acknowledgement, in provider responses, 196
action plan templates, 135
action research, see also participatory action research
emancipatory, 157
ethnography in, 151
evaluation systems, 111
leadership, 101, 102–104, 106–110
learning, 110
narrative approach, 133, 134
action spirals, leadership research, 107
active blocking, in provider responses, 196
active invitation, in provider responses, 196
active learning (Dewing), 134
acute care unit, older people, 106–110
addiction see substance abuse
adverse events, RAFAELA® system on, 127
affective acknowledgement, in provider responses, 196
affective exploration, in provider responses, 196
agendas, system vs patient, 12
alarms (passive position alarms), 91, 160–161
alcohol, ENGAGE intervention, 77
alongside, leading from, 110
Alzheimer Society (Canada), 9
anxiety
challenge causing, 169
Johns on, 138
apathy, as defence, 80
Aristotle, 22, 23
aspirin (low-dose), women excluded, 205
attentiveness, 53, 107
audio recordings, 196
austerity (budget cuts), 119, 153
Australia, organisations, 7–8, 9
authenticity, 177
autonomy, 53
respect for, 5
technology on, 65–66
axes of power, 202
back-channel provider responses, 196
balancing (of needs), 108
bandaging of legs, 197
bedrocks see worldviews
Behavioural and Psychological Symptoms of Dementia, model, 87
behind, leading from, 110
being
doing vs, 88
narrative, 133, 136–137
researchers, 55
being in the world (Heidegger), 138
‘being there’ (presencing), 38, 107
benchmarking and benchlearning, 120
benchmarking reports, 126–127
biographies, 5
blocking (active), in provider responses, 196
blur (visual), 184
bottom-up method, PAONCIL method as, 121
brain infarcts, nursing intensity, 125
bravery, personal, 5
British Medical Journal, qualitative research and, 212
Buber, M., 24, 26, 88
budget cuts, 119, 153
business models, person-centredness vs, 7
Buurtzorg model, community nursing, 8
Canadian
Alzheimer Society, 9
Ottawa Charter for Health Promotion, 141, 142
capabilities approach (Entwistle and Watt), 193
capacities of persons, 23, 89
cardiovascular disease, sex and gender, 205
care, cultures vs. person-centred, 6–7

care homes, 7, 91, 131–140

_Caring with Kindness_ (South Australia Health), 9
categorical imperative (Kant), 25, 108

Centre for Mental Health and Substance Abuse,
University College of Southeast Norway, 55–56

children, health promotion, 143–144
choice of hospital, 126
Cinahl (database), 62
classification
  provider responses (VR-CoDES-P), 196
vision health research, 185
closeness, to subjects of research, 150, 153, 154–155
coactivity, coercivity vs., 106
co-creation of knowledge, 38
coffee, offer of, 91
co-inquirers, persons as, 35
collectivism, 4
colour vision deficiency, 182, 183
COMHOME project, home healthcare, 192–200
coming into one’s own, 110
_communicare_ (verb), 191
communication
  person-centred, 191–200
  props for, 88
communication technology _see_ technology
communing, 107
_communis_ (noun), 191
community care vs. hospital, mental illness, 70–74
community nursing, Buurtzorg model, 8
companionship, critical, 39
competence group, mental health project (Southeast Norway), 56
complaints, from poor communication, 200
complex interactions, vision, 184, 185
concerns, 193, 196
  VR-CoDES, 194, 195
cones (photoreceptors), 183
conflict, 59
connectedness, relational, 39, 157
  leadership research, 106
connectivity, 52–53, 210–211
consent, 89
content acknowledgement, in provider responses, 196
content exploration, in provider responses, 196
context awareness, 149–150, 151–152, 153–154, 155, 212–213
contextualisation, 38, 51, 107
control, professional, 5
controlled trials, randomised, 210
conversation analysis, 197
Coordination Reform (Norway), 100
coping principle, dependency principle vs., 150–151, 152–153
cost savings, 119, 153
costs
  budget cuts, 119, 153
  RAFAELA® system on, 124
courage, personal, 5
creative arts, critical companionship, 174
creative visioning, 41
critical companionship methodology, 170–177
critical creativity, 36, 39–42, 44, 45, 170–179
critical movement, 'Being Facilitative' domain, 174
critical paradigms, 34, 36–39
critical reflexivity, 54
cues, VR-CoDES, 194, 196, 197
culture contingent rituals, 91
cultures, 4
care vs. person-centred, 6–7
  organisational, 110
  residential care facilities, 134–135
