A Framework for Hospice Palliative Care

[Appendix I; Palliative Care -- Standards and Models Module Ian Anderson Continuing Education Program in End-of-Life Care]

PROCESS OF PROVIDING CARE

Assessment	Information Sharing	Decision Making	Therapeutic Interventions	Care Delivery
· History · Physical examination · Laboratory tests · Diagnostic studies	· Confidentiality · Communication · Translation	· Goals of care · Treatment priorities · Withholding, withdrawing therapy · Advance care planning · Capacity · Futility · Requests for hastened death	· Medications · 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 · Consutation

PATIENT & FAMILY CARE

Disease Management	· Diagnosis · Prognosis · Disease-modifying therapies
Physical	· Pain, other symptoms · Function · Fluids / nutrition · Senses
Psychological	· Emotion · Coping responses · Cognition, affect, 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	· Loss · Anticipatory, acute and chronic grief · Bereavement

Patient / Family

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

PROGRAM SUPPORT FUNCTIONS

Funding	· Budgeting · Accounting · Billing · Fundraising · Grant stewardship
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

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

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