

# Program in Medicine & Human Values

William S Andereck, M.D. • Albert R. Jonsen, Ph. D

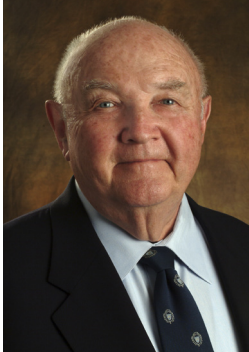
2	Meet your Team
5	What We Do
7	Ethics Consultation
8	Neuroethics
9	Future of the Industry
10	Measured Impact and Timeline
12	Moving Forward

## A message from the directors:



Twelve years ago we began a unique, and bold undertaking at Sutter Health's CPMC campus. Building on our expertise in ethical decision making we took action to fill a void which existed in communication and problem solving of ethical issues. Physicians are dedicated to providing the best medicine possible and patients expect their physicians to help them make difficult decisions. Decisions in clinical situations are filled with dilemmas where one's values should be considered.

Bioethics, a specialty in health care provides expertise in these areas. Since its origin in 2003, the Program in Medicine and Human Values has expanded to cover other Sutter Health hospitals in the Bay Area region. PMHV has provided over 1,000 ethics consultations.



Our Program's efforts focus on the well-being of Sutter Health patients. Several generous gifts provided our Program and start and many smaller gifts have continued to sustain it. For this we are immensely grateful.

We strive to provide Sutter Health patients, their families, and health care providers access to our services in challenging times. We believe that every patient at Sutter Health, and all the doctors who care for them, have access to and benefit from a strong bioethics program at Sutter Health.

William S. Andereck MD  
Program Director

Albert R. Jonsen Ph.D.,  
Senior Ethics Scholar-in-Residence



## Meet Your Team

**Erin Yates**, at left with stylish beanie, has been a member of the program since the first few days of it being established. She says that she was moved to join the program by a conversation with a physical therapist while her brother was recovering after surgery to remove a brain tumor.

**Bridget Cornell, RN CNN**, on right, joined us in November 2012 after several classes and patient consults with Dr. Andereck.





The crew that makes it all happen, **Jason, Terri, Dr. Heinz Ming**, aka the dream team.



**Jason**, grew-up was raised in California, and joined Sutter Health straight out of Stanford.



**Madeline L.**, lead research analyst, and aspiring free climber.





# Walking the Fine Line

## What We Do: An all too real, too often scenario

Meet Rose. An eighty-five-year-old widow who has been in a long-term care facility for six months. She was admitted with severe osteoarthritic and osteoporotic pain.

Her family initiated her placement because she was overmedicating herself at home, confusing her medications, and not eating adequately. The family reports, she has been a “complainer” for years.

The family and physician are reluctant to give her strong pain medicines; they don’t want her to be “doped up” like she was at home. She currently takes two Tylenol every four hours which does not adequately control her pain (and risks liver and kidney toxicity). She is in too much pain to walk, but quickly becomes uncomfortable in the wheelchair. So she requests bed rest and frequent repositioning. Staff feels she is demanding and hard to please.

She has a son who calls and tries to visit once a week, but who becomes tired of hearing her constant complaints of pain.

Her daughter lives out of town, and calls weekly.

The son asks the doctor to make her more comfortable and assuage her complaints. But the son also requests that the doctor not give her whatever she received six months ago (at the time of admission) when she drooled and was unable to sit up or eat.

Her sister has called the state regulatory agency to complain that the facility staff is neglecting her and not taking care of her pain.

The doctor agrees to try Nalfon, a nonsteroidal anti-inflammatory drug (NSAID). After two weeks, she has dark, tarry stools, suddenly vomits blood, and is hospitalized for a severe gastric bleed.

Source: <https://www.practicalbioethics.org/case-studies-walking-the-tightrope>

## Questions addressed by the ethics service

Does the patient have the ability to make their own medical decisions?

Who is acting as the patient’s decision-maker?

What are the patient’s wishes and values regarding health care?

How can physicians and staff help patients achieve their goals?

These are some of the issues facing our medical community. We hold educational seminars and in-depth small group discussions to give physicians the skills and build confidence to effectively care for patients. To learn more head to:

[cpmc.org/services/ethics/events.html](https://cpmc.org/services/ethics/events.html)

# Program in Medicine and Human Values

Sutter Health  
Bay Area

**Scholarship**



**Ethics  
Consultation**  
Professional Bioethicist  
provides service to  
patients and healthcare  
providers



**Organizational  
Ethics**

Policy  
Development  
Quality

**Research**



**Ethics  
Education**



Ethics  
Committee  
Physicians  
Nurses  
Hospital Staff  
Community  
Education