data, relationships vs., 11
data collection
  leadership research, 106
  on nursing, 120
databases
  literature review, 62
  sex and gender-sensitive research, 203
Declaration of Helsinki, on consent, 89
deconstruction of experience (Derrida), 179
defensive routines (Argyris and Schön), 57
dehumanisation, 62, 167
d-e-institutionalisation, 70–74
demands, ethical, Løgstrup on, 26
dementia, 7, 85–93
digital night surveillance, 160–161, 164
global initiatives, 9
dependency, 121
  dementia, 90–91
  Pols on, 64
dependency principle, coping principle vs., 150–151, 152–153
Derrida, J., 179
desires, hierarchy of, 23
destabilization, from change, 169
determinism, 23
_Diagnostic and Statistical Manual of Mental Disorders_, 77
dialectic, 174
dialogue, 53
  for balancing of needs, 108
dialogue meetings, mental health project (Southeast Norway), 56
dialogue project, Fontys University of Applied Sciences, 57–58
diaries (e-diaries), 160
digital night surveillance, dementia, 160–161, 164
dignity
  guarantee (Norway), 100
technology on, 65–66
discomfort, from change, 169
disease-oriented approach, 210, 213
disruption, from reflection, 138
distancing, sensing vs., 108
documentation, RAFAELA® system on, 125
doing
   being vs., 88
   narrative, 133
double helix, critical companionship, 171, 173
double standards, sex and gender, 205
Dream project (Norway), 101–105
duty ethics (Kant), 25
ecological fallacy, 185
economics see budget cuts
   Eden Alternative (USA), 9
e-diaries, 160
education, see also learning
   Dream project (Norway), 104
   in healthcare, need for change, 5
   Master Course Special Educational Needs, 57–58
   electrophysiology, vision health, 184
   emancipation, from family, 144
   emancipatory action research, 157
   emancipatory element, critical companionship, 173
   emancipatory worldview, 42, 44–48
   emergency services, POLIHOIq (RAFAELA® system), 122
   emotional interactions, home healthcare, 192, 193–200
   emotional management, hip osteoarthritis, 161
   empathy, in provider responses, 196
   empowerment, 51, 53–54, 209
   in health promotion, 141–142
   technology and, 64–65
ending of relationships, planning for, 152–153
end in themselves, persons as, 108
ENGAGE intervention, 74, 75, 76, 77
engagement
   in participatory action research, 136, 157
   with patient, 12–13
England, personalisation agenda, 9
environments
   on health, 143
   for research, 33
epistemology, 20, 31–34
   differences among sciences, 214
   essentialism, sex and gender, 202
   Essentials of Care (New South Wales), 7–8
   Ethical Demand, The (Løgstrup), 25
ethics, 48, see also virtue ethics
   capacities of persons, 23
   dementia research, 87, 89
   leadership research, 106–107
   Løgstrup on, 26
   national competence building (Norway), 99
   reflection (Norway), 100–101
   technology and, 63, 167
ethnicity, refractive errors, 186
ethnography, 149–157, 192
eudaimonia, 22, 193
European Society for Person Centred Healthcare, 14
evaluation systems, action research, 111
evidence-based medicine, person-centred medicine vs., 13
existentialism, 172
humanistic, 170
experience, see also lived experience
decomstruction (Derrida), 179
of schizophrenia, 77–80
expertise, 5, 13
   measurement of, 130
   of person with dementia, 86
   technology, 164
explicit provider responses, 196
extantialism, 40
eye health, 181–189
facilitativeness, 171, 173–175
facilitators, 169–179
family, emancipation from, 144
financial information, RAFAELA® system, 122
Finland, 119
Folkehelse (Norway), 142
follow-up support, after interviewing, 36
Fontys University of Applied Sciences, dialogue project, 57–58
Framework of Narrative Practice, 133, 137
frameworks, 11–12, 216
   Medical Research Council, 160
free will, 23
freedom, 170
friendship (MacMurray), 172
front, leading from, 109
funding, see also budget cuts
   public health, 145
   requirements by donors, 209
   research, 215
fusion of horizons, 47
gender, sex vs., 202
gender-sensitive research, 201–208
generalisation, 185–186, 189, see also
   overgeneralisation
   genetics
   refractive errors, 186
   vision health research, 184
   geriatrics see older people
   giving up, as defence, 80
   Gothenburg, University of Gothenburg Centre for Person-centred Care, 8
   Green House model (USA), 9
   Grounding for the Metaphysics of Morals (Kant), 25
