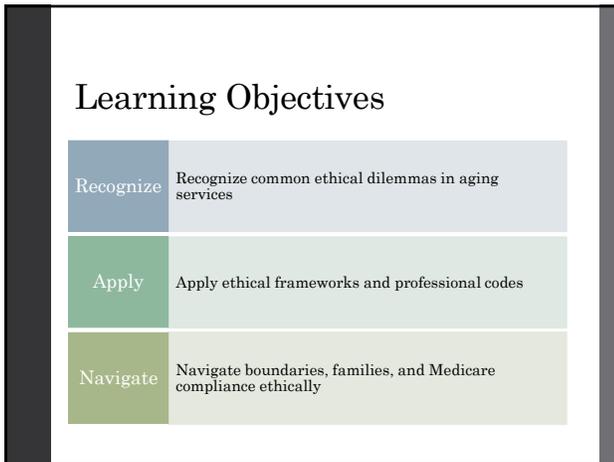


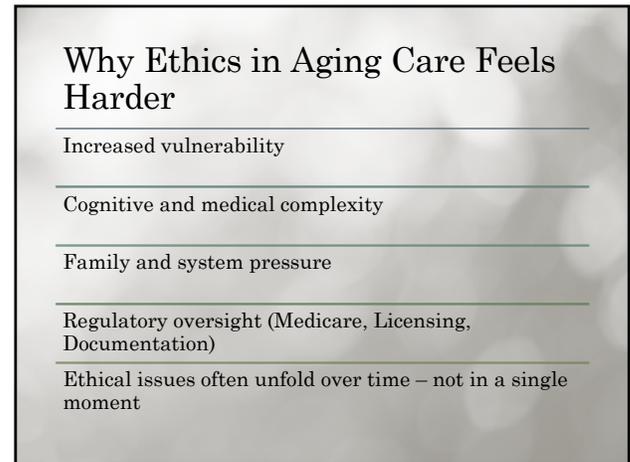
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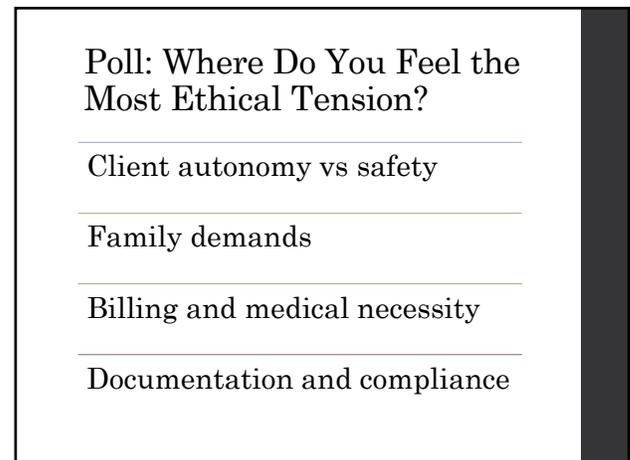
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### Group Reflection

What ethical situations feel most stressful in your current role?

What situations keep you “up at night”

7



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### Ethical Foundations

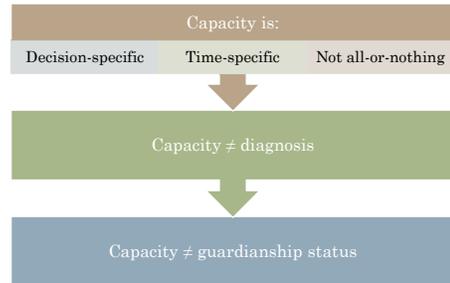
Autonomy

Beneficence and nonmaleficence

Justice, fidelity, veracity

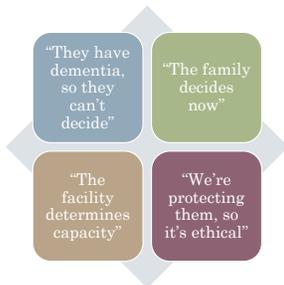
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### Understanding Capacity



10

### Common Capacity Misconceptions



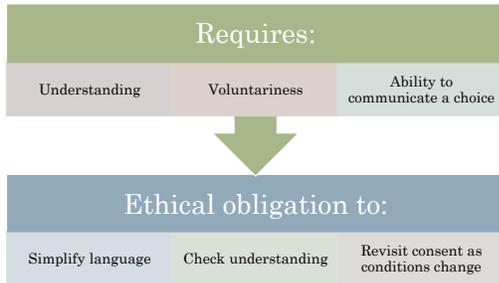
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### Always Consider

- Autonomy vs. Safety
- Communication
- Parties involved
- Opinions
- Patient rights

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## Informed Consent with Older Adults



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## Discussion Prompt: Capacity in Practice

Who determines capacity in your setting?

What complicates that determination?

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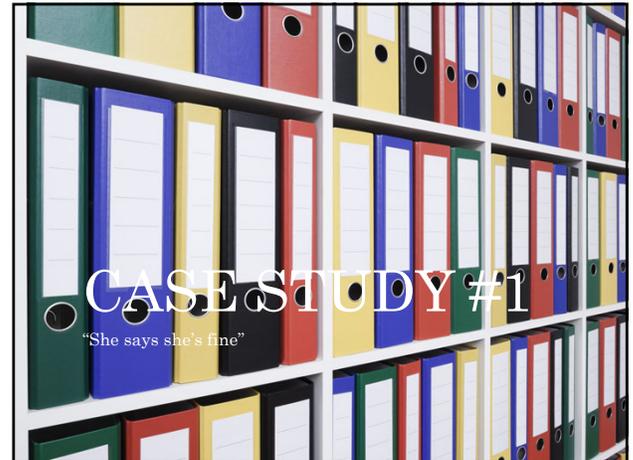
## Substitute Decision-Making

- Power of Attorney
- Guardian
- Healthcare proxy
- Facility involvement

### Ethical priority:

- Substituted judgment first
- Best interest second

15

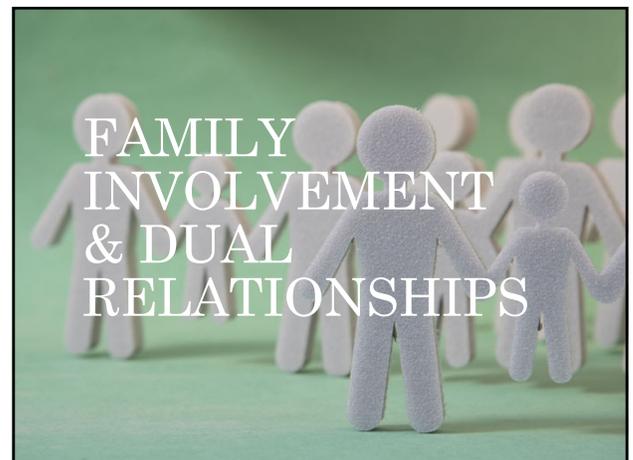


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## Discussion questions:

-  Who is the client?
-  How do you assess capacity?
-  When does advocacy become coercion?
-  What documentation protects you?

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### The Family Factor

Families Can be...

Supportive

Over-involved

Conflicted

Burned out

Providers often become mediators

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### Ethical Risks with Families

- Confidentiality breaches
- Boundary erosion
- Pressure to disclose
- "Side-taking"
- Emotional manipulation

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### Who Is the Client?

- The older adult is the client
- Family members are stakeholders
- Ethical duty remains client-centered

Exceptions:

- Consent
- Safety
- Legal mandates

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### Dual Relationships in Aging Care

Multiple roles are common:

- Counselor and care coordinator
- Staff consultant and family support
- Ethical concern is exploitation, not proximity

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### Boundary Challenges

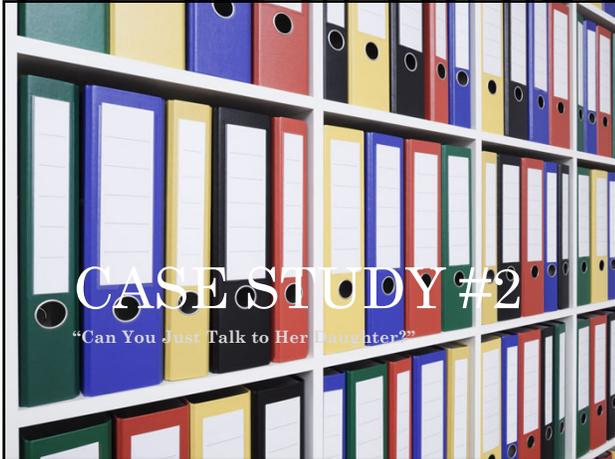
- Frequent family calls
- Requests outside scope
- Emotional over-involvement
- Clear role definition
- Avoid "rescuer" dynamics
- Manage emotional over-identification
- Know when to refer out

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### Professional Boundaries

- Clear role definition
- Avoid "rescuer" dynamics
- Manage emotional over-identification
- Know when to refer out
- Consultation

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### Discussion questions:

-  Where are boundaries being crossed?
-  What ethical standards apply?
-  How do you reset boundaries professionally?

