

Humanising Care Theoretical Framework: A Lifeworld foundation



Humanised care theory-led action research process
Action Research Steps to apply new theory in practice and assess usefulness
Step 1: Exploration and learning about the theory **Step 2:** Experiences of care gathered
Step 3: Implementation of actions to enhance humanising care practices



Identification of examples of humanising & dehumanising processes and situations



HCAT Development

Transcripts of AR discussions examined to extract potential questionnaire items in patients' 'own words'



Phase 1: HCAT Questionnaire Development

Reflective & analytical discussion by research team to:

- 1) Refine language for item content/ensure good question wording practice
- 2) Applicability and relevance of each item to the Humanising Care Theoretical Framework
- 3) Ensure balance of items across all eight humanising dimensions
(Yield = 114 items)

Phase 2: HCAT questionnaire face validity



Face Validity Procedure with 2 panels (UK & Sweden) of 10 participants

To seek novice and expert view



Examined all items that were identified and rated 'not clear'
or 'not relevant' by 3 or more respondents



HCAT Questionnaire refined [see Table 2]

Items = 109