OT6330 Administration in Occupational Therapy
Ethical Dilemma Critical Thinking Assignment

Instructions

The purpose of this assignment is for you to define, analyze, justify, and apply a resolution for the ethical dilemma in your healthcare setting.

Process the ethical dilemma, then submit a one-to-two-page APA style (6th ed.) resolution plan. A title page is required in addition to page headers, page numbers, paragraph headings, a reference page. An APA formatted document can be found in Elearning resources for this course. Your own personal experiences and values are important and will influence what you write, but you should base your work only on legitimate evidence provided either in the documents attached or through your independent research. If you research and identify additional sources to support your position and include them in your submission. There is not necessarily one right answer which is why it is due prior to our class discussion. It is an exercise in your critical thinking skills. If you benefit from the class discussion and you wish to revise your assignment and resubmit, you are able to do so, however it is not likely that you will find it necessary as assignment grading is based on your individual ability to reason through this problem. The classroom discussion is meant to expand your understanding.

In your paper, you should respond to the scenario posed and demonstrate the following performance criteria that can be found in the assignment rubric.

1. Define the basic roles/concepts applicable for the scenario from the readings and resources
2. Analyze the potential for role conflict and ambiguity within the specific healthcare setting
3. Justify the decision to apply the chosen resolution
4. Apply the proposed resolution resolve the role ambiguity within the department to promote teamwork, and professional ethical working relationships within the context of your specific healthcare setting
5. Write using correct spelling, punctuation, grammar, and APA style

Scenario

You are the newly hired Rehabilitation Services Director who is responsible for the development of an Occupational Therapy program for a Rehabilitation Services Department located in Kalamazoo County. Your department currently has one Physical Therapist and two Physical Therapist Assistants and one Speech Therapy professional along with one Rehab Tech. Currently, there is no policy and procedure manual for the department which was operating without productivity expectations but providing excellent care (per the therapists) and has "good" outcomes. The environment of the department has a friendly atmosphere and everyone works at a self-regulated pace with long periods of time talking in the morning and during lunch. Revenue is considered low by the Chief Financial Officer considering a department of this size and the population size served (n=100). You learn that documentation reviews are not being conducted on a routine basis. The Rehab Tech initiates treatments at times after setting up the client. In addition, you discover marketing is for the most part non-existent except for the one brochure the admissions person uses.

Most recently, one of your Occupational Therapists is off from work due to the birth of his daughter. This absence is authorized under the Family and Medical Leave Act (FMLA) of 1993 and you now have a contract therapist who is working in your department for the first time. The contract therapist will be working in your department for the next 12 weeks.

The contract OT was oriented upon hire but is periodically late for work/appointments and has had some incomplete documentation and inaccurate billing. The clinician seems rushed but is always polite
and apologetic. A complaint is brought to your attention by another member of your staff that alleges the contract OT had asked a patient why she is gay, and the patient stated that she did not appreciate the question.

As the Rehabilitation Services Director, you must successfully resolve the ethical dilemmas.

Note. Check that you have all associated documents/attachments before you begin. Be sure to consult Bloom’s Revised Taxonomy located in Elearning to determine the level of knowledge/learning expected by the questions posed. Ensure you review the assignment rubric for details.
Quality Improvement Descriptive Grid Rubric

The purpose of this rubric is to provide objective and explicit criteria for student completion of the assignment. Consider the verbiage used in each criterion when completing the assignment to ensure the submitted work meets the level of learning expected according to Bloom’s Revised Taxonomy for the Cognitive Domain which is available to you in E-learning.

