

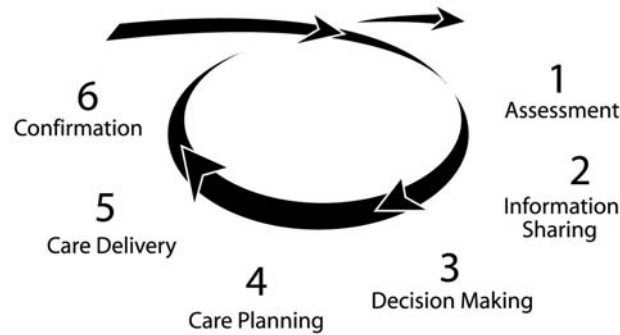
NORMS OF PRACTICE

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 care



1. Assessment

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

5. Care Delivery

- Care team
 - Composition
 - Leadership, co-ordination, 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, and 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

2. Information sharing

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