This course supports the assessment for SOT2. The course covers 4 competencies and represents 2 competency units.

Introduction

Overview
Nurses face ethical decisions in every area of their practice. It is essential for all nurses to understand their ethical responsibilities when providing care, functioning within diverse healthcare settings, and interacting with society in general. The ethical expectations for nurses are found in codes, standards, moral philosophy, and legal requirements that inform ethical decisions. Nurses need to be grounded in ethical theories and principles in order to make principled decisions in all aspects of their practice.

This course will help you develop an understanding of ethical principles in the healthcare context and will help you gain insight into professional values and beliefs that influence decision making and the resolution of ethical dilemmas, including how ethical principles impact healthcare delivery systems.

Watch the following video for an introduction to this course:

Competencies
This course provides guidance to help you demonstrate the following 4 competencies:

- **Competency 713.2.1: Ethics and Nursing Practice**
  The graduate understands ethical principles that provide a framework for nursing practice.

- **Competency 713.2.2: Nursing Values**
  The graduate understands professional values and beliefs that provide a framework for nursing practice.

- **Competency 713.2.3: Ethical Decision Making**
  The graduate uses a decision-making process to resolve ethical dilemmas.

- **Competency 713.2.4: Ethics and Healthcare**
  The graduate applies ethical principles to healthcare delivery systems.

Nursing Dispositions Statement
Please review the [Statement of Nursing Dispositions](#).

Course Instructor Assistance
As you prepare to successfully demonstrate competency in this subject, remember that course instructors stand ready to help you reach your educational goals. As subject matter experts, mentors enjoy and take pride in helping students become reflective learners, problem solvers, and critical thinkers. Course instructors are excited to hear from you and eager to work with you.

Successful students report that working with a course instructor is the key to their success.
Course instructors are able to share tips on approaches, tools, and skills that can help you apply the content you're studying. They also provide guidance in assessment preparation strategies and troubleshoot areas of deficiency. Even if things don’t work out on your first try, course instructors act as a support system to guide you through the revision process. You should expect to work with course instructors for the duration of your coursework, so you are welcome to contact them as soon as you begin. Course instructors are fully committed to your success!

**Preparing for Success**

The information in this section is provided to detail the resources available for you to use as you complete this course.

**Learning Resources**

The learning resources listed in this section are required to complete the activities in this course. For many resources, WGU has provided automatic access through the course. However, you may need to manually enroll in or independently acquire other resources. Read the full instructions provided to ensure that you have access to all of your resources in a timely manner.

**Automatically Enrolled Learning Resources**

You can access the learning resources listed in this section by clicking on the links provided throughout the course. You may be prompted to log in to the WGU student portal to access the resources.

**Cengage E-Texts**

The following textbook is available to you as an e-text within this course. You will be directly linked to the specific readings required within the activities that follow.


*Note: This e-text is available to you as part of your program tuition and fees, but you may purchase hard copies at your own expense through a retailer of your choice. If you choose to do so, please use the ISBN listed to ensure that you receive the correct edition.*

**Other Learning Resources**

You will use the following learning resources for this course.

**WGU Library E-Reserves**

This course utilizes resources located in the WGU Library E-Reserves, with articles available for you to download. For instructions on how to access WGU Library E-Reserves, see the "[Accessing WGU Library E-Reserves](#)" page.

The following e-reserve materials will be used in this course:


**Additional Preparations**

**Nursing Standards**
You will be able to access Nursing Professional Standards as they apply to your program through the WGU Library. Please access these documents at the following website:

• [WGU Library Nursing E-Reserves](#)

**Concept Maps**
Throughout this course you will be asked to make concept maps. The initial concept map is intended to help you see what you already know before you begin any activities. This will help you focus your learning and concentrate on those topics where you need the most work. It will also serve as a way to see how far you have progressed.

You will be surprised how much you learn and how much more depth your understanding increases. So don't skip the concept maps. They are very important and will be excellent resources when you are studying for the final assessment.

**Ethics**

Nursing is consistently viewed by the public as an honest and trustworthy profession. This could be because nursing education includes ethical considerations in almost every area of content and curriculum.

Most healthcare settings have situations where ethical practices have to be reviewed, renewed, and reevaluated. Sometimes old, tolerated practices persist within nursing environments. Sometimes healthcare dilemmas, settings, or populations challenge nurses to formulate best practices in new areas. For example, in some hospitals it may be the unwritten rule to allow terminally ill patients to die rather than attempt heroic measures, whether or not there is a "do not resuscitate" order. Another example could be notifying a family member when an unconscious patient has been given the wrong medication or treatment that did not cause harm. Should a nurse ignore it if it didn't hurt the patient?

This section will introduce the major concepts and issues related to ethical decision making and healthcare including decision-making models, ethics related to patient care, and ethics related to the care of vulnerable populations.

In order to act ethically, nurses need to have knowledge about ethical models for healthcare decision making.
Ethics and Nursing Practice
Nurses must be constantly aware of the ethical implications inherent in a range of situations. Each nurse needs to develop a philosophically consistent framework of his or her own contemplation, decision, and action. Personal ethical frameworks are given shape by the knowledge and application of various ethical principles such as autonomy, beneficence, nonmaleficence, veracity, confidentiality, justice, and fidelity.

The very existence of the profession is examined in light of moral thinking and response to human need. Nursing is viewed as an explicit expression of moral belief, finding its origin within the context of moral norms, individual values, and social need. Recognizing that a narrow perspective hinders thoughtful, open-minded consideration of sensitive issues, this section of the course attempts to identify the context of nursing in Western cultures as it corresponds to various cultural and historic influences.

The status of the nursing profession within the broader society determines members’ ability to practice with freedom and responsibility. Strengthened by these insights, nurses are empowered to examine issues thoughtfully and participate as legitimate members in the decision-making process.

This topic addresses the following competencies:

- **Competency 713.2.1: Ethics and Nursing Practice**
  The graduate understands ethical principles that provide a framework for nursing practice.
- **Competency 713.2.2: Nursing Values**
  The graduate understands professional values and beliefs that provide a framework for nursing practice.
- **Competency 713.2.3: Ethical Decision Making**
  The graduate uses a decision-making process to resolve ethical dilemmas.
- **Competency 713.2.4: Ethics and Healthcare**
  The graduate applies ethical principles to healthcare delivery systems.

Forces Influencing the Development of Nursing

Read the following chapter in *Ethics and Issues in Contemporary Nursing*:

- chapter 1 ("Social, Philosophical, and Other Historical Forces Influencing the Development of Nursing")

As you read, consider the following questions:

- Why do people choose to help others who are in need? What is the motivation for helping?
- Who has the right to make ethical decisions?
- Is ethical decision making the sole domain of the physician?
- What is the role of the Master's prepared nurse in the decision-making process?
How have historical influences shaped contemporary nursing?

Visit the following websites and web pages for pictures and history of Florence Nightingale:

- Florence Nightingale Museum
- A Selection of Letters Written by Florence Nightingale
- Biographies of Women Mathematicians: Florence Nightingale

Critical Reflection Exercise

Compare and contrast the role of the nurse in the decision-making process today versus a specific point in past nursing history. Discuss historical influences on the role of the nurse in decision making in the healthcare setting. Post your thoughts in the community for discussion.

Ethical Theory

The next chapter assigned offers some basic descriptions of philosophy, theory, ethics, the philosophical basis of ethical theory, and the major ethical theories. You will learn about the relationship of ethics to the profession of nursing. Philosophy is the intense and critical examination of beliefs and assumptions while theories are constructs of the human mind and do not represent fact. Ethical theories exist to explain and predict values and behaviors related to cultural and moral norms. Views about the origin or basis or moral reasoning include naturalism and rationalism. Although there are many ethical theories, two of the most basic and most highly developed theories are discussed- utilitarianism and deontology. In reflection you will contemplate the intricacies of the various theories and appreciate the value of utilizing a logical and systematic method for examining moral dilemmas.

This topic addresses the following competencies:

- **Competency 713.2.1: Ethics and Nursing Practice**
  The graduate understands ethical principles that provide a framework for nursing practice.

- **Competency 713.2.2: Nursing Values**
  The graduate understands professional values and beliefs that provide a framework for nursing practice.

- **Competency 713.2.3: Ethical Decision Making**
  The graduate uses a decision-making process to resolve ethical dilemmas.

- **Competency 713.2.4: Ethics and Healthcare**
  The graduate applies ethical principles to healthcare delivery systems.

Ethical Theory

Read the following chapter in *Ethics and Issues in Contemporary Nursing*:

- chapter 2 ("Ethical Theory")

As you read, consider the following questions:

- Are there some actions that are always wrong, or are there circumstances that justify
"loathsome" actions?

- How do we know what is right and what is wrong? Is the knowledge innate in all humans or derived from a higher source?