<table>
<thead>
<tr>
<th>Performance Criteria 1: Define</th>
<th>Accomplished (10 points each)</th>
<th>Making Progress (8.6 points each)</th>
<th>Needs Improvement (7.6 points each)</th>
<th>Incomplete (6.6 points each)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Defines all the concept(s) correctly from the source material</td>
<td>Defines most of the concept(s) correctly from the source material</td>
<td>Defines less than 50% of the concept(s) correctly from the source material</td>
<td>Defines less than 25% of the concept(s) correctly from the source material</td>
<td></td>
</tr>
<tr>
<td>Performance Criteria 2: Analyze</td>
<td>Analyzes all pros and cons of each process improvement model as it applies to the context of the healthcare setting</td>
<td>Analyzes most of the pros and cons of each process improvement model as it applies to the context of the healthcare setting</td>
<td>Analyzes less than 50% of the pros and cons of either or both process improvement models as they apply to the context of the healthcare setting</td>
<td>Analyzes less than 25% of the pros and cons of either or both process improvement models as they apply to the context of the healthcare setting</td>
</tr>
<tr>
<td>Performance Criteria 3: Justify</td>
<td>Justifies why the chosen quality improvement model is the best for the situation and setting</td>
<td>Justifies most of the rationale for the chosen quality improvement model but omits situation or setting</td>
<td>Justifies less than 50% of the rationale for the chosen quality improvement model and omits situational and setting details</td>
<td>Justifies less than 25% of the rationale for the chosen quality improvement model and omits situational and setting details</td>
</tr>
<tr>
<td>Performance Criteria 4: Apply</td>
<td>Explains (persuades) the application of the quality improvement (QI) model correctly for the situation and setting</td>
<td>Explains most of the application considerations of the QI model correctly for the situation and/or setting</td>
<td>Explains less than 50% of the application QI model considerations correctly for the situation and setting</td>
<td>Does not explain the application of the QI model adequately</td>
</tr>
<tr>
<td>Performance Criteria 5: Grammar, spelling, punctuation, and APA style (6th ed.)</td>
<td>Demonstrates correct grammar, spelling, and punctuation and/or APA citation and reference are completely correct.</td>
<td>Demonstrates minor grammar, sentence structure or punctuation errors that could be easily overlooked and/or APA is mostly correct with very few errors.</td>
<td>Demonstrates errors that evident incorrect words and/or clear punctuation errors that could be caught by spell check and/or APA is correct with many errors.</td>
<td>Demonstrates grievous errors regarding basic words that are evidently incorrect and/or APA errors that are would be considered grievous.</td>
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| Total Points: | 50 points (A 94-100%) | 43 points (B 84-87.9%) | 38 points (C 74-76.9%) | 33 points (D 64-66.9%) |
Quality Improvement Resources

This is a list of resources for you to use to complete the Quality Improvement assignment. There are three models available for this assignment. The internet resources that are bolded are the preferred sources for the assignment, however, additional resources are provided for additional learning.

Continuous Quality Improvement

The W. Edwards Deming Institute, The P-D-S-A Cycle:
https://deming.org/explore/p-d-s-a

Medical University of South Carolina:
http://academicdepartments.musc.edu/fm_ruralclerkship/curriculum/eqi.htm

Bright Hub Project Management:

Very Well:
https://www.verywell.com/focus-pdca-in-healthcare-2318198

Plan-Do-Study-Act Cycle

Institute for Healthcare Improvement:
http://www.ihi.org/resources/Pages/HowtoImprove/default.aspx

Six Sigma

iSixSigma:

Six Sigma Online:

Virginia Mason Institute:
https://www.virginiamasoninstitute.org/2016/01/lean-health-care/?gclid=CNIcjoHftrQCFQraQodlsUDPA

Villanova University:
https://www.villanovau.com/resources/six-sigma/6-sigma-implementation/#.WTmEr-sr17Y
OT6330 Administration in Occupational Therapy
Quality Improvement Critical Thinking Assignment

This assignment was developed to provide a relevant learning experience to measure your skills in: critical thinking, analytic reasoning, problem solving, and written communication.

The purpose of this assignment is to define, analyze, justify, and apply Continuous Quality Improvement (CQI), Six Sigma or another quality improvement method suitable for your healthcare setting (skilled nursing facility, hospital, outpatient clinic, home care services, behavioral healthcare). By this time in the course you have learned applicable content regarding this scenario and are expected to include this information in the resolution.

