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Government of Japan

Module 6 Summary

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ETHICAL PRINCIPLE 6 – UPHOLDING PATIENT'S RIGHTS

THE WHY, THE HOW AND YOUR DUTY

SCENARIO

VICTIM OF VIOLENCE

Gunshot victim placed under protective restrictions challenges these whilst in recovery

KEY LEARNINGS, CRITICAL DUTIES AND OBLIGATIONS

1. Ensure that the rights to dignity, privacy, and confidentiality are respected and supported throughout the care process.
2. This respect must extend to securing informed consent, and the right to refuse treatment.
3. When conducting clinical research, inform each person involved of the risks and benefits, and their right to refuse to participate without risk of reprisal.
4. All communication should be conducted in a manner and language that is easily understood, particularly when dealing with diverse populations and cultures with varying sets of values and beliefs, where communication may be challenging.
5. Ensure that consent is obtained in a manner separate from other contractual issues, and obtained in plain language, including an option for individuals to withdraw their consent easily.
6. Ensure that all adverse events and patient complaints are monitored, reviewed, and reported on by senior management to the board.
7. Implement and monitor formal policies and procedures within the organisation to support best practice as per the WHO Patient Safety Rights Charter.
8. Share patient feedback appropriately with stakeholders.
9. Act honestly and responsibly, prohibit practices which harm patients, and deal with any actual or perceived threats or risks to patients with urgency, transparency and sensitivity.

YOUR DUTIES AND OBLIGATIONS

NOTES FOR MANAGERS

Following good practice is non-negotiable!

LEGAL CASE

REFUSAL OF TREATMENT

Patient choosing not to continue with life-saving treatment

1. Implement and maintain legal processes and governance at board level, with regular review.
2. Implement mechanisms to oversee research activities and inform patients of their rights in respect of these activities.
3. Develop feedback mechanisms to support the broader health goals of your environment in relation to patient rights.
4. Align policies in relation to patient rights with international charters to ensure best practice is being adopted and implemented.
5. Monitor challenges and deficiencies and add complex and intricate concerns to the risk register.
6. Escalate areas of significant risk to the Board Risk Committee.
7. Adopt ethical guidelines in relation to patient autonomy and institutional safety.

NOTES FOR SENIOR EXECUTIVES AND BOARD MEMBERS

Feigning ignorance is not a valid defence!