D.I.V.E.R.S.E. Model

**Demographics**
Gather information about the client’s background.
- Where were you born? How long have you lived in Canada?

**Ideas**
Find out what the patient’s ideas are about health and illness.
- What do you think keeps you healthy/makes you sick?
- Why do you think the problems started?

**Views**
Ask about your client’s views on health care treatments, their treatment preferences and the use of home remedies.
- Do you use any traditional or home health remedies to improve your health?
- What kind of treatment do you think will work?

**Expectations**
Inquire about what your client expects from you.
- What do you hope to achieve from today’s visit? What do you hope to achieve from treatment?

**Religion**
Find out about your client’s religious and spiritual traditions.
- Will religious or spiritual observations affect your ability to follow treatment? How?

**Speech**
Identify your client’s language needs. Avoid using a family member as interpreter.
- What language do you prefer to speak/read? Would you prefer printed or spoken instructions?

**Environment**
Learn about the client’s home environment and the cultural aspects that are part of the environment. Home environment includes daily schedule, support system and level of independence.
- How many people live in your house?
- Who helps you when you are ill or need help?

Reference: