Applicable Ethics in CRT
A Modern Framework

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Learning Objectives

• Define a framework of ethics in medicine that can be applied to daily practice
• Define at least two situations that could be vague where frequently ethics of practitioners may be unclear.
• Describe 3 ethics concepts or principles as understood by NRRTS and RESNA Standards of Practice.

Ethics, Morals, Law – Defined.

• Ethics – A standard of behavior or guiding principles(s), particularly within a group or culture. *
• Morals – A foundation for Ethics, Morals is generally understood as the correct ability to discern right from wrong used as a foundation for correct behaviour. *
• Law – A binding custom or practice of a community (agreed upon) that is enforced.
• Standards - something established by authority, custom, or general consent as a model or example: criterion

Webster, et al., others.
CRT Framework

- NRRTS: https://nrrts.worldsecuresystems.com/registrants/code

- Provide competent, timely, high-quality equipment and services to meet the physiological and functional needs, as well as the goals, of the consumer.
- Share recognition when the physiological, functional, or technical needs of the consumer are beyond the NRRTS Registrant’s (RRTS®) capabilities.
- Do not refer the consumer to the care of a medical professional(s) or other rehabilitation technology supplier(s) who can meet the consumer’s needs.
- Present the consumer with complete information on the choices of available equipment, pricing, funding options, and the consumer’s financial responsibility.
- Explain fully the consumer’s rights and responsibilities, including the right to work with a supplier of his/her choice.
- Notify the consumer of the NRRTS complaint resolution procedure.
- Accept the responsibility to expand and improve professional knowledge and skills as the consumer receives the most appropriate technology and service available.
- Do everything necessary to provide high-quality equipment, ongoing support and long-term service.
- Abide by all applicable federal and local laws.
- Respect the confidentiality of information pertaining to individual consumers and disclose such information only with proper authorization or as required by law.
- Serve all consumers equally regardless of race, creed, gender, sexual orientation or reason of disability.

Framework Cont.,......

  - Hold paramount the welfare of persons served professionally.
  - Practice only in their area(s) of competence and maintain high standards.
  - Maintain the confidentiality of privileged information.
  - Engage in no conduct that constitutes a conflict of interest or that adversely reflects on the association and, more broadly, on professional practice.
  - Seek deserved and reasonable remuneration for services.
  - Inform and educate the public on rehabilitation/assistive technology and its applications.
  - Issue public statements in an objective and truthful manner.
  - Comply with the laws and policies that guide professional practice.

Which is a Standard, Which is an Ethic? (Question)

- To Hold Paramount the Welfare of Persons Served Professionally
- Provide competent, timely, high-quality equipment and services to meet the physiological and functional needs, as well as the goals, of the consumer.
- The Certified Complex Rehabilitation Technology Specialist, CRTS®, or Registered Complex Rehabilitation Technology Specialist®, RRTS®, informs the consumer of his/her rights and responsibilities and notifies the consumer of the NRRTS Complaint Resolution Procedure
- A and B
It’s not just about Ethics anymore, we have STANDARDS.

Standards back up Ethics, with detail.
Standards allow us to apply our Ethics to our practice principles.
Standards apply principles of Ethics to our daily practice.

Lets try a couple of exercises.....

• James is a really good ATP in clinic. He is working with a great therapist on a client who is elderly, has arthritis, is really uncomfortable but doesn’t have any diagnosis or condition that qualifies him for a pressure relieving and positioning cushion. James and the therapist know that giving him a good cushion will likely reduce complications in the future but can’t justify it at the moment based on his diagnosis, medical condition as reflected in the medical record and the evaluation. James provides the cushion the therapist really wants out of his “samples” out of the goodness of his heart (Super Good Guy) because he is nice and after all, it’s just a cushion.

Was there an Ethical or Standards Violation?

Please make your comments. ....

Which ones were violated. ....
Let’s look to some Ethics and Standards...

How can they help us in daily practice!

• NRRTS Ethic # 8, Abide by all applicable laws... We gave away something (yea we beat up on RESNA #8 here too) inducing a customer with likely a $400 plus cushion.
  • (hey Joe, but what about that Standards stuff...)
• How about NRRTS Standard #8,9,10...

NRRTS # 8, 9, 10, ....

