A Framework for Hospice Palliative Care

**Patient / Family**

*Fixed Characteristics:*
*Age, gender, ethnicity, race education, literacy*

**GOVERNANCE & ADMINISTRATION**
- Vision, mission, values, norms of practice
- Organizational structure
- Human resources
- Space and environment
- Medical and office equipment
- Health records
- Safety, security
- Financial accountability
- Diagnostic, therapeutic services

**PROCESS OF PROVIDING CARE**

<table>
<thead>
<tr>
<th>Patient / Family</th>
<th>Care Delivery</th>
<th>Therapeutic Interventions</th>
<th>Decision Making</th>
<th>Information Sharing</th>
<th>Assessment</th>
</tr>
</thead>
</table>
| **Disease Management** | - Diagnosis  
- Prognosis  
- Disease-modifying therapies | - Goals of care  
- Treatment priorities  
- Withholding, withdrawing therapy  
- Advance care planning  
- Capacity  
- Futility  
- Requests for hastened death | - Mediations  
- Therapies, including integrative therapies  
- Equipment  
- Supplies  
- Benefits, risks, burdens  
- Adverse effects  
- Interactions  
- Education | - Access  
- Response times  
- Care planning  
- Interdisciplinary team  
- Collaboration  
- Essential services  
- Coordination Resources  
- Discrimination/prejudice  
- Continuity  
- Safety  
- Consultation | - History  
- Physical examination  
- Laboratory tests  
- Diagnostic studies | - Confidentiality  
- Communication  
- Translation | - Access  
- Response times  
- Care planning  
- Interdisciplinary team  
- Collaboration  
- Essential services  
- Coordination Resources  
- Discrimination/prejudice  
- Continuity  
- Safety  
- Consultation |

**Physical**
- Pain, other symptoms  
- Function  
- Fluids / nutrition  
- Senses

**Psychological**
- Emotion  
- Coping responses  
- Cognitive, affective  
- Depression, anxiety  
- Independence, control  
- Fears, sense of burden  
- Dignity

**Social**
- Family, friends, relationships  
- Environment/safety  
- Privacy, intimacy  
- Financial, legal

**Spiritual**
- Meaning, value  
- Existential  
- Transcendental  
- Faith, religion

**Practical**
- Activities of daily living  
- Caregiving  
- Caregiver training, support

**Preparation for Death**
- Life closure, gift giving  
- Legacy creation  
- Rites, rituals, celebrations, funerals  
- Last hours of living

**Loss, Grief, Bereavement**
- Anticipatory, acute and chronic grief  
- Bereavement

**Marketing**
- Access  
- Promotion

**Evaluation**
- Outcome measurement  
- Resource utilization  
- Performance improvement  
- Risk management  
- Regulatory compliance  
- Worklife satisfaction

**Planning and Advocacy**
- Partnerships  
- Community development

**Caregiver Support / Worklife**
- Supports  
- Incentive programs  
- Occupational risks and stresses

**Education**
- Formal caregivers  
- Informal caregivers  
- Public

**Research**
- Development of new knowledge  
- Knowledge dissemination and integration

© Frank D. Ferris