   Guarantee of Dignity (Norway), older people, 100
long sight see refractive errors
long-term conditions, 213
low-dose aspirin, women excluded, 205

macro level (system level)
  leadership research, 97, 98, 99–101
  public health, 142–148
maintaining person-centredness, 169–179
Malaysia, 10–11
management, see also self-management
  healthcare see RAFAELA® system
  of research, requirement of person-centredness, 209
managers
  leadership research, 101
  nursing, 121, 125
masks (classical theatre), 22
Master Course Special Educational Needs
  (M SEN), 57–58
measurement
  of expertise, 130
  vision health research, 184
Measurement Instrument for Determinants of
  Innovations (MIDI), 162, 163–164
medical model, 35
Medical Research Council, framework for
  interventions, 160
medicine, person-centred, 4, 12–13
meetings
  dialogue meetings, mental health project
    (Southeast Norway), 56
  for evaluation, 110
mental health care
  ethnographic approach, 149–157
Norway, 8–9
  older people, 151–152
  substance abuse, 55–56
participatory approach to research, 69–83
PPCq (RAFAELA® system), 122
meso level (organisation level), leadership research,
  97, 98, 101–106
meta-analyses, 210
micro level (practice level), leadership research,
  98–99, 106–112
  in Dream project, 106
Ministers of Health, Norway, 100–101
monitoring devices, 64
moral intent of research, 48
moral judgements, 25, 170
morality, 23–24, 25, see also ethics; virtue ethics
mortality, RAFAELA® system on, 127
motivation, lack as defence, 80
municipalities, see also local governments
  leadership research, 101–105
  public health and health promotion, 144–145
mutations, tritan colour-vision deficiency, 183
mutuality, 13, 211
myopia see refractive errors
narrative dialogue, teachers on M SEN
  (course), 58
narrative interviewing, 36, 131–140
narrative knowledge, 45
National Alzheimer’s Plan Act, USA, 9
National Institute for Health Research (UK), 215
National Safety and Quality Health Service
  Standards (Australia), 9
natural science, 214
natural world, 40
needs assessment, 162–163
needs subareas, OPCq, 125
negotiation, 12–13, 215
Netherlands
  acute care unit for older people, 106–110
  organisations, 8
  Participatory Action Research project, 56–57
neutral terms, sex and gender, 204, 208
New South Wales, organisations, 7–8
night surveillance, dementia, 160–161, 164
nightclub shooting, Orlando, 208
non-patient factors, nursing workload, 124
Northern Ireland, 10
Norway, 8, see also University College of Southeast
  Norway
  Dream project, 101–105
  leadership research, 99–101
  mental health project, 55–56
  mental health services, 8–9
  Public Health Act, 142
  SODEMIFA project, 142–148
nurse–patient ratios, 127
nursing
  community nursing, Buurtzorg model, 8
  person-centred, 3–4
  pluralism, 214
  RAFAELA® system, 120–128
  resources for, 119
  nursing homes, 7, 91, 131–140
  nursing intensity (NI), 120, 121
  brain infarcts, 125
  calculation, 123
  optimal, 124
nursing staff, home healthcare, 192
objectivity, 44
observational research, 191–200
older people, 131–140, see also dementia
  acute care unit, 106–110
  ethnographic approach, 149–157
  Guarantee of Dignity (Norway), 100
  home healthcare, 193
  Netherlands, PAR project, 56–57
  Norway, 8
  USA, 9
ontology, 20, 31–34
  differences among sciences, 214
OPCq (Oulu Patient Classification instrument), 121, 122–123, 125
optimal nursing intensity, 124
optimism, 59
organisation level, leadership research, 97, 98, 101–105
organisational culture, 110
organisational domain, leadership research, 97, 109
organisational learning, PAR project, 57
Orlando nightclub shooting, 208
osteoarthritis of hip
needs assessment, 163
web-based self-management, 161–162, 163–164
other as stranger (Levinas), 27
Ottawa Charter for Health Promotion, 141, 142
Oulu Patient Classification instrument (OPCq), 121, 122–123, 125
outcome evaluation, 12, 33
outpatients, POLIHOIq (RAFAELA® system), 122
outsiders, researchers as, 110
overestimation of progress, 21
overgeneralisation, 205
pain
sex and gender in research, 204
web-based self-management, 160
PAONCIL (Professional Assessment of Optimal Nursing Care Intensity Level), 121, 123–124
paradigms, 19–20, 31–34, see also worldviews
critical, 34, 36–39
dementia research, 87–88
