

# Square of Care

		<ul style="list-style-type: none"> <li>· History of issues, opportunities, associated expectations, needs, hopes, fears</li> <li>· Examination - assessment scales, physical exam, laboratory, radiology, procedures</li> </ul>	<ul style="list-style-type: none"> <li>· Confidentiality limits</li> <li>· Desire and readiness for information</li> <li>· Process for sharing information</li> <li>· Translation</li> <li>· Reactions to information</li> <li>· Understanding</li> <li>· Desire for additional information</li> </ul>	<ul style="list-style-type: none"> <li>· Capacity</li> <li>· Goals of care</li> <li>· Requests for withholding/withdrawing, therapy with no potential for benefit, hastened death</li> <li>· Issue prioritization</li> <li>· Therapeutic priorities, options</li> <li>· Treatment choices, consent</li> <li>· Surrogate decision-making</li> <li>· Advance directives</li> <li>· Conflict resolution</li> </ul>	<ul style="list-style-type: none"> <li>· Setting of care</li> <li>· Process to negotiate/develop plan of care - address issues/opportunities, delivery chosen therapies, dependents, backup coverage, respite, bereavement care, discharge planning, emergencies</li> </ul>	<ul style="list-style-type: none"> <li>· Careteam composition, leadership, education, support</li> <li>· Consultation</li> <li>· Setting of care</li> <li>· Essential services</li> <li>· Patient, family support</li> <li>· Therapy delivery</li> <li>· Errors</li> </ul>	<ul style="list-style-type: none"> <li>· Understanding</li> <li>· Satisfaction</li> <li>· Complexity</li> <li>· Stress</li> <li>· Concerns, issues, questions</li> </ul>
		Assessment	Information-sharing	Decision-making	Care Planning	Care Delivery	Confirmation
PROCESS OF PROVIDING CARE							
<b>C O M M O N  I S S U E S</b>	<ul style="list-style-type: none"> <li>· Primary diagnosis, prognosis, evidence</li> <li>· Secondary diagnoses - dementia, substance use, trauma</li> <li>· Co-morbidities - delirium, seizures</li> <li>· Adverse events - side effects, toxicity</li> <li>· Allergies</li> </ul>	<b>Disease Management</b>	<h1 style="font-size: 2em;">Patient / Family</h1>				
	<ul style="list-style-type: none"> <li>· Pain, other symptoms</li> <li>· Cognition, level of consciousness</li> <li>· Function, safety, aids</li> <li>· Fluids, nutrition</li> <li>· Wounds</li> <li>· Habits - alcohol, smoking</li> </ul>	<b>Physical</b>					
	<ul style="list-style-type: none"> <li>· Personality, behaviour</li> <li>· Depression, anxiety</li> <li>· Emotions, fears</li> <li>· Control, dignity, independence</li> <li>· Conflict, guilt, stress, coping responses</li> <li>· Self image, self esteem</li> </ul>	<b>Psychological</b>					
	<ul style="list-style-type: none"> <li>· Cultural values, beliefs, practices</li> <li>· Relationships, roles</li> <li>· Isolation, abandonment, reconciliation</li> <li>· Safe, comforting environment</li> <li>· Privacy, intimacy</li> <li>· Routines, rituals, recreation, vocation</li> <li>· Financial, legal</li> <li>· Family caregiver protection</li> <li>· Guardianship, custody issues</li> <li>· Meaning, value</li> </ul>	<b>Social</b>					
	<ul style="list-style-type: none"> <li>· Existential, transcendental</li> <li>· Values, beliefs, practices, affiliations</li> <li>· Spiritual advisors, rites, rituals</li> <li>· Symbols, icons</li> </ul>	<b>Spiritual</b>					
	<ul style="list-style-type: none"> <li>· Activities of daily living</li> <li>· Dependents, pets</li> <li>· Telephone access, transportation</li> </ul>	<b>Practical</b>					
	<ul style="list-style-type: none"> <li>· Life closure, gift giving, legacy creation</li> <li>· Preparation for expected death</li> <li>· Management of physiological changes in last hours of living</li> <li>· Rites, rituals</li> <li>· Death pronouncement, certification</li> <li>· Perideath care of family, handling of body</li> <li>· Funerals, memorial services, celebrations</li> </ul>	<b>End of life/ Death Management</b>					
	<ul style="list-style-type: none"> <li>· Loss</li> <li>· Grief - acute, chronic, anticipatory</li> <li>· Bereavement planning</li> <li>· Mourning</li> </ul>	<b>Loss, Grief</b>					

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.