Critical Reflection Exercise

Discuss the following case on the message board in terms of deontological and utilitarian perspectives:

CASE

Mrs. N, a 77-year-old married woman, has moderately advanced Alzheimer's disease, which causes periods of confusion, frustration, anger, and obsessive thinking. Before she became ill, Mrs. N and her husband discussed their wishes should anything happen to them. Mrs. N told her husband that if there was no chance of survival, she would not want to be "hooked up" to a breathing machine. They never got around to completing their advance directives.

Mr. N is devoted to his wife and wants her to receive the best care possible. He has spent the past year watching after her, cooking for her, cleaning the home, and witnessing her deterioration. When Mrs. N becomes unable to walk alone safely, he allows the physician to admit her to a long-term care facility.

After three weeks in the nursing home, Mrs. N starts to cough and becomes febrile. The doctor diagnosis pneumonia, begins IV antibiotics, and transfers her to a local hospital. The pneumonia responds to the antibiotics, but Mrs. N stops talking and refuses to eat. The physician calls her husband for permission to insert a feeding tube. Mr. N. wants to do what is best for his wife. He wonders if a feeding tube is similar to a breathing machine. If she doesn't want a breathing machine, would she also not want a feeding tube? Would it be possible for him to watch her die of starvation? Is that murder? What would she want? What is the right thing to do?

Ethical Principles

Nurses believe that as a morally central health care profession, nursing requires astuteness regarding moral and ethical issues. Ethical principles guide and evaluate action based on moral values and presuppose a basic respect for persons. The ethical principles discussed in this section include autonomy, beneficence, nonmaleficence, veracity, confidentiality, justice, and fidelity. You are challenged to recognize and thoughtfully weigh facets of good and harm that are present in even simple nursing and medical acts. Questions raised in regard to veracity include:

- When, if ever, is it right to withhold the truth from patients?
- When, if ever, is it justified to lie to patients?
- What is the overall effect when veracity is compromised?

Recognizing the importance of confidentiality, evaluate the principle of veracity in difficult situations, including those which strict adherence to patient confidentiality might allow harm to come to another.
Because healthcare services and resources are scarce, the principle of justice is examined as it is related to making decisions about who gets what and how much. Nurses are charged with fulfilling their contract with society through maintaining fidelity.

This topic addresses the following competencies:

- **Competency 713.2.1: Ethics and Nursing Practice**
  The graduate understands ethical principles that provide a framework for nursing practice.

- **Competency 713.2.2: Nursing Values**
  The graduate understands professional values and beliefs that provide a framework for nursing practice.

- **Competency 713.2.3: Ethical Decision Making**
  The graduate uses a decision-making process to resolve ethical dilemmas.

- **Competency 713.2.4: Ethics and Healthcare**
  The graduate applies ethical principles to healthcare delivery systems.

**Ethical Principles**

Read the following chapter in *Ethics and Issues in Contemporary Nursing*:

- chapter 3 ("Ethical Principles")

As you read, consider the following questions:

- What principles of autonomy are related to patient's rights, informed consent, paternalism, and non-compliance?
- What are the principles of beneficence and malfeasance?
- What is the principle of fidelity in regard to nurses’ promise to society?
- What is the difference between ethical dilemmas, moral uncertainty, practical dilemmas, moral distress, and moral outrage?

Consider the following websites as references for the code of ethics for nurses:

- [Canadian Nurses Association, Code of ethics for registered nurses](https://www2.cnacad.ca/d/oracle/BN1/3P/19/3.pdf)
- [International Council of Nurses: Code of ethics for nurses](https://www.icn.ch/document/ethics-code/)

Complete the following case studies in chapter 3 ("Ethical Principles"):

- case study "Noncompliance versus Autonomy" on page 57
- case study "Beneficence versus Nonmaleficence" on page 64

Discuss your analysis of thoughts on the discussion board related to these two case studies.

**Critical Reflection Exercise**

CASE
Howard is a 40-year-old black man. He comes into the walk-in free clinic at 4:45 P.M. on Friday afternoon to have a prescription for antihypertensive medication filled. A new patient at the free clinic, Howard reports that he has had hypertension for 15 years. He says he sees his private physician every three months and has been on his current medication for the past five years. He denies any current problems. When the nurse takes his blood pressure, she is surprised that it is critically elevated at 196/126. Her concern prompts her to question Howard in more depth. He is in a hurry and only wants his medication. He tells the nurse that his blood pressure is always this high—sometimes higher. He says his doctor has tried many medications and found none to be more effective than the present regimen. He reports that his physician has said to him that very high blood pressure is normal for him and should not concern him because his body has adjusted. Knowing that hypertension can have devastating long-term complications, the nurse wonders whether she should disagree with this man’s primary physician. After all, Howard did not come to the clinic for primary healthcare, but merely to have his prescription filled.

