

Appendix H — Content, Tile, and Pathway Review

Joe Gleason · Advance review draft 3.7 — October 2026

Make the experience understandable and the knowledge maintainable

Use with: Chapters 2, 6, 8, and 13; Reference Chapters R2–R8 as relevant.

Begin with one audience, situation, and purpose. Do not start by asking how much content an assistant can generate. Design turns an organization’s knowledge and resources into something a person experiences.

H1. Engagement and content brief

Design question	What to prepare
Why does this matter?	The recognizable situation and potential value to the person—not only the organization’s goal.
What is the main idea?	The essential explanation, with appropriate detail available and facts preserved.
What should be demonstrated?	An action, conversation, or choice that benefits from being shown. Label staged examples and preserve necessary human work.
What can the person choose?	A specific, feasible next step, including an appropriate alternative, request for help, pause, or decline.
Where do questions go?	The actual responder, access route, timing, privacy arrangements, and permissioned sharing.
What follows?	Accepted responsibility, confirmation, review, and how the person can report whether it helped.

This is the book’s flexible pattern, not a requirement to put six headings on everything.

Urgent messages begin with the urgent action. An activity can end with enjoyment. A validated questionnaire keeps its required wording and scoring.

Give each format a job. A **video** can demonstrate. An **article** can explain details. A **survey** can ask a question linked to a decision and a response. A **message** can communicate the relevant update. A **call or meeting** can address the person's circumstances. A **tile** can collect those resources; the **pathway** connects them with support.

H2. Review before use

Review area	Evidence of readiness
Accuracy and source	Facts match approved sources; research findings, local facts, and proposed examples remain distinct.
Human fit	Intended users helped examine language, format, beliefs, timing, and relevant assistance. No demographic assumption substitutes for a stated preference.
Understanding and access	People can locate the main point and help route using appropriate support. A nondigital alternative is identified where needed.
Choice and dignity	Participation is not framed as proof of love or cooperation. Adult language, privacy, and the right to decline are respected.
Responsibility and capacity	The advertised response and service can be provided by named people with appropriate coverage.
Professional boundaries	Relevant clinical, operational, privacy, and other reviewers approve the parts within their responsibility.
Production and reuse	Permissions, quotations, images, fictional labels, version, owner, and withdrawal route are recorded.
Evaluation	Usefulness, effort, errors, access, and follow-through are examined—not only opens or completion.

Review area	Evidence of readiness
Creative fit and reuse	Check whether story, metaphor, humor, poetry, music, or imagery fits the person, purpose, culture, and access needs. Preserve essential instructions, easy stopping, source/fiction labels, and required rights or permissions.

Record the decision as **approved for a specified use, revise, hold, or retire**, with reviewer and date. This is an editorial release decision, not certification of clinical effectiveness.

H3. Organization Knowledge and Configuration Brief

Record the mission, audience, approved sources, current services, contacts, formats, and conflict-resolution authority. Define authorized AI tasks and personal-information boundaries, reviewers and coverage, maintenance dates, and local testing.

For each entry, keep its question, relevant principle, source and limits, approved application, owner, permitted use, and review date. Link research detail to Appendix A and assistant responsibilities to C instead of creating competing copies.

Keep a record of which articles, videos, messages, and assistant resources depend on an entry. When a material fact changes, identify affected versions, withdraw or correct them, and check that the revised guidance is actually being used.

H4. A reviewed family-update structure

Appendix J's dated Day Center example offers four headings: To talk about tonight; Ideas for home; Caring for yourself; For your next visit. They organize a reviewed update; they do not establish completed learning.

Use the headings where they fit, with reviewed information—not invented moments. Home ideas are optional and follow approved guidance. The caregiver section should support rather than add duties; a question about the next visit needs a responder.

A shared “Caring for yourself” section may offer generally appropriate, reviewed resources. It must not reveal a confidential caregiver answer, score, or individual-session detail, directly or by inference. Keep private assessment sources outside the family-summary assistant's permitted input; verify the actual controls using Appendix C.

Decision this tool supports: Does this item offer understandable value, and can the organization stand behind what it invites?