

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
PROCESS OF PROVIDING CARE							
Primary diagnosis, prognosis, evidence Secondary diagnoses - dementia, substance use, trauma Co-morbidities - delirium, seizures Adverse events - side effects, toxicity Allergies	<b>Disease Management</b>	<b>C O M M O N  I S S U E S</b>	<b><i>Patient / Family</i></b>				
Pain, other symptoms Cognition, level of consciousness Function, safety, aids Fluids, nutrition Wounds	<b>Physical</b>						
Habits - alcohol, smoking Personality, behaviour Depression, anxiety Emotions, fears Control, dignity, independence Conflict, guilt, stress, coping responses Self image, self esteem	<b>Psychological</b>						
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	<b>Social</b>						
Meaning, value Existential, transcendental Values, beliefs, practices, affiliations Spiritual advisors, rites, rituals Symbols, icons	<b>Spiritual</b>						
Activities of daily living Dependents, pets Telephone access, transportation	<b>Practical</b>						
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	<b>End of life/ Death Management</b>						
Loss Grief - acute, chronic, anticipatory Bereavement planning Mourning	<b>Loss, Grief</b>						