holistic-interactionistic, 184
interpretive hermeneutic, 34–36
synergies, 214–215
parsimony of patterns, 185
participation, 54, 69–83, 172
participatory action research, 106
engagement in, 136, 157
Participatory Action Research project, Netherlands, 56–57
particularisation, 189, see also generalisation
passive position alarms, 91, 160–161
patient, as gender-neutral term, 204
patient preference trials, 212
Patient Reported Experience Measures, 211
Patient Reported Outcome Measures, 211
‘patient’s health service’ (Norway), 100
pattern of indivisible factors, 184
pattern summary, model-based research, 185
peer support, mental illness, 81–82
peer-research, 215
people-centred care, 148
perception, visual, 182
performance bias, 204
perseverance, workflow enhancement, 105
person, as gender-neutral term, 204, 208
personal journey, technology and, 64
personalisation agenda, England, 9
Person-centred Health and Care Collaborative (Scotland), 10
person-centredness
definition, 6, 192–193
maintaining, 169–179
management of research, 209
philosophy, 19–29
productivity vs, 7
in public health, 145
of research, 14, 69–70
research into, 11–14
personhood, 21–24, 170
dementia and, 87
technology and, 167
‘Persons or Science?’ (Rogers), 27
Perth Home Care Services (Western Australia), 7
PhD programme, University College of Southeast Norway, 9, 14
philosophy, 19–29, see also paradigms; worldviews
dementia research, 88
photoreceptors, 182, 183
Pioneer Network (USA), 9
planning, RAFAELA® system on, 125–127
planning for ending of relationships, 152–153
pluralism, paradigmatic, 214–215
POLIHOIq (RAFAELA® system), 122
political perspectives, 51–52, 99–101
position alarms, 91, 160–161
postponement, in provider responses, 196
power, 54, see also empowerment
axes of, 202
leadership research, 106
Løgstrup on, 26
PPCq (RAFAELA® system), 122, 123
practical worldview, 33, 42, 44–48
practice development programme, residential care facilities, 133–140
practice level, leadership research see micro level
Praxis, 173
preferences see patient preference trials
prerequisites for research, 33, 35, 42–43
presence, sympathetic, 213–214
presenting, 38, 107
present, being, 175, 176
pre-understandings, 35, 47
Primary Health and Care Services of Tomorrow (Norway), 100
primary question, in research, 215
privacy, technology on, 65
processes, person-centred research, 43
productivity, person-centredness vs, 7
proposal, PAR project, 57
props, for communication, 88
prosopon (classical theatre), 22
provider responses, VR-CoDES P, 195–196
psychiatric hospitals, 70–74
psychology
  Carl Rogers, 22, 27, 51, 171, 179
  natural science and, 214
public health, 35
  coordinators, 145
  health promotion, 141–148
  system level, 142–148
Public Health Act (Norway), 142
Pubmed, 62
qualitative research, 67, 189, 212
  refractive errors, 184
Quality Health Care (New South Wales), 7
quantitative study, refractive errors, 184, 189
queue theory, 202
questions, guiding research, 215

Radboud University Medical Centre, 8
RAFAELA® system, 119–130
  benefits, 124–127
  randomised controlled trials, 210
rationality, 22
rationality-intuitive domain, critical companionship, 173
reality/ies
  social, 35, 37
  status in worldviews, 44
reassurance, in provider responses, 196
recidivism, mental illness, 72
recovery, mental illness, 81–82
reflection, 137–138
  ethics, 100–101
  inquiry sessions, 107
reflexivity, 42, 52, 54, 55, 216
  allowing change, 38
  ‘being facilitative’ domain, 174
  defined, 35
  experience of, 36
  narrative on, 133, 137
refractive errors, 182–183, 184
  genetics, 186
  quantitative study, 184, 189
relapse, mental illness, 72
relational autonomy, 53
relational connectedness, 38, 157
  leadership research, 106
relational domain, leadership research, 96, 109
relationships, 47, 52–53, 171–172
  data vs, 11
  dementia research, 88–89
  ending, 152–153
  healthful, 193
  non-hierarchical, 172, 177, 179
  technology and, 63, 66
reprisal, fear of, 38
research centres, 14
researchers
  ‘being’, 55
  co-action with participants, 210–211
  as outsiders, 110
  as part of context, 149–150
  person-centred leadership research, 108–111
  power of, 54
residential care facilities, 7, 91, 131–140
resignation of staff nurse, 37
responses of providers, VR-CoDES P, 195–196
  retreats, 39, 40
