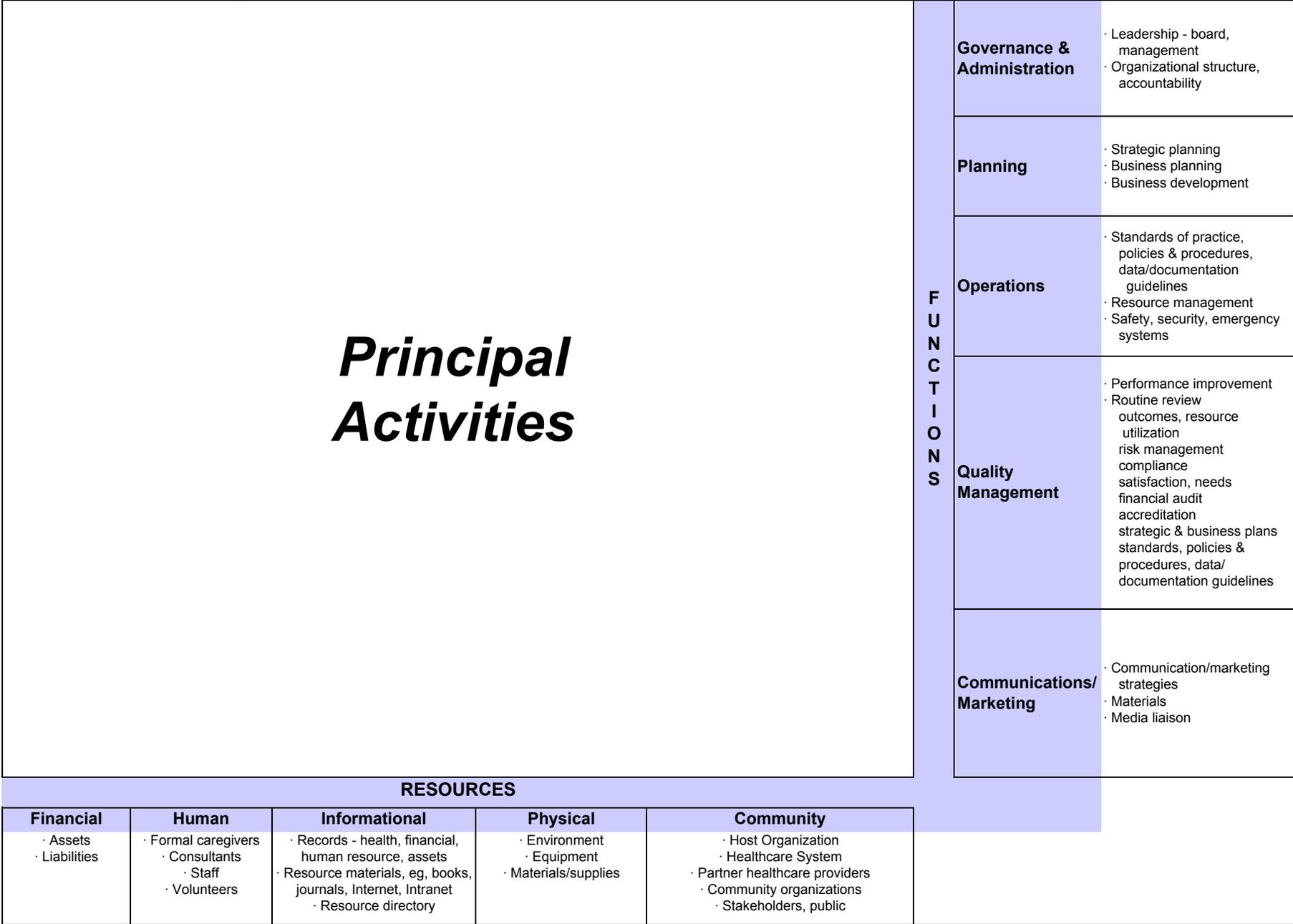


Square of Care

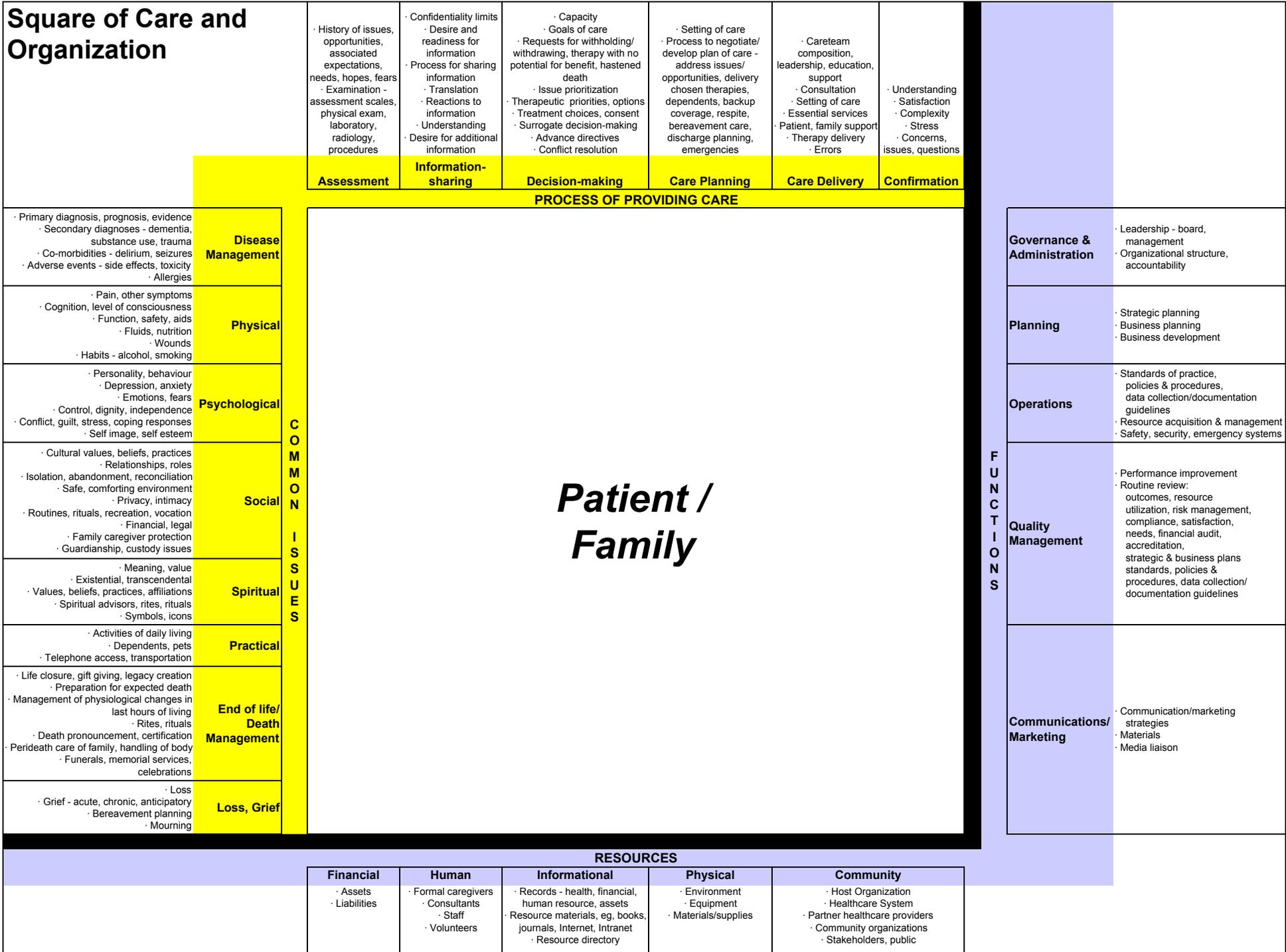
		<ul style="list-style-type: none"> · History of issues, opportunities, associated expectations, needs, hopes, fears · Examination - assessment scales, physical exam, laboratory, radiology, procedures 	<ul style="list-style-type: none"> · Confidentiality limits · Desire and readiness for information · Process for sharing information · Translation · Reactions to information · Understanding · Desire for additional information 	<ul style="list-style-type: none"> · 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 	<ul style="list-style-type: none"> · 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 	<ul style="list-style-type: none"> · Careteam composition, leadership, education, support · Consultation · Setting of care · Essential services · Patient, family support · Therapy delivery · Errors 	<ul style="list-style-type: none"> · Understanding · Satisfaction · Complexity · Stress · Concerns, issues, questions 	
		Assessment	Information-sharing	Decision-making	Care Planning	Care Delivery	Confirmation	
PROCESS OF PROVIDING CARE								
C O M M O N I S S U E S	Disease Management	<ul style="list-style-type: none"> · Primary diagnosis, prognosis, evidence · Secondary diagnoses - dementia, substance use, trauma · Co-morbidities - delirium, seizures · Adverse events - side effects, toxicity · Allergies 	Patient / Family					
	Physical	<ul style="list-style-type: none"> · Pain, other symptoms · Cognition, level of consciousness · Function, safety, aids · Fluids, nutrition · Wounds · Habits - alcohol, smoking 						
	Psychological	<ul style="list-style-type: none"> · Personality, behaviour · Depression, anxiety · Emotions, fears · Control, dignity, independence · Conflict, guilt, stress, coping responses · Self image, self esteem 						
	Social	<ul style="list-style-type: none"> · 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 · Meaning, value 						
	Spiritual	<ul style="list-style-type: none"> · Existential, transcendental · Values, beliefs, practices, affiliations · Spiritual advisors, rites, rituals · Symbols, icons 						
	Practical	<ul style="list-style-type: none"> · Activities of daily living · Dependents, pets · Telephone access, transportation 						
	End of life/ Death Management	<ul style="list-style-type: none"> · 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 						
	Loss, Grief	<ul style="list-style-type: none"> · Loss · Grief - acute, chronic, anticipatory · Bereavement planning · Mourning 						

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



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.



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