

# Person Centered Caring - Theory, Research and Practice

Heather C. Strachan

Glasgow Caledonian University  
heather.strachan@gcu.ac.uk  
<http://www.nmahp-ru.ac.uk>

**Abstract.** Person centred care has been identified as an essential aspect of quality healthcare and has links to the concepts of therapeutic relationships, enablement and caring, depending on the disciplinary perspective. While our knowledge of how best to deliver person centred care is still developing there are a range of eHealth applications that can enhance its implementation and assurance. These include systems which support staff: CARE ABOUT people through knowing what matters to them; CARE FOR people by ensuring their personal and safety needs are met and treatment needs are performed competently; CARE WITH people by involving them in their care, and coordinating their care journey with their families and care team. There are many examples of eHealth applications currently in use or development in Scotland that support staff to care about, for and with service users and their families. These range from telehealthcare applications; personal health information management systems; electronic health records and knowledge management systems. Good knowledge management systems are also essential to understand quality of care delivered for governance purposes, to support sharing of good practice and to identify variation in care for further investigation and quality improvement purposes. Scotland is currently implementing a quality measurement framework that supports comparison of data nationally, its aim to ensure world leading healthcare services for the people of Scotland.

## Biography

A nurse by background with over 25 years' experience in eHealth at local, national and international level. Currently a Senior Research Fellow at the Chief Scientist Office Nursing Midwifery and Allied Health Professions Research Unit Based at Glasgow Caledonian University. Current research interests are in person centred care interventions, caring and its measurement. Previous post was Clinical Advisor to the Scottish Government on eHealth and Care Assurance. Heather has a Masters in Information Science from City University London and is currently studying for a doctorate. Heather is a Fellow of the British Computer Society, a Senior Member of the International Medical Informatics Association (IMIA) and an Honorary Member of IMIA's Nursing Informatics Special Interest Group. Heather has over 50 publications related to eHealth including book chapters, columns, articles and conference proceedings.

*Copyright © 2013 by the paper's authors. Copying permitted for private and academic purposes.*

*In: H. Gilstad, L. Melby, M. G. Jaatun (eds.): Proceedings of the European Workshop on Practical Aspects of Health Informatics (PAHI 2013), Edinburgh, Scotland, UK, 11-MAR-2013, published at <http://ceur-ws.org>*