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