## Intended Purpose

- Respect for patient values/preferences
- Quality of life
- Involvement in decision making
- Dignity
- Needs/autonomy

## Coordination/integration of care

- Overall clinical care
- Frontline/direct care
- Ancillary/support services

## Information/communication/education

- Clinical status, progress, prognosis
- Processes of care
- Facilitate autonomy/self-care

## Physical comfort

- Pain management
- Activities of daily living
- Surroundings/environment

## Emotional support for fear/anxiety

- Clinical status, treatment, prognosis
- Impact of illness on self/family
- Financial impact

## Involvement of family/friends

- Accommodation of family/friends
- Supporting/involving family/friends
- Recognizing needs of family

## Transition/continuity

- Information
- Coordination/planning
- Support

## Making decisions

- Managing uncertainty
- Understanding options
- Prioritizing risk

## Delivery Context

- Government
  - Federal
  - Provincial
- Healthcare providers
  - Individual
  - Facility
  - Regional
  - Agency
- Healthcare enablers
  - Quality councils
  - Agencies
  - Foundations
  - Societies
- Patients/lay leaders
  - Support groups
  - Community groups

## Recipients

- Patients
  - Characteristics
  - Clinical indications
- Family/caregivers
  - Characteristics
  - Clinical indications

## Intervention

- Format
  - Verbal, written, or visual material (print/internet)
  - Formal education sessions
  - Individual, group, family counseling
  - Automated telephone, computer-assisted monitoring
  - Manual telephone follow-up
  - Family intervention
  - Alternative site of access to care
  - Simplified dosing
  - Specialized packaging
  - Self-monitoring
  - Reminders
  - Appointment or refill reminders
  - Reinforcement or rewards
  - Crisis intervention
  - Direct observation
  - Lay health mentoring
  - Augmented health services
  - Psychological therapy

## Content

- Healthcare information
- Intensity
  - Length of each interaction
  - Degree of interactivity
  - Number of sessions
  - Total length of time

## Outcomes

### Psychosocial

- Satisfaction
- Personal growth
- Confidence/self-perception
- Control of life/condition
- Knowledge/understanding of condition or healthcare needs
- Acquisition of new knowledge
- Reduced fear/anxiety
- Ability to discuss issues with health professionals
- Positive relationship with health professionals
- Trust in health providers
- Information-seeking capacity
- Decision-making capacity
- Motivation
- Compliance with prescribed or recommended management

### Clinical

- Access to care
- Receipt of appropriate services
- Quality of medical decision
- Pain control
- Functional ability
- Vitality
- Less suffering
- Cure/remission
- Survival