

Humanising
Healthcare

Co-production
Dictionary

Analysis

Analysis (1)



In research, analysis is the job of making sense of the **data** (the things we have found out).

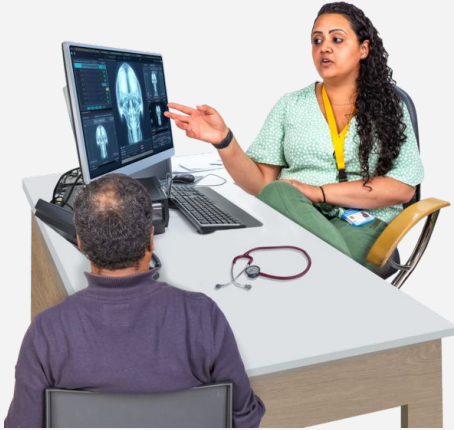


When we analyse **data**, we focus on the thing we wanted to learn about and think about the research questions.



The research questions in Humanising Healthcare are.

Analysis (2)



What are examples of good healthcare for people with learning disabilities?



What does the **concept** of **humanising** healthcare mean?

Analyst

Analyst



In research, an analyst is a person who works on **analysis**.



That means that they are making sense of the research **data**.



Analysts can work alone or in a team.

Concept

Concept



In research, a concept is an idea that helps us think about something.



For example, the concept of 'respect' can help us think about what good healthcare professionals do. We might say that they treat people with respect.



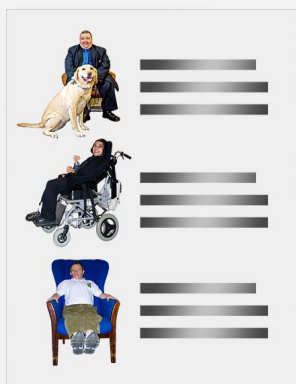
On the project Humanising Healthcare, the idea of **humanising** is an important concept. We also explain this word in this dictionary.

Data

Data (1)



Data is information that we collect during this project.



Our project **data** includes information like:

- Facts about people who take part in the research
- What they tell us in the **interviews**
- Things we notice when we watch their health appointments



Data (2)



We **analyse** this data/information so that we can understand better.



We share summaries of what we find out.



We hope what we find out, helps people make better decisions about how to care for people with learning disabilities.

Data (3)



It is very important that we keep the **data** or information we collect very safe.



There are **laws** that help us keep it safe. **Laws** are rules that we all have to follow.



For example, we keep who people are safe by using fake names when we share what we find out.

Ethnography

Ethnography (1)



Ethnography is a research **method**.



During ethnography researchers take part in research **participants'** everyday activities.



In Humanising Healthcare these activities are healthcare appointments and meetings between healthcare professionals.

Ethnography(2)



Researchers watch (observe) the meetings, and take notes.



Researchers take notes of what they notice. The notes are their research **data**.

Group interview

Group interview



Group interview is an interview where a group of people are interviewed by a researcher. Or several researchers.

Humanising

Humanising



Humanising is the main **concept** in the project Humanising Healthcare.



In this project, '**humanising**' means to treat every patient like a human.

Innovation

Innovation



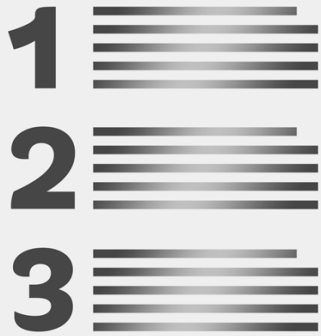
Innovation is a word that refers to something new.



In research, an **innovation** is usually a new idea or **method**.

Interview schedule

Interview schedule



Interview schedule means a list of question we want to ask the person we are interviewing.



In a **semi-structured interview**, we might also ask follow-up questions that are not in the interview schedule.

Method

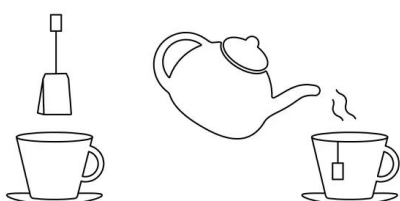
Method (1)



Method means the way that we do things.



For example, you probably have a **method** for making a cup of tea.



dreamstime.



You follow steps until you have a cup of tea that you like. Your **method** for making a cup of tea is probably a bit different to mine. So we have to explain how we do things.

Method (2)



On this project, we use the word **method** to say that we have a way that we will collect the **data** for this project.



For example...

We have two **methods** on this project:

1. **Narrative interviews**
2. **Ethnography**



We explain these two **methods** next.