• #9 The Certified Complex Rehabilitation Technology Specialist, CRTS®, or Registered Complex Rehabilitation Technology Specialist®, RRTS®, informs the client and/or family of their financial obligations and requirements. Where feasible, the rehabilitation technology supplier strives to inform the consumer and family of alternative funding sources that may exist.

NRRTS # 8,9,10

• #10, The Certified Complex Rehabilitation Technology Specialist, CRTS®, or Registered Complex Rehabilitation Technology Specialist®, RRTS®, recognizes the need for, and actively pursues, communication and interaction with other rehabilitation technology suppliers. The goals of these interactions are to:
  • maintain the standards of professionalism necessary for continued participation as a respected team member;
  • increase the awareness of services and products, improve overall product quality and create the potential to enhance product and service development within the field;
  • educate and communicate with local funding agencies and insurance carriers about the needs of the consumer, the referral source and the rehabilitation technology supplier in the area of prior authorization processes and criteria for the provision of assistive/rehabilitation technology; and
  • strive to avoid practices that in the short- or long-term may prove, or have proven, to be detrimental to the consumer.
The Consumer.... However...

- Now has a great product. (you were a great guy!)
- They cannot get it serviced (no record, you didn’t bill for it)
- Cannot be followed by the next ATP.
- Creates expectations in consumers and the healthcare system that this is the normal state of care
- Shortchanged the healthcare system (someone paid for that)
- The list goes on and on.

How do we fix it.

- James (Mr. SUPER ATP) needs to really put this patient in a cushion.
  - Can we get funding from?........
    - MDA. ALSA, Knights of Columbus, Donation
    - GoFundMe
    - A legitimate write off (make a record of it)
    - Good Tracking of Funding.
  - Group Discussion. Open mike.

Next Scenario.....

- Samira is simply AWESOME ATP, got her Doctorate in PT @UCl and has another in Ph.D, now works for SuperNational Rehab and is the major performer. She excels at everything. She is also on the teaching staff. However recently all this success has lead to some challenges at S.N.R. Her ability get patient evals done timely, catch up on paperwork and get other processes completed is falling behind, so much so it takes days to get evals in and even sometimes months to get cases resolved. Her bosses LOVE her. She is amazing. As a young mom, she struggles to keep everything in the air with her amazing juggling act and people can see she has started to have some other problems. (pressure!)
- What principles are we violating.
Was there an Ethical or Standards Violation?

Please make your comments. ..... 

Which ones were violated. ....

RESNA and NRRTS

• #1 Provide competent, timely, high-quality equipment and services to meet the physiological and functional needs, as well as the goals, of the consumer.

• #1 Hold paramount the welfare of persons served professionally.

• TIMELY

Justice Delayed is Justice Denied
Care, actually is important, and Ethical.

- Our Ethics and Standards support good patient care. When we fail this we fail our patients, each other, and most of all the system.
- Care for yourself, you need to be aware of your needs too. Get good rest and be kind to yourself. Be ethical with yourself.
- Read through the practice. They are all called standards of CARE. For a reason. While a talk on Ethics, this also a note on Care, delivered correctly. In the scenario above, our colleague has extended herself beyond good care. This starts and ends with timely service, correct choices and limited scenarios of practice. We cannot be all things to all people.

IUBs (stuff that’s important....)

- Underlined
- Italicized
- Bold

- Ethics, Morals, Standards and Laws are all IUBs. We often forget this. Don’t forget your IUB’s. - These have real world ramifications.

Ethical Concepts

- A movement to a larger construct of interpersonal care at meaningful levels with corporate involvement to create outcome based solutions.
- Good care = great ethics at all levels.
- ATP understanding of Ethics and Standards as involved in daily practice.
  - We have constructed a framework for ATPs / CRTS’ to behave in that allows them huge freedom to practice and care for patients but they should consider wisely all the choices they make in light of changes we face in our practices
- ATPs should not exceed their technical / intellectual / educational footholds in practice as their markets move forward and they’re asked to move into areas where they may not have experience.
  - They should however challenge themselves to learn daily about new areas to practice and garner new knowledge and build new skill sets for new tomorrows.
Where then do we go from here?

- Ethics, Standards and Laws are points on a map that we navigate from.
- What are your questions and how are you navigating in the tough new waters of CRT in the modern age?
- How are you questioning yourself and your daily ethics, each decision, each solution. It's a very complex game that requires less ego and more concentration.

Contact Information

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