Square of Care

			· History of issues, opportunities, associated expectations, needs, hopes, fears · Examination - assessment scales, physical exam, laboratory, radiology, procedures	Confidentiality limits Desire and readiness for information Process for sharing information Translation Reactions to information Understanding Desire for additional information	Capacity Goals of care Requests for withholding/ withdrawing, therapy with no potential for benefit, hastened death Issue prioritization Therapeutic priorities, options Treatment choices, consent Surrogate decision-making Advance directives Conflict resolution	· Setting of care · Process to negotiate/ develop plan of care - address issues/ opportunities, delivery chosen therapies, dependents, backup coverage, respite, bereavement care, discharge planning, emergencies	· Careteam composition, leadership, education, support · Consultation · Setting of care · Essential services · Patient, family support · Therapy delivery · Errors	· Understanding · Satisfaction · Complexity · Stress · Concerns, issues, questions		
			Assessment	Information- sharing	Decision-making	Care Planning	Care Delivery	Confirmation		
			Assessment							
· Primary diagnosis, prognosis, evidence			PROCESS OF PROVIDING CARE							
· Secondary diagnoses - dementia, substance use, trauma · Co-morbidities - delirium, seizures · Adverse events - side effects, toxicity · Allergies	Disease Management									
Pain, other symptoms Cognition, level of consciousness Function, safety, aids Fluids, nutrition Wounds Habits - alcohol, smoking	Physical									
Personality, behaviour Depression, anxiety Emotions, fears Control, dignity, independence Conflict, guilt, stress, coping responses Self image, self esteem	Psychological	CO								
Cultural values, beliefs, practices Relationships, roles Isolation, abandonment, reconciliation Safe, comforting environment Privacy, intimacy Routines, rituals, recreation, vocation Financial, legal Family caregiver protection Guardianship, custody issues	Social	M M O N	Patient / Family							
Meaning, value Existential, transcendental Values, beliefs, practices, affiliations Spiritual advisors, rites, rituals Symbols, icons	Spiritual	S U E S								
Activities of daily living Dependents, pets Telephone access, transportation	Practical									
Life closure, gift giving, legacy creation Preparation for expected death Management of physiological changes in last hours of living Rites, rituals Death pronouncement, certification Perideath care of family, handling of body Funerals, memorial services, celebrations	End of life/ Death Management									
· Loss · Grief - acute, chronic, anticipatory · Bereavement planning · Mourning	Loss, Grief									

From: Ferris FD, Balfour HM, Bowen K, Farley J, Hardwick M, Lamontagne C, Lundy M, Syme A, West P. A Model to Guide Hospice Palliative Care. Ottawa, Canada: Canadian Hospice Palliative Care Association, 2002.

Square of Organization Leadership - board, Governance & management Organizational structure, Administration accountability Strategic planning Planning Business planning Business development Standards of practice, policies & procedures, data/documentation Operations quidelines F Resource management U Safety, security, emergency systems N Principal C Performance improvement Т **Activities** Routine review outcomes, resource 0 utilization risk management N compliance Quality satisfaction, needs Management financial audit accreditation strategic & business plans standards, policies & procedures, data/ documentation guidelines Communication/marketing Communications/ strategies Materials Marketing Media liaison **RESOURCES Financial** Human Informational **Physical** Community · Assets Formal caregivers Records - health, financial, Environment · Host Organization

From: Ferris FD, Balfour HM, Bowen K, Farley J, Hardwick M, Lamontagne C, Lundy M, Syme A, West P. A Model to Guide Hospice Palliative Care. Ottawa, Canada: Canadian Hospice Palliative Care Association, 2002.

Equipment

· Materials/supplies

· Healthcare System

· Partner healthcare providers

· Community organizations

· Stakeholders, public

human resource, assets

Resource materials, eg, books,

journals, Internet, Intranet

· Resource directory

· Liabilities

Consultants

Staff

· Volunteers

Square of Care and Organization		· History of issues, opportunities, associated expectations, needs, hopes, fear · Examination - assessment scales physical exam, laboratory, radiology, procedures	readiness for information • Process for sharing information • Translation	Capacity Gaals of care Requests for withholding/ withdrawing, therapy with no potential for benefit, hastened death Issue prioritization Therapeutic priorities, options Treatment choices, consent Surrogate decision-making Advance directives Conflict resolution	· Setting of care · Process to negotiate/ develop plan of care - address issues/ opportunities, delivery chosen therapies, dependents, backup coverage, respite, bereavement care, discharge planning, emergencies	· Careteam composition, leadership, education, support · Consultation · Setting of care · Essential services · Patient, family support · Therapy delivery · Errors	Understanding Satisfaction Complexity Stress Concerns, issues, questions					
		Assessment	Information- sharing	Decision-making	Care Planning	Care Delivery	Confirmation					
		Assessment	Siluring	PROCESS OF PRO		Guic Benvery	Committee					
Primary diagnosis, prognosis, evidence Secondary diagnoses - dementia, substance use, trauma Co-morbidities - delirium, seizures Adverse events - side effects, toxicity Allergies	Disease								Governance & Administration	Leadership - board, management Organizational structure, accountability		
Pain, other symptoms Cognition, level of consciousness Function, safety, aids Fluids, nutrition Wounds Habits - alcohol, smoking	Physical								Planning	Strategic planning Business planning Business development		
Personality, behaviour Depression, anxiety Emotions, fears Control, dignity, independence Conflict, guilt, stress, coping responses Self image, self esteem	Psychological		Patient / Family							Standards of practice, policies & procedures, data collection/documentation guidelines Resource acquisition & management Safety, security, emergency systems		
Cultural values, beliefs, practices Relationships, roles Isolation, abandonment, reconciliation Safe, comforting environment Privacy, intimacy Routines, rituals, recreation, vocation Financial, legal Family caregiver protection Guardianship, custody issues	Social									Performance improvement Routine review: outcomes, resource utilization, risk management, compliance, satisfaction, needs, financial audit, accreditation, strategic & business plans		
· Meaning, value · Existential, transcendental · Values, beliefs, practices, affiliations · Spiritual advisors, rites, rituals · Symbols, icons	Spiritual							N S		standards, policies & procedures, data collection/ documentation guidelines		
· Activities of daily living · Dependents, pets · Telephone access, transportation	Practical											
Life closure, gift giving, legacy creation Preparation for expected death Management of physiological changes in last hours of living Rites, rituals Death pronouncement, certification Perideath care of family, handling of body Funerals, memorial services, celebrations	End of life/ Death								Communications/ Marketing	Communication/marketing strategies Materials Media liaison		
· Loss · Grief - acute, chronic, anticipatory · Bereavement planning · Mourning												
	RESOURCES											
		Financial	Human	Informational	Physical	Commu	nity					
		· Assets · Liabilities	· Formal caregivers · Consultants · Staff · Volunteers	Records - health, financial, human resource, assets Resource materials, eg, books, journals, Internet, Intranet Resource directory	· Environment · Equipment · Materials/supplies	· Host Orgal · Healthcare · Partner healthca · Community or · Stakeholder	nization System are providers ganizations					