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Abstract Workshop

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| Title | Increased access to caring conversation in respect of patient safety |
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Abstract

To suffer from a life threatening disease, such as hematological cancer, is combined with difficult physical as well as existential issues. Besides the necessary medical treatment, the patient often requires emotional and existential support. By caring conversations, or *being* caring in the communication, the nurse views the patient as a whole and lets all the patients' dimensions of needs come to speech. This can be one way to meet these particular non-physical concerns. These needs are unfortunately not always fulfilled, due to several reasons. Bolmsjö (2000), Botti et al. (2006) and (Källerwald, 2007) describe time, knowledge and courage among the nursing staff as essential prerequisites for having caring conversation with the patient. Using information technology (IT) for communication in health care, is one way to improve the quality and security of patient care. The use of IT will, among other expectations, increase the patients' possibility to get written access to the nurse in any question. This discourse is about the specific form of written electronic conversation, how it can be caring and how the manifests have to be made explicit. The circumstances around a written encounter differ a lot from a physical, which must be considered with respect to the security of the patient. Increased knowledge about the caring potential is crucial since it is not the access per se that promotes health, but rather the substance in the communication.