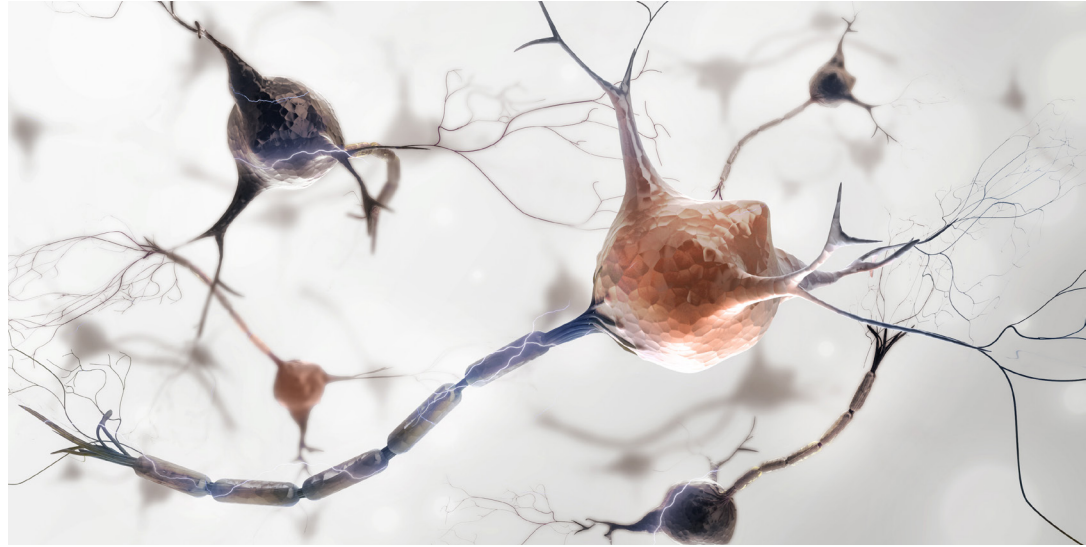
## Ethics Consultation

PMHV's Ethics Consultation Service based at CPMC provides patient consultation service to all the hospitals in the Sutter West Bay Region. Each year has been the busier than the prior year for the consultation service. In addition to ethics consults, the bioethicists also provide de-briefing sessions to discuss complex cases that may be a source of moral distress for providers. The Ethics team routinely rounds with hospital specialty teams to assess early intervention of the consultation service or answer any questions that providers or patients may have of ethical relevance.

Physicians continue to remain the top requestors of our service as they deal with ethical dilemmas while taking care of patients. Recurring themes include challenging issues with surrogate decision making, decision making for unrepresented patients, decision making capacity and patients' refusal of treatments, conflicts between patients and medical teams regarding the appropriate course of action, end of life decision making, and organizational ethics issues. ■

### Neurons in the brain

With its unique functions, the brain is where scientific and philosophical ideologies meet.



## Neuroethics

Neuroethics refers to two related fields of study: what the philosopher Adina Roskies has called the ethics of neuroscience, and the neuroscience of ethics.[1] The ethics of neuroscience comprises the bulk of work in neuroethics. It concerns the ethical, legal and social impact of neuroscience, including the ways in which neurotechnology can be used to predict or alter human behavior and “the implications of our mechanistic understanding of brain function for society... integrating neuroscientific knowledge with ethical and social thought”.

Some neuroethics problems are not fundamentally different from those encountered in bioethics. Others are unique to neuroethics because the brain, as the organ of the mind, has implications for broader philosophical problems, such as the nature of free will, moral responsibility, self-deception, and personal identity.[2] Examples of neuroethics topics are given later in this article “Key issues in neuroethics”.

The origin of the term “neuroethics” has occupied some writers. Rees and Rose as cited in “References”.■

# Future of the Industry

As neuroethics enters its second decade, the field confronts new techniques and technologies, as well as new – and frequently controversial – clinical treatments. The foremost goal is to improve patient care. Our brain scientists, clinicians, ethicists and legal scholars address the newest developments and application of:

- neuroimaging,
- neurogenomics,
- predictive biomarkers,
- neuromodulation,
- brain-computer interfacing, and
- neuropsychopharmacology.

Through the latest uses of these approaches, and analysis of paradigmatic cases, discussion will center upon what these advances mean for patients – and society – both at present and in the near future. ■