1. Does the nurse have a duty to Howard?
2. What ethical principles are involved?
3. Is there a conflict of principles?
4. What are the possible solutions to the situation?
5. Should the nurse tell Howard about the devastating long-term results of severe, uncontrolled hypertension? If she withholds this information, is the principle of veracity compromised?
6. How does the nurse express fidelity in this circumstance?
7. Does the nurse owe any loyalty to the patient’s physician?

Post your thoughts to the case study questions on the message board and respond to at least one of your classmates’ postings.

Reference Guide

Develop a reference guide. Peruse your textbook to compile a list of common terminology associated with ethics.

Complete the following items for each term:

- Determine the proper definition of the term.
- Provide and create a personal example.

A sample of important concepts is provided below to get you started. Add to this list unfamiliar terms related to nursing ethics as you work through this course. Keep your list as a quick reference.

- Autonomy
- Informed Consent
- Patient's Rights
- Beneficence
- Malfeasance
- Confidentiality
Nursing Values
Awareness of your personal value system provides a basis for understanding how and why you react and respond in nursing practice situations. Committing to the development of more awareness of your personal values enables you to be more effective in the professional realm, whether it be in situations you encounter with staff, patients, and families, or within your institutions.

In this section you will develop an understanding of 'self' through values clarification and self awareness.

This topic addresses the following competencies:

- **Competency 713.2.1: Ethics and Nursing Practice**
  The graduate understands ethical principles that provide a framework for nursing practice.
- **Competency 713.2.2: Nursing Values**
  The graduate understands professional values and beliefs that provide a framework for nursing practice.
- **Competency 713.2.3: Ethical Decision Making**
  The graduate uses a decision-making process to resolve ethical dilemmas.
- **Competency 713.2.4: Ethics and Healthcare**
  The graduate applies ethical principles to healthcare delivery systems.

**Developing Principled Behavior**
Read the following chapter in *Ethics and Issues in Contemporary Nursing*:

- **chapter 4 ("Values Clarification")**

Access the WGU eReserves and review the following article:

- "Teaching Core Nursing Values"

Go to the following website and complete at least one values clarification exercise to help you reflect on your own values.

- **Basic Values Clarification Exercise - What Really Is Important to You?**

Make a comment in the discussion board on your findings.

**Critical Reflection Exercise**

Consider a belief or ideal that you held when you were a child but which you no longer hold. This belief may be as simple as believing in the tooth fairy or it may relate to cultural, religious, family, or societal ideals. Based on your knowledge of the valuing process, describe how you acquired this value as a child and how you came to let go of this belief.

Go to the message board and post a summary of your critical reflection. Is there anything that you would change based on your findings?

**Values Development**

Take a moment to honestly evaluate yourself relative to your tendency toward the ethic of care or ethic of justice. Identify which phase of moral development best fits you at the present time. As you begin to acknowledge potential for limitations, you will recognize that individuals, actions, and decisions are influenced by their level of moral development.

Read the following chapter in *Ethics and Issues in Contemporary Nursing*:

- **chapter 5 ("Values Development")**

**Critical Exercise Reflection**

**CASE**

A woman’s husband has terminal cancer and she has just heard about a new drug that has been shown to reverse this type of cancer. The drug was developed by a researcher in her town and is extremely expensive. The family is very much in debt because of intensive past medical treatments, and no other family or friends will loan them money. They have gone to local banks, loan agencies, and even charitable organizations and have not been able to secure any other financial assistance. The woman approached the researcher about her circumstances, asking for the drug, saying that she could pay back the cost over time once her husband could start working again. However, he refused her pleas, saying he is not a charity agency. They have three small children and she fears what will happen if her husband dies. She decides that her
only recourse is to steal the drug.

- What is your reaction to the woman's decision?
- Describe what you would do in a similar situation.
- Identify the theoretical model and phase of moral development that is most congruent with your approach.

Post your response on the message board.

**Ethical Decision Making**

Ethical decision making can be difficult. There are different ethical decision-making models used to address common ethical dilemmas in healthcare. You will consider some ways dilemmas impact patient care, a process for making thoughtful decisions, the various decision-making models, and appropriate actions for resolving conflicts of interest.

