

Discussion

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CASE I What were the management mistakes? The management mistake was that they did not tell the truth. 2. Could the mistakes have been avoided and what can Paradise Hills do to keep from making these mistakes again? Yes, the mistakes could have been avoided. This could be achieved through ensuring that Paradise Hill Medical Centre does not soil its reputation; by restoring the trust between the healthcare professionals and the past and future families and patients; guarding the patients quality care and safety; ensuring that the hospital's economic situation in the local community is strong; and finally making sure that physicians fiduciary duties to patients is satisfied (Perry, 2002).

3. Who should tell the patients?

Telling the patients should be a collaboration of all the interested parties in the hospital such as nurses and clinicians.

CASE II

1. What ethical dilemma(s) is COO Jim Goodrich confronted with?

Jim Goodrich is confronted with a conflict of interest regarding moral dilemma. He is torn between doing or not doing what he believes is morally unethical, but which if he does will help rescue some difficult situation.

2. Could these issues been avoided and what should Qual Plus HMO do to make sure it does not happen again?

These issues can be avoided from occurring in the future. Qual Plus HMO can, for example, conduct an extensive investigation on all the possible actions that can lead to dilemma and come up with a well designed code of ethics that can guide the physicians and clinicians on the best course of action whenever they are confronted with these dilemmas (Perry, 2002).

References

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Perry, F. (2002). *The Tracks We Leave: Ethics in Healthcare Management*.
New York: Health Administration Press.