

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

Recipients

Patients

- Characteristics
- Clinical indications

Family/caregivers

- Characteristics
- Clinical indications

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

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
- Length of each interaction
- Degree of interactivity
- Number of sessions

Duration

- 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