In addition, you will consider how constant ethical decision bombardment leads to moral distress.

Moral distress occurs when moral problems seem to have clear solutions, yet institutional or other restraints prohibit morally correct actions. Moral distress is a powerful impediment to nursing practice. You will examine how ethical challenges result in moral distress for the nurse, and ultimately impact patients and the profession.

This topic addresses the following competencies:

- **Competency 713.2.1: Ethics and Nursing Practice**
  The graduate understands ethical principles that provide a framework for nursing practice.

- **Competency 713.2.2: Nursing Values**
  The graduate understands professional values and beliefs that provide a framework for nursing practice.

- **Competency 713.2.3: Ethical Decision Making**
  The graduate uses a decision-making process to resolve ethical dilemmas.

- **Competency 713.2.4: Ethics and Healthcare**
  The graduate applies ethical principles to healthcare delivery systems.

**Ethical Decision Making**

Read the following chapter in *Ethics and Issues in Contemporary Nursing*:

- chapter 6 ("Ethical Decision Making")

Read the Case Presentation in your textbook (pages 132-134) and apply the ethical decision-making model to the case.

Access the [WGU eReserves](https://wguareserves.com) and review the following article:
Consider how ethical principles sometimes interact for safe yet ethical care.

Go to the message board and describe the following situations:

- An ethical situation you encountered in your practice. Apply the steps of ethical decision making to the situation. Analyze and describe how you would or would not take a different approach today.
- A situation in which you or someone you know experienced moral distress. Describe that incident and its implications.

**Critical Reflection Exercise**

Since ethical dilemmas occur when there are conflicting moral claims, the "rightness" or "wrongness" of decisions regarding ethical issues is often less clear than participants would like.

Consider a situation in which you encountered an ethical dilemma and describe factors that contributed to your uncertainty about which moral claim held the most weight. What helped you to be able to move ahead with your decision?

Respond to the following questions on the message board.

1. How is your ethical dilemma different than a practical dilemma?
2. What is the role of emotion and reason in the decision?
3. How did you maintain an awareness of personal values and beliefs?
4. How did you utilize the process of decision making?

**Ethics in Healthcare**

Healthcare challenges raise issues related to ethical considerations for nurses such as professional regulations, issues related to public health, and issues related to distributive justice. If nurses are to fulfill the role of advocate, they must become politically active to provide a voice for ethical consideration in healthcare systems. Economics and social issues such as poverty, homelessness, intimate partner violence, and an increasing elderly population are just a few influencing factors.

You will examine political issues related to moral and ethical challenges, economic issues that challenge allocation of resources, and ethical dilemmas that may emerge when providing care for vulnerable populations.

This topic addresses the following competencies:

- **Competency 713.2.1: Ethics and Nursing Practice**
  The graduate understands ethical principles that provide a framework for nursing practice.
- **Competency 713.2.2: Nursing Values**
  The graduate understands professional values and beliefs that provide a framework for
nursing practice.

- **Competency 713.2.3: Ethical Decision Making**
  The graduate uses a decision-making process to resolve ethical dilemmas.

- **Competency 713.2.4: Ethics and Healthcare**
  The graduate applies ethical principles to healthcare delivery systems.

### Health Policy Issues

Read the following chapter in *Ethics and Issues in Contemporary Nursing*:

- chapter 14 ("Health Policy Issues")

Access the following websites. Pay close attention to health policy issues and strategies.

- International Council of Nurses
- Kaiser Family Foundation
- American Nurses Association, Government Affairs, Federal Legislation
- National Conference of State Government, Health Policy Issues
- National Conference of State Legislatures

Go to the message board and describe one healthcare policy issues and how you could impact the policymakers on this issue.

### Critical Reflection Exercise

Go to the community board and discuss the function of ethics in public policy making and illustrate with an example of a current health policy. Discuss the following questions:

1. How does your personal stance affect your view of the policy?
2. How does the health policy derive from policy makers' views of social need?
3. What ethical issues are evident in the current health policy?
4. How does your personal stance affect your view of the policy?

### Economic Issues

Contemporary nurses are torn between providing quality care to patients and cost constraints. To effectively deal with dilemmas associated with economics, nurses must know about healthcare economics and understand distributive justice. Nurses need to appreciate theories of distributive justice and methods to distribute resources and services while balancing the competing goals of providing quality, equal-access care while promoting cost containment and maintaining a free market system. The impact of economics on healthcare and related ethical concerns is particularly evident in managed care systems. In the midst of the current economic climate, nurses must be particularly attentive to maintaining ethical standards.

