

Appendix K: Canadian Hospice Palliative Care Association Square of Care and Organization

<h2>Square of Care and Organization</h2>		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
		Assessment	Information-sharing	Decision-making
PROCESS OF PROVIDING CARE				
Primary diagnosis, prognosis, evidence Secondary diagnoses- dementia, substance use, trauma Co-morbidities- delirium, seizures Adverse events- side effects, toxicity Allergies	Disease Management	COMMON ISSUES	<h1>Patient /</h1>	
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			
Cultural values, belief, practices Relationship, roles Isolation, abandonment, reconciliation Safe, comforting environment Privacy, intimacy Routines, rituals, recreation, vocation Financial, legal Family caregiver protection Guardianship, custody issues	Social			
Meaning, value Existential, Transcendental Values, beliefs, practices, affiliations Spiritual advisors, rites, rituals Symbols, icons	Spiritual			
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 or body Funerals, memorial	End of life/ Death management			
Loss, Grief- acute, chronic, anticipatory Bereavement planning, Mourning	Loss, Grief			
RESOURCES				
		Financial	Human	Informational
		Assets Liabilities	Formal caregivers Consultants Staff Volunteers	Records- health, financial, human resource, assets Resource materials, eg. books, journals, internet, internet resource directory

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, ON: Canadian Hospice Palliative Care Association, 2002.

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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	Confirmation Understanding Satisfaction Complexity Stress Concerns, issues, questions	
Care Planning	Care Delivery	Confirmation	
PROCESS OF PROVIDING CARE			
			Governance & Administration Leadership- board, management Organizational structure, accountability
			Planning Strategic planning Business planning Business development
			Operations Standards of practice, policies & procedures, data collection/documentation, guidelines Resource acquisition & management Safety, security, emergency systems
			Quality Management Performance improvement Routine view: <ul style="list-style-type: none"> outcomes, resources utilization, risk management, compliance, satisfaction, needs, financial audit, accreditation, strategic & business plans standards, policies & procedures, data collection/documentation guidelines.
			Communications/Marketing Communication/Marketing strategies Materials Media liaison
RESOURCES			
Physical Environment Equipment Materials/supplies	Community Host Organization Healthcare System Partner healthcare providers Community organizations Stakeholders, public		

/ Family