



Topics list

Interventions directed to the consumer (Group 1)

Counselling

- Medication or genetic or diet counselling
- Cognitive behavioural counselling for coping

Cross-cultural communication

Health promotion

- Participation in screening programs
- Smoking cessation
- Vaccination programs
- Heart programs
- Healthy behaviour change

Information provision

- About trial participation
- About choices
- Patient-specific details
- About available health services
- Genetic risk assessment

Instruction

- About treatment
- About medication
- On discharge
- Prescriptions for screening or exercise

Marketing/advertising

- To participate in research
- Mass media campaigns

Consumer education

- About disease/condition
- About treatment/procedure
- About risk reduction
- Sex education

Reminder systems directed to the consumer

- To attend screening
- To have vaccination
- To keep appointments
- To take medication

Skills training

- Relaxation techniques
- Self-examination methods
- Communication skills
- Self-care skills
- Social support
 - Emotional/psychosocial support
 - Patient advocacy
- Other

Interventions from the consumer (Group 2)

- Consumer participation in reviews, committees, policy formulation
- Feedback
 - Consumer reporting of self-monitoring
 - Reporting of consumer preferences
 - Satisfaction with usual care
 - Patient diaries
- History taking or patient profiling
 - Medical history
 - Socio-economic factors
 - Measurement of patient expectations
- Information-seeking initiated by the consumer, or information given by the consumer to the provider
 - During consultations
 - Surveys of consumers
 - Development or assessment of questionnaires
- Provider education
- Other
 - Participation in trials

Interventions for communication exchange between providers and consumers (Group 3)

- Discussion (individual, group)
- Interview
 - Motivational interview/therapy
 - Consultation process
- Negotiation or decision making
 - Care plans
 - Goal setting
 - Compliance contracts
 - Informed consent
 - Shared decision making
- Patient-held medical record
 - Health card or booklet
 - Information sheet specific to particular patient
 - Recording of consultation

Patient summaries

Medication record

Other

Interventions for communication between consumers (Group 4)

Focus groups

Peer support

Self-help groups

Learning together

Sharing experiences

Group education

Group visits

Buddy systems

Individual self-help

Lay help

Self-management learning by oneself

Skills training

Support

Family teamwork

Presence of family member, carer or other person during education session, or consultation, or treatment, in support of patient

Other

Interventions for communication to the healthcare provider from another source (Group 5)

Education programs

Skills training in communication or patient-centred care skills

Reminder systems for the clinician

Other

Service delivery interventions (Group 6)

Structure and delivery of care

Family access to healthcare provider or to hospitalised patient

Visiting hours

Rooming-in

Parent rooms

Healthcare provision

Specialist nurses or pharmacists providing the intervention

Health plan choices

Convenience of location of care

Appointment choices

Consumer as healthcare provider

Treatment or care changes/choices

Administration or packaging of medication

Extent of physical examination

- Coordination of care
 - Discharge planning coordination
 - Case management
 - Team care
- Technology-based interventions
 - Remote consultation by telephone or internet
 - Interactive Health Communication Applications
- Other
- Supportive environment
 - Change in context of care
 - Hospital versus home care
 - Home visits
 - Family care versus professional care
 - Environmental effects
 - Colours
 - Background music
 - Imagery
 - Visual or psychological imagery as relaxation technique
 - Guided imagery
 - Music
 - Virtual reality
 - Placebo effect
 - Physical or psychological
 - Other
 - Touch