**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**