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Exploring learning in Patient-centered care

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ABSTRACT

This paper consists of investigations into a strategic planning framework for information systems in support of patient-centered care (PCC) processes. The planning perspective that underpins the research includes learning theories, organizational learning and knowledge management in general. A brief review of current PCC goals and perspectives is used as a starting point for an investigation of PCC activities and support system. The examples of existing PCC activities are organized as a learning process and presented in a framework. Seven main points of framework includes: 1. Patient understanding and personal knowledge of his/her health situation. 2. Facts/information gathering, about the condition that the patient is in. 3. Planning/Formulation of alternatives, based on facts, possible paths of action is planned. 4. Decision-making, including weighing alternatives and choosing actions. 5. Taking action, performing what has been decided on. 6. Evaluation and record-keeping. 7. Patient interaction with health, either face-to-face experience or supported by technology.

Keywords

E-health, Patient Learning, Information systems, Planning framework,