Congratulations on your appointment to the role of IntegratedEthics Point of Contact (IE POC) for your VISN, and welcome to the IE team. As an IE team member, you will be joining VHA’s cutting edge efforts to move ethics into the organizational mainstream and to direct ethics-related activities throughout the VISN and its affiliated facilities.

The VISN IE POC plays a key role in the implementation of IE throughout the VISN. Your essential responsibility is to coordinate, communicate, and monitor. As the VISN IE POC, you will manage the day-to-day operations of the program at the Network level, monitor facility activities to ensure they achieve and report their IE performance measures, facilitate communication among facility programs to share ethics knowledge and solutions to common ethics problems, and support consistency in quality between facility ethics programs. You are to provide top-down encouragement to local programs to successfully implement this organizational change initiative.

You will also serve as the liaison between the facility IE Program Officers (IEPOs) and the VISN and between the VISN and the National Center for Ethics in Health Care. In addition, you will act as the executive officer or secretary to the IE Advisory Board (IEAB), which systematically handles ethics questions and ethics quality gaps that are raised at the Network level and/or that cross facility boundaries. The IEAB provides an infrastructure for identification, prioritization and responses to these ethical concerns.

This document is designed to assist with the transition into your new role. As the new VISN POC, you will want to review the following training tools and IE program elements or processes and work closely with your VISN Senior Lead and outgoing predecessor as well as with the facilities’ IEPOs. If your predecessor is unavailable, you will want to work especially closely with your Senior Lead.

You should also contact Melissa Bottrell, Chief for IntegratedEthics at the National Center for Ethics in Health Care (NCEHC), who can provide an orientation to the national program and, as needed, put you in contact with other VISN POCs for support and orientation to your new role. An up-to-date list of VISN POCs can be found here: http://vaww.ethics.va.gov/docs/integratedethics/VISN_IE_Points_of_Contact_20071009.pdf

This guide is organized in two parts. The first part outlines specific training tools that you will use as the VISN POC. The second part outlines specific information you will need to continue the work required of the IE program.
Part I – Training Tools

1. Website (located on the VA intranet)
The primary source of materials for the IntegratedEthics Program is the National Center for Ethics in Health Care website:

Tools relevant to the IE VISN POC role are located here:
http://vaww.ethics.va.gov/ETHICS/integratedethics/program_management.asp

2. Listserv
The next step is to register for the IE listserv so you can get information updates and call reminders. You can register by either clicking on the “Register for IntegratedEthics” link under the red box or using this link:
http://vaww.ethics.va.gov/integratedethics/regindex.asp. You should also plan to notify the NCEHC to add your name to the POC list that is posted at:
http://vaww.ethics.va.gov/ETHICS/docs/integratedethics/ie_key_field_staff_by_visn_fy14_10252013.pdf

3. Materials
To fully understand the IE program, there are a variety of training materials governing all IE facility-level functions. They can be found on the website at the following link:
http://vaww.ethics.va.gov/integratedethics/program_management.asp

   a. VISN POC Roles and responsibilities:

   b. EC, PE and EL Primers – These outline the three core facility-level functions of IntegratedEthics. They are available on the website.


   d. Ethical Leadership Video – This provides an orientation to the leadership goals that are also part of the IE POC role.

   e. Ethical Leadership Self-Assessment Tool (IEPO Toolkit pgs. 6.1 - 6.6) – This tool enables you to self-assess and improve ethical leadership behaviors.

   f. Online Learning Modules – The seven IntegratedEthics online learning modules are independent study resources for key domains of ethics in health care; each module takes about 30 minutes to complete. To locate the modules in LMS, simply type “IntegratedEthics” in the search catalogue box. Make sure that you obtain credit by self-certifying completion of the primer, video and
online module training while in LMS.
http://vaww.ethics.va.gov/ETHICS/integratedethics/onlinemodules.asp

4. IE Program Measures and Technical Manual
As the POC for your VISN, you are responsible for reporting your VISN and facility IE program metrics to the NCEHC SharePoint site each quarter.

At the close of Q4, every facility and VISN must demonstrate achievement of all required elements (including Ethics Consultation, Preventive Ethics and Ethical Leadership) and submit completed documents (e.g., Facility Workbooks and PE Storyboards). Each quarter, you should send Instructions for Facility Reporting to the IEPO who will work with their local IE function coordinators (ECC, PEC and ELC) to complete the worksheet, documents, and surveys as required. The IEPO should return the completed form and any additional required documents to you and directly upload their completed PE Storyboards to the VISN and Facility IE SharePoint Site.

The IE Program Measure Technical Manual and other useful information is available at: http://vaww.ethics.va.gov/integratedethics/ieprogrpt.asp

5. Monthly Calls
For ongoing support of the program there are monthly calls for each function within the IE Program. The call for VISN POCs and IEPOs is typically the first Monday of the month. The schedule and summaries of all the calls are available on the IE website: http://vaww.ethics.va.gov/ETHICS/integratedethics/TA.asp

In addition, POC-only calls are scheduled approximately quarterly, and an in-person meeting is usually held yearly at TBA locations.

If possible, we encourage you to arrange your schedule to attend or look at current and/or past summaries posted on the TA Call Summary page.

6. Individual Support
For individual support, you may contact the IE Chief, Melissa Bottrell, who is readily available through email (Melissa.Bottrell@va.gov) or phone (510-525-0979). The IE Field Contact Guide provides additional information about who to contact for particular questions relating to the IE functions or other concerns. It can be accessed from the Integratedethics intranet page (lower right)

Part II – Hand-off Guide and Organizer for IntegratedEthics Program Officer

As the new VISN POC, you will want to review the following IE program elements or processes by working with your outgoing predecessor (ideally) as well as with your Senior Lead and facility IEPOs. You may find the organizing table below helpful in tracking status.
1. VISN Senior Lead

2. VISN IE Advisory Board (IEAB) Meeting Schedule and Location
   a. Agenda planning
   b. Structure for meetings
   c. IEAB charter

3. IEPOs
   a. Mechanism for routine updates
   b. Lines of communication

4. IE Communication Plan
   a. Current practices
   b. Future plans

5. Performance Measures
   a. Reporting process
   b. Progress towards meeting this year’s EC/PE/EL measures.

6. Facility Workbook
   a. Current findings
   b. Future plans to address

7. Integrated Ethics Staff Survey
   a. Findings from the survey
   b. Process for data extraction and analyzing data
   c. Status of strategic response

8. Facility IE Policy
   a. Local revisions

9. Joint Commission
   a. Support for Joint Commission at facility level
   b. Current status and role

10. IE VISN and Facility SharePoint Site
    a. Local IE Program Officer and Ethical Leadership library
    b. Local EC documents
    c. Local PE documents
    d. PE ISSUES Storyboards
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<th>IE Program Element/Process</th>
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