

# Consumers and Communication Group topics list

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- Interventions directed to the consumer (Group 1)
  - Counseling
    - Medication or genetic or diet counseling
    - Cognitive behavioural counseling 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
  - 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
    - Information use
    - 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
    - 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