

LENS



**JOEL**  
82 year old retired professor  
Utah resident in L2 assisted living facility  
Restricted visits

**LINDA**  
64 year old microbiologist  
Chicago resident, visits every 3 weeks

**VALUES**  
Meaningful life  
Focus on what's important  
Be remembered

Support with love  
Effectiveness and Efficiency

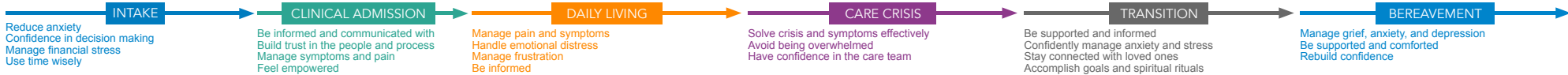
**GOALS**  
Feel time is being used well  
Manage symptoms  
Avoid emotional and physical pain

Avoid being overwhelmed or frustrated  
Manage anxiety by being in control

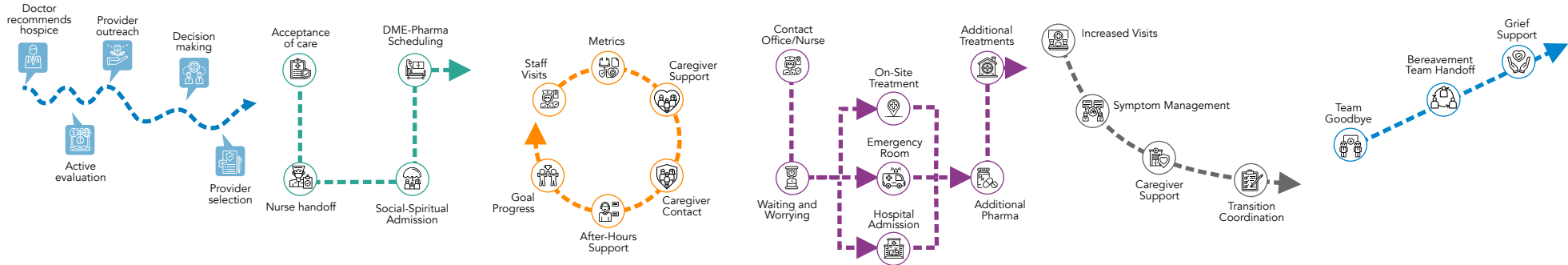
**TASKS**  
Be informed and communicated with  
Interact with family and friends  
Control symptoms and accomplish goals

Manage communications  
Understand and set expectations for care

GOALS



TOUCHPOINTS



TOUCHPOINT SURVEY

