

Ethics Grand Rounds

Visitation Appeals in Hospital During the COVID-19 Pandemic: Mitigating Preventable and Disproportionate Harms

Thurs. June 24, 2021 | 12-1pm | Virtual

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Describing visitation restrictions in hospitals during the pandemic as distressing for patients, families and health care workers fails to truly capture their often devastating impact. One way of both reducing various pressures caused by such restrictions, and ensuring some degree of procedural fairness, is an appeals process. This talk will explore the processes, decisions and challenges of an Appeals Committee led by a Director of Patient Experience and an ethicist in a five-hospital acute care system in Durham Region during the 2020-2021 fiscal year. During that time, nearly 300 appeals were considered. Aiming to mitigate preventable harms and disproportionate burdens through an impartial deliberative approach, we will share the thematic categories of requests and key aspects of our decision making. Notwithstanding the workload and rigor of such efforts, the appeals process was a necessary and valued tool to help enhance essential patient supports and maintain relationships while also balancing pandemic safety protocols.

Learning Objectives:

- (1) Understand the background and processes of this Appeals Committee.*
- (2) Explore data on types of cases, nature of requests, reasoning to justify accommodations and outcomes.*
- (3) Highlight some ongoing challenges and particularly complicated requests.*

*Physician attendees will be eligible to receive one Section 1 **Continuing Medical Education (CME)** credit as certified by the Royal College of Physicians and Surgeons of Canada. Links for providing feedback and registering for CME credit will be available live in the session.*

Registration link: https://zoom.us/webinar/register/WN_YzK4QOM5Q9-ULss-1FHQ7w

All are welcome! Closed Captioning available.

Please direct any inquiries to Sean Hillman at <v.shillman@lh.ca> or 647.200.9772