NORMS of PRACTICE The Process of Providing Care

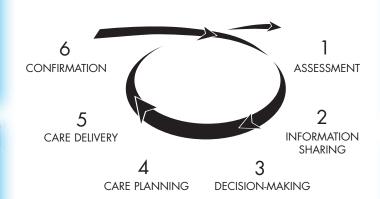
ESSENTIAL AND BASIC STEPS DURING A THERAPEUTIC ENCOUNTER

6. CONFIRMATION

- Understanding
- Satisfaction
- Complexity
- Stress
- Concerns, other issues, questions
- Ability to participate in the plan of health care

5. CARE DELIVERY

- Careteam
 - Composition
 - Leadership, coordination facilitation
 - Education, training
- Support
- Consultation
- Setting of care
- Essential services
- Patient, family extended network support
- Therapy delivery
- Process
- Storage, handling, disposal
- Infection control
- Errors



4. CARE PLANNING

- Setting of Care
- Process to negotiate and develop plan of care that:
- Addresses issues and opportunities, delivers chosen therapies
- Includes plan for:
 - Dependents
 - Backup coverage
 - Respite care
 - Emergencies
 - Discharge planning
 - Bereavement care

3. DECISION-MAKING

- Capacity
- Goals for care
- Issue prioritization
- Therapeutic options with potential for benefit, risk, burden
- Treatment choices, consent
- Requests for:
- withholding,
 withdrawing therapy
- therapy with no potential for benefit
- hastened death
- Surrogate decision-making
- Advance directives
- Conflict resolution

1. ASSESSMENT

- History of active and potential issues, opportunities for growth, associated expectations, needs, hopes, fears
- Examine with assessment scales, physical examination, laboratory, radiology, procedures

2. INFORMATION SHARING

- Confidentiality limits
- Desire and readiness for information
- Process for sharing information
- Translation
- Reactions to information
- Understanding
- Desire for additional information

Adapted from Figure #10.

"While hospice palliative care has grown out of "care for the dying," the concepts can now be used to guide care at any point during an acute, chronic, or life-threatening illness, or bereavement." p.53

Source: A Model to Guide Hospice Palliative Care: Based on National Principles and Norms of Practice.

Canadian Hospice Palliative Care Association (CHPCA). March 2002. 131C – 43 Bruyère Street, Ottawa, Ontario, Canada K1N 5C8.

DOMAINS OF ISSUES ASSOCIATED WITH ILLNESS AND BEREAVEMENT

DISEASE MANAGEMENT

- Primary diagnosis,
- prognosis, evidence
 Secondary diagnoses (e.g., diagnoses, substance use,
- Co-morbidities (e.g., delirium,
- effects, toxicity)

PHYSICAL

- Pain and other symptoms*
- Level of consciousness, cognition
 Function, safety, aids:
- - Motor (e.g., mobility, swallowing, excretion)
 - Senses (e.g., hearing, sight, smell, taste, touch)

- Habits (e.g., alcohol, smoking)

PSYCHOLOGICAL

- Personality, strengths, behaviour,
- Depression, anxiety
- Emotions (e.g., anger, distress, hopelessness, loneliness)

- Conflict, guilt, stress, coping

LOSS, GRIEF

END OF LIFE CARE/

DEATH MANAGEMENT

• Life closure (e.g., completing business, closing relationships,

• Gift giving (e.g., things, money, organs, thoughts)

Preparation for expected deathAnticipation and management of

saying goodbye)

hours of life

celebrations

• Perideath care of family,

handling of the body

- Grief (e.g., acute, chronic,

PATIENT AND **FAMILY**

Characteristics

- Demographics (e.g., age, gender, race, contact information)
- Culture (e.g., ethnicity, language, cuisine)
- Personal values, beliefs, practices, strengths
- Developmental state, education, literacy
- Disabilities

SOCIAL

- Cultural values, beliefs, practicesRelationships, roles with family,
- Isolation, abandonment, reconciliationSafe, comforting environment
- Privacy, intimacy

- Legal (e.g., powers of attorney for business, for healthcare, advance directives, last will/testament,
- Family caregiver protection
- Guardianship, custody issues

PRACTICAL

- Activities of daily living (e.g., activities, see detailed listing
- on page 91)

 Dependents, pets
 Telephone access, transportation

SPIRITUAL

- Meaning, value
- Existential, transcendental
- Spiritual advisors, rites, rituals
- Symbols, Icons

*Other common symptoms include, but are not limited to: **Cardio-respiratory:** breathlessness, cough, edema, hiccups, apnea, agonal breathing patterns. **Gastrointestinal:** nausea, vomiting, constipation, obstipation, bowel obstruction, diarrhea, bloating, dysphagia, dyspepsia. **Oral conditions:** dry mouth, mucositis **Skin conditions:** dry skin, nodules, pruritus, rashes. **General:** agitation, anorexia, cachexia, fatigue, weakness, bleeding, drowsiness, effusions (pleural, peritoneal), fever/chills, incontinence, insomnia, lymphoedema, myoclonus, odor, prolapse, sweats, syncope, vertigo.

Adapted from Figure #7.

Providing a Shared Vision

"so that patients and families can realize their full potential to live even when they are dying." p.87

"HYDROMORPH Contin[®]g12h

Controlled release hydromorphone capsules



