<http://www.neuroethicsnetwork.com/neuroethics-key.html>

## Help Fund the Initiative

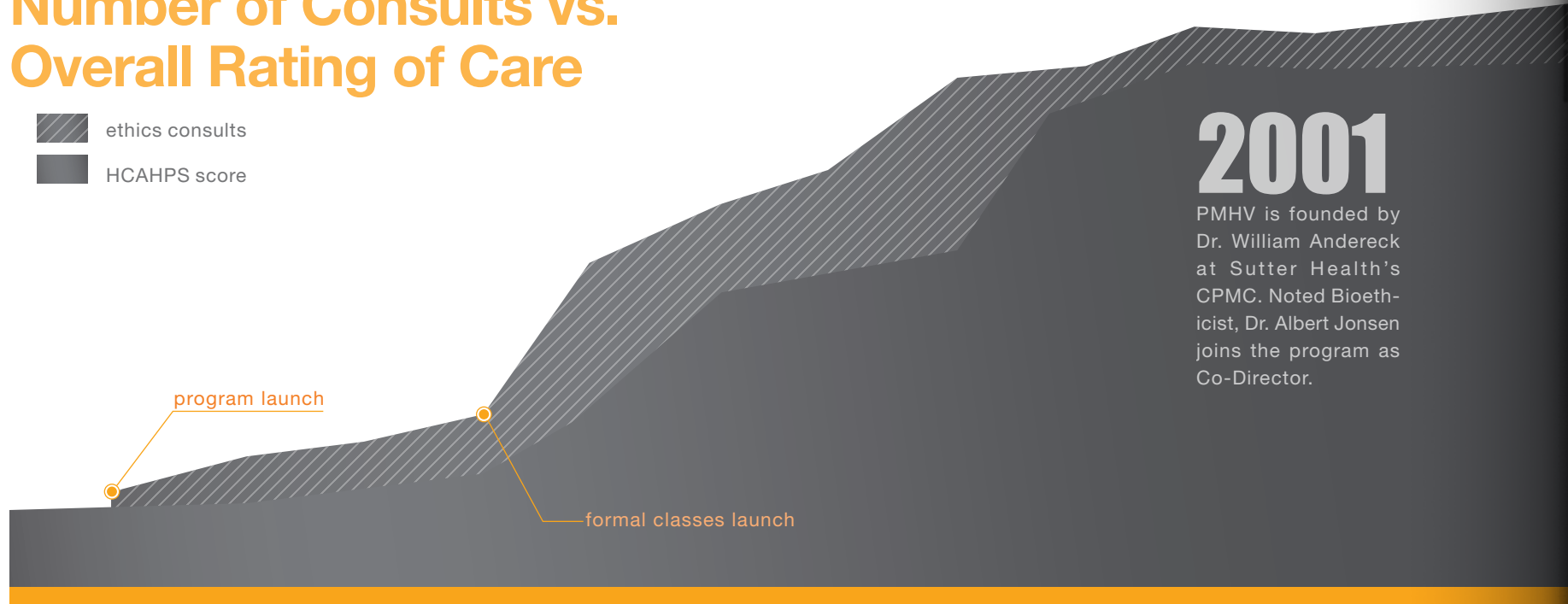
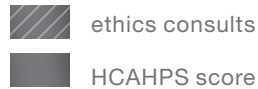
We are actively researching, publishing and educating. Please consider making a tax-deductible contribution today. All donations made to our program are directly contributed to these actions.

To answer any questions you may have please contact us.





# Number of Consults vs. Overall Rating of Care



## Measured Impact

Since the inception of the program there has been a significant improvement in patient satisfaction. There are other outside events that have contributed to improved

HCAHPS scores, however there is an undeniable impact associated with the formal launch of classes and patient satisfaction. ■

# 2004

Dr. Andereck and Dr. Schneiderman, begin to note indications in certain cases that allow them to identify patients where ethical issues or dilemmas will emerge, well before health care team members were able to identify them.

# 2005

Formal testing begins with randomized controlled trial and data collection. Enrolls 384 patients and concludes in 2010.

Future Research agenda starts to be developed. First-year medicine residents are surveyed as part of the Moral Values in Medicine project.

# 2007

Formal classes launched providing analysis of data collected from studies.

Insight from students recorded for future classes.

Number of Ethics Consults witnesses a seven fold increase.

# 2010

Teaching Workshop Series Launched to create more instructors based on the curriculum developed by Drs. Andereck and Jonsen.

Significant spike in patient satisfaction realized.

# 2014

The need for Nuero ethics becomes highlighted.

# 2020

Our goal is to have a curriculum built into the physician and staff on-boarding processes at Sutter Health CPMC. Ultimately we want too have human value specialists at our four main campuses to help carry on the mission.



## Moving Forward

Here's how we can help you

- Access to a professional Bioethicist and ethics expertise
- Consultation Resources for Ethics Committees
- Education and Outreach
- Ethics Quality Review
- Needs and Resource Assessment
- Assist Medical Staff in Policy Development
- Work with Administration on Quality Measures



## reactions to the program:

“ I truly appreciate the support that CPMC’S Ethics program has provided Eden Medical Center’s Ethics Committee. Anytime we have patients with ethical issues, CPMC’s Bioethicist has gone above and beyond to provide guidance and advice and attend our meetings via conference call for complex patient cases. ”

**Anita Gandhi, MD**

Physician | Eden Medical Center

“ Words simply can’t express how much the conversations meant to our family. Watching a loved one suffer is never easy, but the whole team was great helping me understand the decisions and our future. I feel so blessed. ”

**Kristina M.,**

Patient’s Mother | California Pacific Medical Center



**We Plus You**

Program in Medicine & Human Values

2395 Sacramento Street, 3rd Floor

San Francisco, CA 94115

(415) 600-1647

[www.cpmc.org/ethics](http://www.cpmc.org/ethics)