Shannex Six-Step Process of Ethical Organizational (non-clinical) Decision-Making *(adapted from Purtilo, 2005)*

Presenting Situation:

Step 1: Get the Story Straight – Gather Relevant Information

Indicators:

What is the issue?	
What has changed?	
What has past practice been?	
What do other organizations do?	
What is needed to address the issue?	
Who are the stakeholders affected? *(list as appropriate)*	
What has been done to date on the issue?	
Who is ultimately responsible?	
Is there potential risk?	

Preferences:

What is the desired outcome of the team in this situation?	

Quality:

How might stakeholders be affected?	
How might the organization be affected?	
What are the implications?	

Contextual Factors:

What institutional policies may influence what can be done?	
What are the legal implications regarding this issue?	
Are resources an issue?	

Step 2: Review Values / Code of Ethics and Ethical Principles

- **Shannex Values** *(Residents First, Great People,Trusted Partnerships, Improving Quality, Being Accountable)*

- **Code of Ethics for your profession**

- **Ethical Principles** *(see Step 3)*

Step 3: Identify the possible solutions *(brainstorm the possible solutions)*

Based on this situation, how do the ethical principles apply and what are the possible solutions?

How we treat individuals and groups within society, fairly distribute benefits and burdens and compensate those who've been unfairly treated - **Justice**	
Prevent harm, remove harm when being inflicted and bring about good - **Beneficence**	
"above all do no harm" – **Non-maleficence**	
Respect for persons. Assumes a competent person is free to determine a self-chosen plan unless that plan interferes with the rights of others - **Autonomy**	

Step 4: Identify the best practical solutions within your means and job description

Please Note: An optimizing solution is one that looks at the best alternatives for the long-term. It is not necessarily the quickest or easiest solution. In contrast a satisfying solution only looks at satisfying the immediate needs or demands.

What are you going to do?	How are you going to do it?

Step 5: Action / Intervention

What did you do and how?

Step 6: Evaluate the process and outcome

Reflect on and evaluate the action(s)

What did you do well and why?	
What were the most challenging aspects of this situation?	
How did this situation compare with others you encountered/read about?	
To what other kind of situations will your experience with this one apply?	
What was the most helpful?	
What do the stakeholders have to say about the outcome?	
Overall, what did you learn?	