



IntegratedEthics™
Improvement Forum Call
Ethics Consultation Program Achievement Metrics for FY16
October 26, 2015

Slide 1 - Welcome to Ethics Consultation Coordinators

This is [Marilyn Mitchell](#). I am the IntegratedEthics Manager for Ethics Consultation at the [National Center for Ethics in Health Care](#) and I will be moderating today's IE Ethics Consultation Improvement Forum call. Thank you for joining us today. Our topic today is: Ethics Consultation Program Achievement Metrics for FY16.

If you did not receive a reminder email for this EC Improvement Forum call, it is possible you are not signed up for the IE listserv. You can do so easily by going to the National Center's website and under the Integrated Ethics portion of the website you will find it. The link will be available in the minutes:

<http://vaww.ethics.va.gov/integratedethics/regindex.asp>

The call schedule and summary notes are posted on the IntegratedEthics website at:

<http://vaww.ethics.va.gov/integratedethics/TA.asp>

Before I continue I want to mention that other staff from the Ethics Center typically join the call and you may be hearing from them.

Presentation shown on the call:



IF Call
10.26.15.pptx

Slide 2 - This meeting is a multimedia presentation requiring both audio and visual access.

- Audio will be available through VANTS: 800-767-1750 Access: 89506# and Online Meeting
- Visuals will be accessed through the Lync online meeting:

[Join online meeting](#)

Please call the usual VANTS line AND join the Lync online meeting.

If you are having technical difficulties, please contact your local IT department to assist you.

Slide 3 - Ground Rules –

I need to briefly review the overall ground rules for these calls:

- PLEASE do not put the call on hold.
- We ask that when you speak, you please begin by telling us your name, location and title so we can continue to get to know each other better.
- As you may know the Ethics Center does not audiotape these calls; instead, we provide minutes. In the field some VHA facilities are audiotaping the calls to make it possible for their colleagues to hear the full text of the discussion. As a result, this is not the venue for reporting violations, talking about individual case information, or disclosing identifiable patient information.

Slide 4 – Announcements – The next virtual EC Beyond the Basics Module 1: Managing Myths and Misconceptions about the Role of an Ethics Consultant training will take place on November 10th from 12:00 pm – 2:00 pm ET. Registration is on TMS and it’s listed as course # VA 27981. Please note that the course takes place on Blackboard Collaborate. Please be aware there is pre-work for the course that takes about 30 minutes to complete.

We also will be offering a virtual EC Beyond the Basics Module 2: Formulating the Ethics Question training on December 14, 2015 from 10:00 am - 12:00 pm ET. The registration is on TMS and the course # is VA 28142. Please register soon!

Slide 5 – Announcements – Nationwide Ethics Consultation Coaching sessions

As part of our regular efforts to improve ethics consultation quality, we have been providing VISN-level consultation coaching sessions using a de-identified facility case consultation from ECWeb. During those sessions, you’ve told us that you really enjoy discussing actual cases and having practice applying the CASES approach in a supportive group atmosphere. So that we can continually support the field and offer this coaching to more consultants on a consistent basis, we will be expanding this program by having nation-wide calls.

All VA ethics consultants are welcome to join any of the hour long calls we will be holding over the course of the upcoming fiscal year. In order to accommodate the varying schedules of consultants across time zones, we will be holding the sessions on different days of the week during both morning and afternoon times.

Our next call will be on Monday, November 30th at Noon EST. Additional details about the call will be distributed later in the summer (e.g., VANTS #, link to the de-identified case, etc.).

The other future dates are below:

1/13/2016	2:00 ET
2/25/2016	Noon ET
3/21/2016	Noon ET
5/16/2016	Noon ET
6/21/2016	3:00 ET
9/16/2016	11:00 ET

Slide 6 - Focus Topic – Our topic today concerns the ethics consultation program achievement metrics for this fiscal year. Let's begin by considering the purpose of these achievement metrics. The general goal of the ethics consultation program is to improve the quality of health care through the identification, analysis, and resolution of ethical questions or concerns. All IntegratedEthics programs support Strategy 4 of the VHA's Blueprint for Excellence, which is to, "Grow an organizational culture, rooted in VA's core values and mission, that prioritizes the Veteran first; engaging and inspiring employees to their highest possible level of performance and conduct." In developing this year's metrics, we hope to engage and inspire ethics consultants to work to their highest potential and to be able to recognize areas of potential growth, both as individuals and as a service. Reporting data provides us with an idea of IE program development and examples of strong practices that can be shared and promoted. One of the critical success factors discussed in our primers is organizational learning. Through the gathering of data, evaluation of the implications of the data and the identification of best practices, we hope to improve ethics consultation to our Veterans and staff. All of the IE program achievement metrics support what is already written in policy, which is in VHA Handbook 1004.06. For a link to the VHA Handbook 1004.06 and the IE Program Reporting webpage, please click the link below:

<http://vaww.ethics.va.gov/integratedethics/ieprogrpt.asp>

Slide 7 - As the ethics consultation coordinator (ECC), you are probably both proud and impressed with many of the people that work with you on your ethics consultation service. Yet you know they are not all experts in doing ethics consultation. The ECC plays a vital role in managing their facility's ethics consultation service by annually assessing the skills and knowledge of the consultants they work with. The ECC will assess the performance annually in order to identify opportunities for improvement by systematically reviewing the service's consultation records in ECWeb and assessing the knowledge and skills of the service's ethics consultants as outlined in VHA Handbook 1004.06.

