



UNIVERSITY OF BORÅS
SCHOOL OF HEALTH SCIENCES

Swedish perspectives on patient safety work

Internet based caring conversation
- a way to increase patient safety?

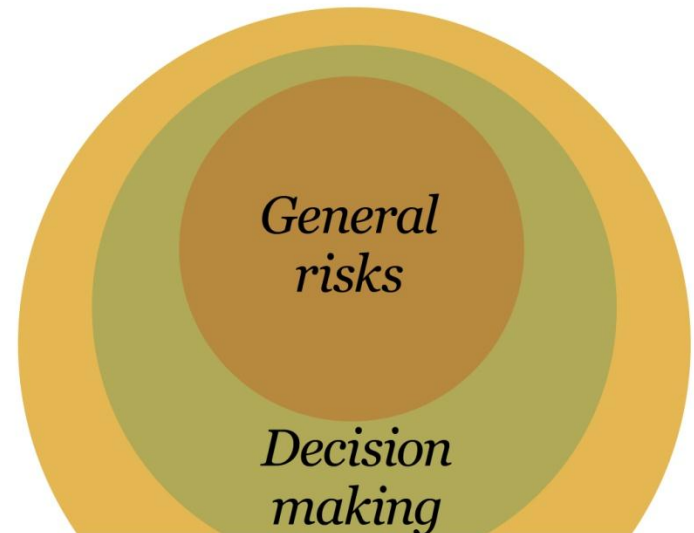
The National Board of Health and Welfare



- Equal rights
- Patient safety
- Elderly care

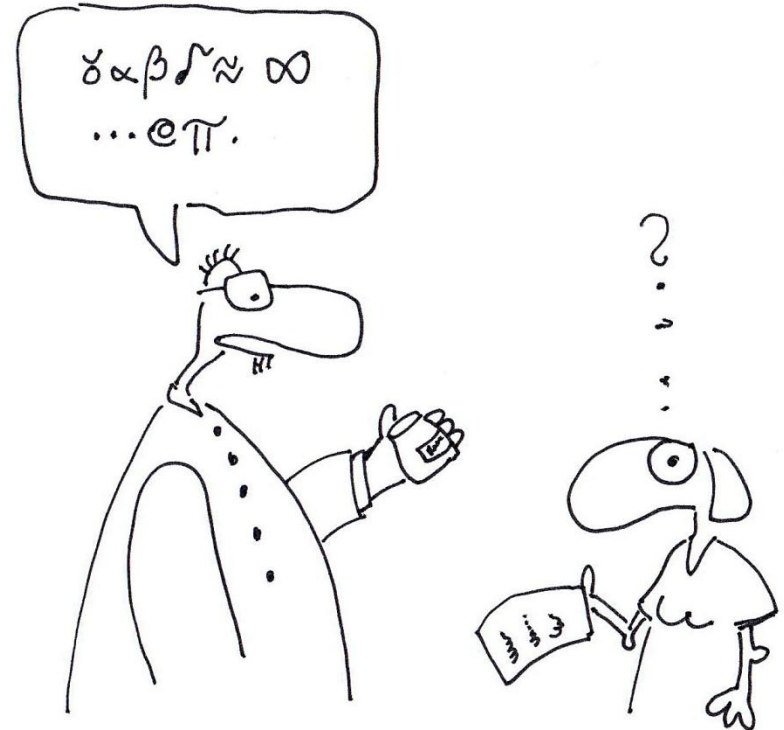
Dimensions of patient safety risks

- General risks
- Consideration between benefits – risks
- Structure: competence, availability, distribution of resources



Areas of deficiencies in patient safety

- Use of medicals
- Absences of hygienics
- Break injury
- Lack of routines
- Lack of communication



Communication

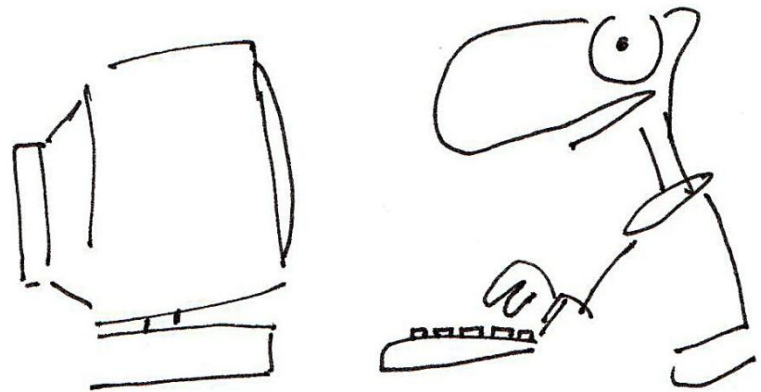
- Goals
- Obstacles
- Consequences



Internet based caring conversation

- Sahlgrenska University Hospital
- The Swedish Cancer Society
- Intervention
- Practical advantages
- Therapeutical potential

- Web based system: My Care Contacts
- Patients and relatives
- Delay between question – answer
- Open access (not timetabled)



Overall aim

The aim of the thesis is to find out what an Internet based caring conversation service can mean to the health of the caretaker.

The aim is also to see how and by whom it is used, and how the service is experienced.

Study design



- Study I – qualitative, feasibility study
- Study II – qualitative, text analysis
- Study III – qualitative, caretakers experiences
- Study IV – quantitative RCT, health outcomes

Internet based caring conversation - a way to increase patient safety?

- General risks
- Decision making
- Structure

