties pertain to culture and ethics. What is one statement that either falls outside of an administrator's purview or does not reflect their role in ethics and work culture?

A. Administrators are often responsible for setting expectations for employees, and reasonable expectations help prevent ethical dilemmas related to improper workload
B. Creating a positive and healthy workplace culture for staff is intended to support ethical healthcare practices
C. The culture at a healthcare organization should be a representation of their stance on misconduct
D. Administrators are responsible for creating a positive culture among their superiors, who then influence the culture of those below them

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3. There are several core values that guide the work a healthcare administrator does. One of these values states that an administrator should always aim to serve the patients with the work they do, set a positive example for others (staff and administrators alike), and at least attempt to address barriers to this sort of quality care. What value does this describe?

A. Non-maleficence
B. Beneficence
C. Respect
D. Justice

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4. While this is not one of the leading values for healthcare administrators to follow, what other value is regularly mentioned in the literature as essential to a healthcare administrator's job?

A. Self-determination
B. Respect
C. Autonomy
D. Justice

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5. A therapy clinic is struggling to hire staff who have a strong skill set to address all of their patients' needs. What type of ethical dilemmas may arise from this problem?

A. Proper use of technology, confidentiality, resource allocation
B. Cultural competence, health equity, resource allocation
C. Resource allocation, lack of patient respect, lack of communication with patients
D. Cultural competence, lack of communication with patients, unaffordable cost of healthcare services

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6. A healthcare administrator is developing new programming as part of her job. She is tasked with creating community-focused programs and pipelines for underprivileged and minority individuals as well as collecting data across all demographics. By giving equal consideration to all individuals, the administrator can hope to avoid ethical dilemmas in what area?

A. Cost vs quality care
B. Resource allocation
C. Cultural competence
D. Organizational achievement vs patient outcomes

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7. A large hospital recently announced their plans to create an outpatient clinic to better serve their patients who have discharged and still need services. This hospital is a renowned organization in their community and has seen steady growth over the past decade. There is a great deal of pressure on the new supervisor to make this clinic a success in the same way the hospital is. What is the main area where ethical dilemmas might arise as a result?

A. Failing to properly address health equity in their programming
B. Placing too much focus on organizational achievement rather than patient outcomes
C. Conducting research in an unethical fashion
D. Not creating the proper protections for whistleblowers

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8. Which of the following is NOT an ethical dilemma that may arise from participation in research?

A. Failing to follow proper benchmarking
B. Recruiting in an unethical manner
C. Providing incentives for participants to participate in research
D. Encouraging study adherence in an unethical manner

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9. Which of the following are considerations that must be made to ethically respond to resource allocation concerns?

A. When resource allocation concerns are less critical, priority should be given to patients based on quality-of-life changes and avoiding premature death
B. Distributive principles must be used reliably to help administrators properly ration healthcare resources

C. There is no way to properly create allocation policies that deal with shortages, since each situation is so different
D. Socioeconomic status, age, and disability should not be taken into consideration during resource allocation issues

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10. In what way might a healthcare administrator experience ethical dilemmas related to patient autonomy?

A. Healthcare administrators don't need to set an example for how to prioritize patient autonomy, as that's outside of their scope of practice.
B. Patient autonomy will always be more important than resource allocation concerns and confidentiality concerns.
C. Therapists need to convey their expertise to patients in a way that changes their opinion so that both parties always agree.
D. Patient autonomy may conflict with a therapist's judgment from time to time, and administrators may need to intervene to ensure patient needs and input is being taken into consideration.

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11. What are the tenets of the Four Box Method, which is used to manage ethical concerns in healthcare?

A. Patient desires, context, quality-of-life, and medical indications
B. Relationships, care, empathy, and patient desires
C. Patient needs that are biggest safety concerns, avoiding premature death, medical indications, and context
D. Integrity, compassion, quality-of-life, and context

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12. Which statement about the Care Ethics model is true?