The requirement is that every ethics consultant on your service will complete an ECPAT (ethics consultation proficiency assessment tool). You can find the ECPAT and the ECSPAT on the Ethics Consultation webpage and a link to the electronic one is located in the summary.

<http://vaww.infoshare.va.gov/sites/IntegratedEthics/EthicsConsultationInformation/ElectronicVersion.ECPAT.xlsx>

Please have them complete it by the close of Q1 so you'll have time to aggregate the data and develop an improvement plan for your service. The aggregated data is compiled into the ECSPAT (Ethics Consultation Service Proficiency Assessment Tool), which is expected to be uploaded to an electronic data base by the close of Q2.

Slide 8 - Knowing the status of the consultants helps the ECC to consider what would be necessary to improve the functioning of their service. It may be you recognize the need for education on a particular topic or you may decide to formulate small consultant groups to balance the expertise of the service while doing consults. The ECSPAT (Ethics Consultation Service Proficiency Assessment Tool) is a terrific tool to assist the ECC in planning out the year's improvement activities. Please contact Marilyn Mitchell, IE Manager for Ethics Consultation for questions related to the ECSPAT or developing an improvement plan for your service. You will **not** be required to upload the plan you develop based on the results of the ECSPAT this year. It is expected each ECC will develop an improvement plan for their service and they will follow through on the planned activities, such as providing pertinent ethics articles to their service and allowing time for discussion, hosting a module of the EC Beyond the Basics training at your facility or inviting an internal or external subject matter expert to speak on a topic your service could use further expertise in. The ECSPAT will guide you on exactly where the skills and knowledge deficits exist in your service, so over time, since these are done annually, your service members will become even more highly respected within your facility as they become skilled and knowledgeable ethics consultants.

Once you've aggregated the data from all of the ECPATs, the ECSPAT is uploaded to a Survey Monkey site and the link is in the summary. <https://www.surveymonkey.com/r/L9B8KMQ>

Slide 9 – This slide has the evaluation data for the nation for ethics consultation from ECWeb for FY15. Since today's call is on the program metrics for FY16, I'm only going to give an abbreviated discussion about this data. First, I'd like to note that out of a total of 1,812 consults, the number evaluated was 356. Keep in mind, that's less than 20%. You may want to consider your evaluation data in developing your improvement plan for FY16. Any of the measures that are here may be included in your improvement plan. Let's say you'd like to improve the measure for "giving you useful information". How might you plan to improve that measure? Please feel free to speak up or type your suggestions in the chat.

Slide 10 - Our second goal for FY16 really speaks to our mission to provide the best possible health care to our Veterans by optimizing access to and utilization of the ECS. It does this by promoting the ICARE values and developing trusted partnerships with important stakeholders in alignment with Strategies 4 and 9 of the VHA Blueprint for Excellence and VHA Handbook 1004.06. I mentioned Strategy 4 earlier. Strategy 9 is to, "Operate and communicate with integrity, transparency and accountability that earns and maintains the trust of Veterans, stewards of the system (Congress, Veterans Service Organizations) and the public." We believe there remains room for people, both VA staff and Veterans to have improved access to ethics consultation. People may not access the service for a variety of reasons, such as they are not aware the service exists, they don't know how to contact the service, or they don't really understand the value of the service, or what the difference is between ethics concerns and ethics violations, etc. When you create trusted partnerships within your facility, people come to see you as a valuable resource and as the ethics expert locally.

To achieve this goal, facilities will ensure that patients, community living center residents, families and staff have access to the ECS, know how to request an ethics consultation and are likely to contact the ECS if there is an ethics concern or an ethics conflict.

The ECC, in collaboration the IE council, will create and implement a plan to address identified barriers in access to and/or utilization of the ECS.

To document this goal, you'll be expected to report on plan initiation (which will be a yes or no on the quarterly reporting tool), progress in Q3 and in Q4, you'll upload a summary to the VISN & Facility SharePoint site of final achievement.