This topic addresses the following competencies:

- **Competency 713.2.1: Ethics and Nursing Practice**
  The graduate understands ethical principles that provide a framework for nursing practice.
Competency 713.2.2: Nursing Values
The graduate understands professional values and beliefs that provide a framework for nursing practice.

Competency 713.2.3: Ethical Decision Making
The graduate uses a decision-making process to resolve ethical dilemmas.

Competency 713.2.4: Ethics and Healthcare
The graduate applies ethical principles to healthcare delivery systems.

Economic Issues

Read the following chapter in *Ethics and Issues in Contemporary Nursing*:

- chapter 15 ("Economic Issues")

Go to the message board and discuss current problems in healthcare economics with your classmates. Does everyone have the right to healthcare services?

Critical Reflection Exercise

Respond to questions related to the following scenario on the message board:

CASE

You are commissioner for all healthcare services in your region, and you have total discretionary power to make budget decisions. It has been a lean year, and you must sacrifice some programs to balance your budget. You are allotted $1 million for your area for the fiscal year. Decide how you will divide the money among the following projected needs: $300,000 for women's health, including family planning and maternity services; $300,000 for nursing home patients; $100,000 for children's immunizations; $250,000 for persons with severe disabilities; $400,000 for AIDS testing and treatment; $280,000 for well-child screening, and $100,000 for Avian Flu prevention.

- Which programs do you consider least necessary, and which group of citizens do you consider least vulnerable? Provide a rationale for your statements.
- How much can you afford to cut from each program without jeopardizing the health of the program recipients? Describe the theory of justice underlying your decision.
- How do you feel about having to make these kinds of decisions?
- Would your choices differ if you were a nurse caring for a patient in one of the programs, rather than the commissioner?

Social Issues

Because health is a product of the person and environment interchange, social conditions that alter this interchange are of concern to nurses. By recognizing how social conditions such as poverty, homelessness, domestic violence, racism, and an increasing elderly population affect health and healthcare, nurses can be better prepared to deal with patients and their healthcare needs in the midst of these conditions. When working with patients from vulnerable populations, nurses must be particularly cognizant of issues related to principles of justice, autonomy, beneficence, and nonmaleficence. Since values affect professional behavior, nurses must be
able to analyze their personally held values as well as those of the healthcare agency where they are employed for appropriate consideration of these principles.

This topic addresses the following competencies:

- **Competency 713.2.1: Ethics and Nursing Practice**
  The graduate understands ethical principles that provide a framework for nursing practice.
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  The graduate understands professional values and beliefs that provide a framework for nursing practice.
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**Social Issues**

Read the following chapter in *Ethics and Issues in Contemporary Nursing*:

- chapter 16 (“Social Issues”)

Explore information on social issues addressed in this chapter through some of the suggested resources.

- Not in Our Town video
- "Injury and Violence Prevention and Control"

**Critical Reflection Exercise**

Discuss your personal beliefs and values related to issues concerning one of the following social issues:

- poverty
- homelessness
- racism
- domestic violence
- elderly population

How would you apply principles of justice, beneficence, nonmaleficence, and autonomy to care for persons within these groups?

Go to the message board and discuss your reflection.

**Final Steps**

Congratulations on completing the activities in this course! This course has prepared you to complete the assessment associated with this course. If you have not already been directed to
complete the assessment, complete your "assessment" now by selecting the assessment tab and going to task steam for directions, task, case study and rubric.

**The WGU Library**

The WGU Library
The **WGU Library** is available online to WGU students 24 hours a day.

For more information about using the WGU Library, view the following videos on The WGU Channel:

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Introducing the WGU library

*Note: To download this video, right-click the following link and choose "Save as...":* [download video](#)

Searching the WGU library

*Note: To download this video, right-click the following link and choose "Save as...":* [download video](#)

**Center for Writing Excellence: The WGU Writing Center**

If you need help with any part of the writing or revision process, contact the Center for Writing Excellence (CWE). Whatever your needs—writing anxiety, grammar, general college writing concerns, or even ESL language-related writing issues—the CWE is available to help you. The CWE offers personalized individual sessions and weekly group webinars. For an appointment, please e-mail writingcenter@wgu.edu.

**Feedback**

WGU values your input! If you have comments, concerns, or suggestions for improvement of this course, please submit your feedback using the following form:

- Course Feedback