revolving door patients, mental illness, 72
rhizomatics, 53
rigour in research, 216–217
risk-taking, person-centred, 5
RN4Cast study, 130
rods (photoreceptors), 183
Rogers, Carl, 22, 27, 51, 171, 179
role management, hip osteoarthritis, 161
roles of researcher, 48
Rorty, A.O., 23
Rousseau, J-J, 23
safety, 38
  community vs mental hospital, 71
  RAFAELA® system on, 124
  technology and, 64, 65–66
  salaries, 119
schizophrenia, 77–80
Scotland, government policy, 10
Scottish Dementia Working Group, research principles, 85–86
selection bias, sex and gender, 204
self, reflection on, 137–138
self-evaluation, 23
self-knowledge, 133, 169
self-management, technology and, 64–65, 160–164
self-responsibility, 4
sensing
  distancing vs, 108
  of wellbeing, 38
sex, gender vs, 202
sex-sensitive research, 201–208
short sight see refractive errors
shutting down, in provider responses, 196
sick leave, RAFAELA® system on, 125
  sideline, leading from, 109
silence, in provider responses, 196
silencing, by societal forces, 154
situational leadership, 109
skill mixes, nurses, 130
sociability, 3
social democracy, 141, 143
social determinants, health, 142
social realities, 35, 37
social science, 214
societal forces, 154–155, see also budget cuts  
socio-economic classes, 143  
SODEMIFA project, 142–148  
Southeast Asians, refractive errors, 186  
spirals of action, leadership research, 107  
spirituality, 41–42  
staff, home healthcare, 192  
staffing  
RAFAELA® system on planning, 125–126, 127  
RN4Cast study, 130  
stakeholders, needs of, 110  
stancing, 109  
standardisation, shift from, 13  
State of Play in Person-Centred Care (Health Foundation), 12  
stranger, other as (Levinas), 27  
strokes, nursing intensity, 125  
subject, as gender-neutral term, 204  
substance abuse, 34–36  
ENGAGE intervention, 75  
lived experience, 56  
mental health projects (Southeast Norway), 55–56  
surveillance technology, 65  
digital night surveillance, 160–161, 164  
sustainability, lack of, 11  
Sweden, University of Gothenburg Centre for Person-centred Care, 8  
Swedish Agency for Health Technology Assessment, on dementia research, 86–87  
switching, in provider responses, 196  
sympathetic presence, 213–214  
synergies, paradigmatic, 214–215  
system level  
leadership research see macro level  
tableau vivant, 37  
Tasmania, organisations, 7  
teachers, M SEN (course), 57–58  
technology, 61–68, 159–167, 211  
passive position alarms, 91, 160–161  
telecare, 63  
tension, dependency principle vs coping principle, 150–151, 153  
thou (Buber), 26  
time pressure, PAR project, 57  
tokenism, dementia research, 86  
total nursing workload, 122  
traffic light reporting systems, 126  
transformation, 38  
transformational worldview, 39–41, 44–48, 42  
transparency (McCormack), 212–213  
tritan colour-vision deficiency, 182, 183  
trust, Løgstrup on, 25  
underreporting, 205  
uniqueness (dimension of humanisation), 65  
University College of Southeast Norway Centre for Mental Health and Substance Abuse, 55–56  
mental health project, older people, 151–152  
PhD programme, 9, 14  
University of Gothenburg Centre for Person-centred Care, 8  
USA, 9  
user value, 104, 105  
vacations, hospitalisation likened to, 73  
value stream mapping, 104  
values, 52, 211–212  
of person, 5  
variability  
inter-individual, 182, 183, 185  
intra-individual, 185  
Verona Coding Definitions for Emotional Sequences, 194–198  
Victoria Health (Australia), 8  
video recordings, 196  
Vilans Dutch Expertise Centre for Long-Term Care, 8  
virtue ethics, 22  
vision health, 181–189  
visioning, creative, 41  
voice, 217, see also silencing  
nursing home residents and staff, 131, 133, 134, 140  
volitions, hierarchy of, 23  
vulnerability, 26, 150  
wandering, night surveillance, 161, 164  
web-based interventions, 160, 164  
web-based self-management, osteoarthritis of hip, 161–162, 163–164  
welfare states, 141, 143  
Well-Spring (USA), 9  
withdrawal, schizophrenia and, 79–80  
women, 201–208  
workflow, value stream mapping, 104  
workflow enhancement, perseverance, 105  
workload, nursing, 120, 121, 122, 123–124, 125–126  
workplace culture, 110  
World Health Organization, 6  
approach to research, 213  
definitions, 148  
on health promotion, 142  
worldviews, 31–34, 42, see also paradigms