Individually submit a one-to-two-page APA style (6th ed.) essay. A title page is not required. Use page headers, page numbers, and paragraph headings for performance criteria one-to-four. Your own personal experiences and values are important and will influence what you write, but you should base your work only on legitimate evidence provided either in the documents attached or through your own research. If you research and identify additional sources to support your position they must be included in your submission. When working through this critical thinking assignment, be sure to write out your questions and bring them to class for our discussion.

In your essay, you should respond to the scenario posed and demonstrate the following performance criteria that can be found in the assignment rubric.

1. Define the process concepts for the chosen process improvement model
2. Analyze the pros and cons of two process improvement models being considered within the context and environment of a specific healthcare setting
3. Justify the decision to apply the chosen quality improvement model
4. Applies a preferred quality improvement plan for occupational therapy documentation improvement suitable within the context of your specific healthcare setting
5. Write using correct spelling, punctuation, grammar, and APA style

Scenario

As the newly hired Rehabilitation Services Director of a small healthcare provider (skilled nursing facility, hospital, outpatient clinic, home care services, behavioral healthcare) it is ultimately your responsibility to ensure compliance with Federal, State, and local regulations: practice guidelines: and applicable accreditation standards. Your company leases an Electronic Health Record system from E-Med Records which is customizable based on customer needs. Within the first week of hire, you receive two separate Additional Documentation Requests (ADR) from the Medicare Fee-for-Service Audit Recovery Program which request copies of occupational therapy documentation for a specific period of time. The documentation requested for review involved two separate therapists, one of which is no longer with the company as a result of her employment termination. You consult with the manager of the Billing Department and compile the requested documentation and send this to Medicare prior to the ADR deadline.

As a result, you determine the need to quickly identify a process that will provide you guidance and serve as a preventative cycle for quality improvement. The two prominent methods of healthcare quality improvement are the Total Quality Improvement (TQI)/Continuous Quality Improvement (CQI) and Six Sigma models. You have resources provided for both methods and begin the search in order to define the process, analyze each approach, and justify the choice of approach to other managers and your CEO/Administrator and apply the process to propose a solution.
Manager, Billing Department
According to the manager of the billing department, this request is in addition to the standard requests that occur every 45 days as part of the usual review. The manager concedes she believes the additional requests “are the result of careless therapy documentation which is costing the company lost revenue.” She continues to say, “we need a better system to review the documentation before it is sent to the intermediary for billing to Medicare.”

Quality Improvement Officer
After submission of the requested documentation you begin a discussion with the nurse who is also the Quality Improvement Officer to determine the preferred quality improvement method and learn there is no preferred method being utilized. The Quality Improvement Officer stated, “this is a small company and we all work together to resolve problems when they arise.” She tells you in confidence, “the documentation in the therapy department is sloppy and the last person did nothing to fix the problem and that’s why she is no longer here.”

Note. Check that you have all associated documents/attachments before you begin.
## Critical Thinking Assignment Rubric

The purpose of this rubric is to provide objective and explicit criteria for student completion of the individual critical thinking and problem-solving assignments. Consider the verbiage used in each criterion when completing the assignment to ensure the submitted work meets the level of learning expected according to Bloom’s Revised Taxonomy for the Cognitive Domain which is available to you in E-learning.

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<td>2: Analyze</td>
<td>Analyzes the concepts as they apply to the context and/or situation</td>
<td>Calculates most of the concepts as they apply to the context and/or situation</td>
<td>Analyzes less than 50% of the pros and cons as they apply to the context</td>
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<td>3: Justify</td>
<td>Justifies why the approach is best</td>
<td>Justifies most of the rationale and/or omits limited contextual information</td>
<td>Justifies less than 50% of the rationale and/or contextual information</td>
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<td>4: Apply</td>
<td>Explains (persuades) the application of the concepts for the solution</td>
<td>Explains most of the application considerations correctly for the context</td>
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