A. Justification in the Care Ethics model entails an explanation of consequences that may emerge if someone gets more care than they need.
B. This model determines right versus wrong based on whether or not a patient subjectively feels they are getting the best care possible.
C. Care Ethics is intended to stand alone as a guiding light in ethical dilemmas within healthcare administration.
D. Any course of action taken using the Care Ethics model should support those in immediate need, vulnerable populations, those with acute illnesses, and those with chronic disabilities.

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13. How can a healthcare administrator ethically use Egoism to guide their practice?

A. The best action they can take according to this model is to focus on self-interest, which will always be the ethical decision in healthcare.
B. Rationalized self-interest, enlightened self-interest, and Egoism paired with Care Ethics (for example) allow healthcare administrators to still focus on patients while preserving their own self-interest.

C. By focusing on their core duties and obligations, healthcare administrators can properly judge actions based on their ethical standing.
D. As long as the determined course of action satisfies the desires and meets the needs of the person at the center of the ethical dilemma, there are no other ethical considerations to take into account.

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14. If an administrator resolves an ethical dilemma by making a decision that produces the highest amount of happiness for the most amount of people, what model would they be following?

A. Contractualism
B. Deontology
C. Utilitarianism
D. Virtue Ethics

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15. According to Contractualism, what is a potential resolution to an ethical dilemma involving resource allocation?

A. An administrator views the situation in terms of their rational duty to the organization, which leads them to place a significant amount of effort into hiring to bring the organization through this difficult time.
B. An administrator measures the distress that each patient would be in if they didn't receive treatment due to the staffing shortage, then uses that measurement to determine whether or not the department can justify hiring more therapists.
C. An administrator and their superior use shared reasoning to come to an agreement on how many new therapists they need to hire to fix the staffing shortage and manage their current client base.
D. An administrator feels compelled to hire more therapists out of concern for their reputation and job security.

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16. How can an organization's mission statement and vision help with ethical practice?

A. These statements set expectations for staff behavior.
B. Mission and vision statements allow therapists and other healthcare providers to seek out continuing education opportunities that align with the organization.
C. Providers can use these mission and vision statements as templates for creating their own statements that guide ethical practice.
D. Just as creating a positive culture can support ethical practice, clear and concise mission/vision statements can convey an organization's ethical stance to all who read them.

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17. What is the purpose of an organizational culture analysis?

A. This analysis is not inclusive of a department's skills, needs, and duties, so administrators should find a separate way to explore those areas.
B. This type of analysis helps administrators identify and remedy gaps in ethical practice at their organization.

C. This analysis helps administrators respond to ethical dilemmas in the moment and does not assist with prevention.
D. This analysis is only appropriate for administrators who are new to an organization, not those who are looking for mass changes to be made.

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18. What type of mindset can help healthcare administrators better respond to ethical dilemmas?

A. Try to view the act of making any decisions as an ethical issue waiting to be explored. This can deepen someone's understanding of the ripple effect that decisions can have in practice.
B. Look for hands-on learning opportunities as opposed to seminars, business classes, reading journal articles, etc., as this will give the most pertinent experience related to ethics.
C. View law as something that always overrides ethics in decision-making.
D. Avoid learning about medical humanities, as this can overly complicate the topic of ethics and make it more difficult to properly respond to these situations in healthcare.

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19. In order to ensure ethical practices, what aspect(s) of population health development should clinicians be involved in?

A. Design and administration
B. Funding acquisition and administration
C. Ideation and the completion of needs assessments
D. Funding acquisition and getting customer feedback

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20. How do Rawlsian concepts affect ethics in healthcare administration?

A. These concepts state that transparency and accountability are the only lens from which to view ethical dilemmas in healthcare administration.
B. These concepts state that essential rights and obligations should come from a place of fairness for vulnerable groups. Therefore, many ethical scenarios should have responses that address inequalities negatively affecting disadvantaged individuals.
C. These concepts state that ethical responses should be categorized as good or bad, and there are no neutral responses.
D. These concepts state that, without an organizational analysis, no response will properly address the short-term and long-term consequences of ethical dilemmas.

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