

# HOW TO USE THE LIVING WELL TOOL



## Phase One: Selecting Situation Cards

Ask the patient to select four to six situation cards which they find important in terms of communication in daily life. An instruction card is provided for the patient in the pack. The patient can either select the cards in the waiting room or at the beginning of the appointment.



## Phase Two: Being Curious

Once the patient has selected the situation cards, be curious. Ask open-ended questions and listen actively to the patient's response. For example, you may say to the patient, "Tell me about the situation, what is important about it and how do you manage?"



## Phase Three: Rating in Terms of Ease and Importance

Ask the patient to place the selected situation cards on the rating scale according to how easy or challenging each situation is to manage. Then ask the patient to use the enclosed importance markers to rank the situations in order of importance.

# HOW TO USE THE LIVING WELL TOOL



## Phase Four: Identifying Strategies and Exploring New Ways

Based on your understanding of the patient's challenges and priorities, you can begin to explore which effective communication strategies are being used at present and to identify new ways to use these in more challenging situations. Two sets of strategy cards are provided for you and the patient to place with each of the situations selected. One set of strategy cards is for communication strategies and the other set is for technological strategies. Empty strategy cards are also provided for you to write down additional strategies identified.



## Phase Five: Documenting Decisions and Strategies

In order for you to remember what was discussed and decided in the appointment, you may use the documentation form provided to record which situation cards were selected, how the patient rated them in terms of ease and importance, and which existing and new strategies were agreed upon. Note that it is possible to print the documentation form on the Ida website: [www.idainstitute.com/livingwell](http://www.idainstitute.com/livingwell). A listening guide is provided for you to use as you meet with the patient to help you listen actively to what the patient is saying.