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## PROFESSIONAL CODES & DECISION- MAKING FRAMEWORKS

27

### Ethical Decision-Making Framework



IDENTIFY  
ISSUE



REVIEW CODES  
AND LAW



CONSULT AND  
DOCUMENT

28

### Why Ethical Frameworks Matter

1

Reduce emotional decision-making

2

Increase defensibility

3

Support consistency across cases

4

Improve documentation quality

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### Relevant Professional Codes in Practice



NASW Code of Ethics

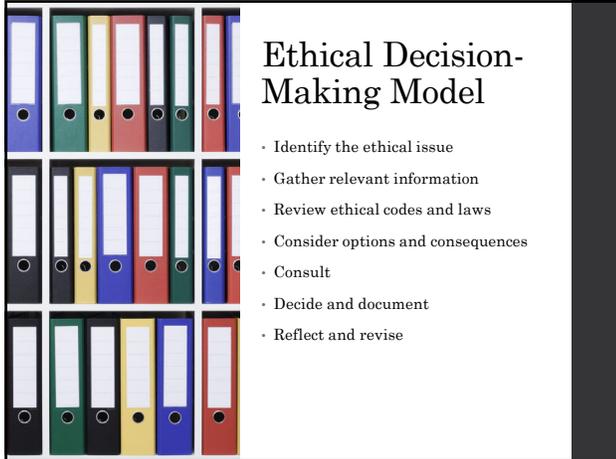
ACA Code of Ethics

ANA Code of Ethics

· Overlapping themes:

- Autonomy
- Competence
- Integrity
- Accountability

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## Ethical Decision-Making Model

- Identify the ethical issue
- Gather relevant information
- Review ethical codes and laws
- Consider options and consequences
- Consult
- Decide and document
- Reflect and revise

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## Documentation as Ethical Practice

- Protects clients and providers
- Shows reasoning, not just decisions
- Protects against hindsight bias
- Supports continuity of care
- Critical in audits and complaints

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## Small Group Activity

**Instructions:**

- Break into small groups
- Apply the decision-making model to a provided scenario
- Identify:
  - Ethical issue
  - Applicable code
  - Best action

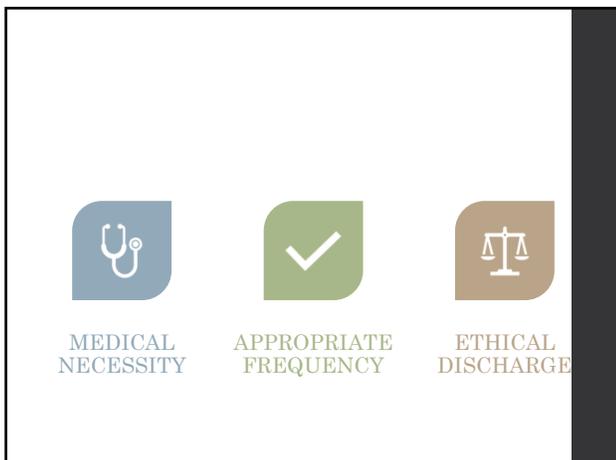
33



## Group Debrief

- What was challenging?
- Where did opinions differ?
- What helped clarify decisions?

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- MEDICAL NECESSITY
- APPROPRIATE FREQUENCY
- ETHICAL DISCHARGE

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## MEDICARE, BILLING & ETHICAL COMPLIANCE

36

**Ethics and Compliance Are Connected**

- Ethical care ≠ just good intentions
- Billing integrity reflects professional integrity
- Medicare scrutiny is increasing

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**Common Ethical Billing Risks**

- Insufficient documentation
- Duplicate services
- Pressure to “keep people on”
- Services without consent

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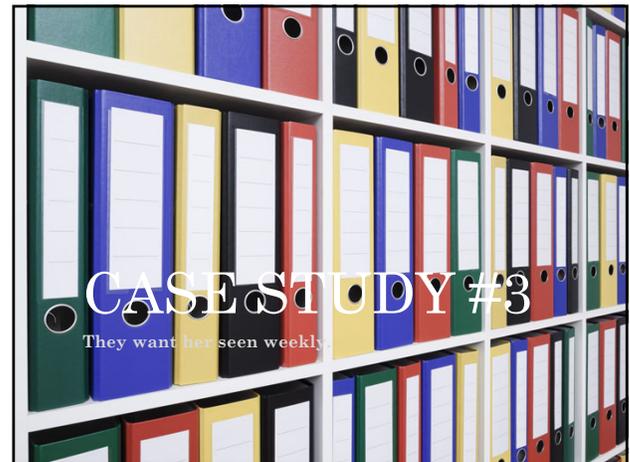
**Medical Necessity & Ethics**

Services must be:

- Reasonable
- Necessary
- Skilled

Ethical obligation to discharge or step down when appropriate

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**Discussion questions:**

- Who benefits from continued services?
- What is your ethical obligation?
- How do you push back professionally?

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**Key Themes from Today**

- Autonomy must be actively protected
- Families complicate — but don't replace — consent
- Documentation is ethical practice
- Compliance is part of client protection
- Ethics live in gray areas

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## Ethical Self-Reflection

- What might you do differently when approaching an ethical dilemma?
- Where do you need more support or consultation?
- What ethical situation do you now see differently?

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## Reflection & Closing



THOUGHTS  
MOVING FORWARD?



WHERE DO YOU  
NEED SUPPORT?

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# Thank you!

Meghan Fawcett, LPCC-S, LICDC-CS  
Rustbelt Counseling & Consulting, LLC.  
Youngstown, Ohio  
330-727-0102  
Rustbeltcc@yahoo.com

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