Slide 11 - Here are the targets. In Q1 you'll assess barriers related to access to and utilization of ECS by viewing ECWeb reports and the IESS. We'll get to the IESS in a minute. In ECWeb, you have access to a Standard Report, which will help you to see which departments are using the service and which ones aren't. If you've never had a request for a consult, let's say, from the Surgical service, perhaps they don't know your service exists. An ECWeb Standard Report will give you some idea of where you get consult requests, who requests them and how often. You still may need to contact someone from that service to further identify whether they are familiar with the service or if they have other reasons for not accessing the service. Next, in Q2, you'll develop an action plan with IE council input to address identified barriers. By Q3 you'll provide a brief progress report (one to two sentences) on the quarterly report. By the close of Q4, you'll upload a final written summary, including a description of interventions and impact, to the VISN and facility SharePoint site (the link is below).

<http://vaww.infoshare.va.gov/sites/IntegratedEthics/default.aspx>

The summary can be a brief one or two paragraph narrative and it may include data to support your achievement. Again, if you have any questions, please contact Marilyn Mitchell, IE Manager for Ethics Consultation.

Slide 12 – Very quickly, I'd like to show everyone how to look at their IESS results. Yes, they are from 2014, so they are not recent, but they may give you a clue as to where to focus your efforts. When you're on the Ethics Consultation webpage, there are menu options below the IntegratedEthics logo and one of them is the IESS. There is a red arrow on the slide pointing to it. Click on it.

Slide 13 – This is the home page for the IESS. Click on the results dashboard link, which is indicated on the slide by the red arrow.

Slide 14 – Here's the dashboard. There are many questions that may be of interest, but the two potential questions that will give you information about your access are W5. Familiar with ethics consultation service and W6. Likely to contact ethics consultation service, which you will notice are circled by the red circle on the slide. You'll want to look at the results from your survey. Keep in mind that the darker the blue color of the result, the better.

Slide 15 – Let's brainstorm for a few minutes with ideas to improve access to your ECS. Please feel free to speak up or type into the chat.

Input from the field:

- We include information about Ethics consults in New Employee Orientation.
- One of the ideas for this year was to create business cards which would be available to staff and Veterans.
- We created a brief PowerPoint entitled "How to Submit an Ethics Consult" that we are presenting to the Primary Care Staff meeting, which includes our CBOCs.
- We do a Postmaster (which is an email newsletter for our facility) that is basically a personal profile for Ethics Consultants to familiarize the staff with the members of the service and what our mission is.
- We do ethics rounding to different departments on a monthly basis to let them know we have an active ethics service.
- We have a signature block in Outlook with a link to our site on our facility intranet and a statement that says, "I practice ethics. I am an IE council member."

Slide 16 – I'd like to leave you with a final thought which is a haiku for the FY16 metrics.

Fiscal year 16

Make known your EC service

It's best for the Vets

Slide 17 – Questions?

Q: Do we need to upload the individual ECPAT or the service assessment by Q2?

A: You'll need to upload the ECSPAT, the service proficiency assessment tool by the close of Q2 to the Survey Monkey site.

Q: Where is the best place to locate the current tool for individual consultants to complete? It seems I've seen two different versions over the years and want to make sure I am using the most current.

A: On the Ethics Consultation webpage, there are paper versions of the ECPAT & the ECSPAT. There is also a link to the electronic ECSPAT, which is located on the VISN & Facility SharePoint site.

Q: I received an evaluation very late after I had already closed out the consult in EC Web. Can the consult be re-opened to add the evaluation?

A: If you send the record number in an email to me (Marilyn.Mitchell@va.gov), I can reopen the record so you can include the evaluation.

Q: Will the ability to download the ECWeb reports in a Word document be available soon?

A: When you bring up a report, if you click on Print Version, which is on the floating menu bar, you can then copy and paste the report into a Word document.

Q: Where are there VISN ECWeb reports? Is there a way to see the VISN result and the individual facility results at the same time? If I recall, when you open the VISN, you see the facilities, but not the VISN results at the same time? Is this so, and if so can it be modified?

A: On the VISN & Facility SharePoint site, there is an entire section under the Lists heading for ECWeb Quarterly Reports. Within that section, if you click on the paperclip of the report you're interested in, it brings up a text box. Scroll down to the year and quarter you'd like to see, then double-click and the report will open up. Please let Marilyn Mitchell know if you have questions about the reports.

Thank you everyone for those questions & comments. We will have a summary of the call up on the website in a short while for you to review as needed.

Slide 18 - Before you leave the call, please indicate on our anonymous poll how helpful you found this call:

“I found this call helpful and useful to the work I do in IntegratedEthics”

Slide 19 - Please remember, that like the rest of my New York colleagues, my door, my email, Marilyn.Mitchell@va.gov and my phone (212-951-5477) are always open to hear from you.

The next EC Improvement Forum call will be on November 30th, 2015 and it's an EC Coaching Session. See you then.

Take care – and thank you for everything you do to deliver excellent care to our Veterans