Narrative Interview

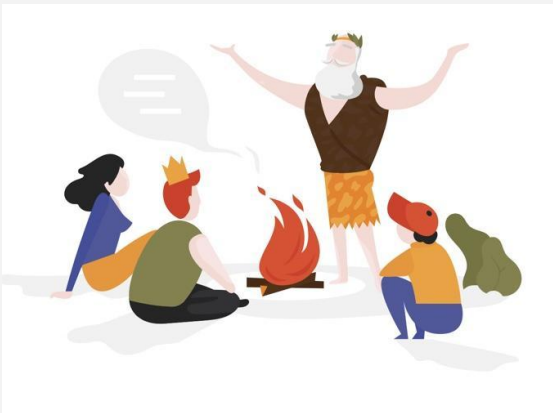
Narrative interview (1)



Narrative interview is a research **method**.



A narrative interview includes an interviewer (the researcher who asks the questions) and an interviewee (the **participant** who answers the question).



In a narrative interview, the researcher does not ask many questions. Instead they ask the **participant** to tell their story.

Narrative interview (2)



On 'humanising healthcare' we ask **participants** to tell us a story of good healthcare.



Participants can tell the story however they choose.



In a narrative interview, the researcher records the interview.

Narrative interview (3)



The recording is usually **transcribed**.

Judgment key

Participants of this case are Sega Enterprise, Ltd. and Accolade, Inc. Both of them are engaged in video game producing world. The former produces game console mainly, which company is one of the biggest manufacturer in that world. Twin Family Computer and Genesis were made by this company. The latter produces the game software, which is compatible with other famous console. Mainly by way of reverse engineering.

Though in general, the game software company pay the software licensing fee for console maker, but Accolade did not pay at all. Therefore, Sega demanded repeatedly to pay the software licensing fee for the each piece of Accolade's software, otherwise Sega will take legal action. However, the licensing fee, which claimed by Sega, was so expensive that Accolade was unwilling to pay the licensing fee (about \$100,000,000). Accolade disregard Sega's warning and continue reverse engineering. Finally, Sega has decided to sue Accolade for a copyright violation.

I have decided that Accolade should win this case because of following three reasons. First, the game software company usually pay the licensing fee for the console maker. However, Sega's software licensing fee is too expensive for small software company to pay. This behavior looks to discourage other software company which willing to make compatible software. Therefore, there is no way for Accolade to do reverse engineering for to make the game software for Genesis. Second, reverse engineering (including chip peering) is a standard technique in the game software producing world, so it is unable to prohibit this practice. Besides, if the technique is enjoined, no other company compete in the producing of the game software for the particular console except for the company which made the console. What's more, Sega's demand, suspension for Accolade, is against the spirit of free competition. Third, though Accolade have decoded the Genesis complicated security code that Sega has developed, Accolade did not plagiarize and it has developed its independent source code. Therefore, there is no evidence that Accolade has violated the copyright and property rights of Sega. Accordingly, I decided Accolade should win this case.

The transcript is the interview **data**.

Opportunity

Opportunity



Opportunity means chance or option.

Participant

Participant



A **participant** is a person who is taking part in the research.



Participants (or their carers) have to agree to take part. We have lots of rules to follow for this.



Our **participants** include:

- People with learning disabilities/autism
- Their families, friends, partners, and carers
- Healthcare workers

Power

Power



Power is an important idea in **social research**.



Power is the ability to influence people, decisions and outcomes. This kind of power might also be called political power.



Some people can have **power** in their close relationships. For example, they might be able to influence their friends. That does not mean that they have political power.

Power dynamic

Power dynamic



Power dynamic is the idea that people bring different amounts of power to a relationship.



For example, a doctor has more power than a patient. Or a teacher has more power than a student.



Abuse

Power dynamics can create abuse. For example, a student could put up with an abusive teacher because they are scared of getting bad marks.

Semi-structured interviews

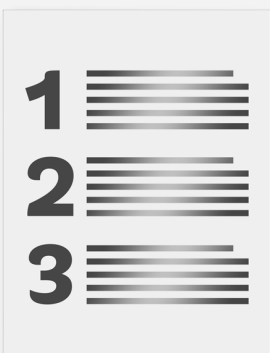
Semi-structured interview (1)



Semi-structured interview is a research **method**.



A semi-structured interview includes an interviewer (the researcher who asks the questions) and an interviewee (the **participant** who answers the question).



In a semi-structured interview, the interviewer has an **interview schedule**.

Semi-structured interview (2)



In a semi-structured interview, the interviewer can ask follow-up questions that are not on the list.



In Humanising Healthcare, we ask **participants** about their experiences of healthcare.



In a semi-structured interview, the researcher records the interview.

Semi-structured interview (3)



The recording is usually **transcribed**.

Judgment key

Participants of this case are Sega Enterprises, Ltd. and Accolade, Inc. Both of them are engaged in video game producing world. The former produces game console mainly, which company is one of the biggest manufacturer in that world. Twin Family Computer and Genesis were made by this company. The latter produces the game software, which is compatible with other famous console, mainly by way of reverse engineering.

Though in general, the game software company pay the software licensing fee for console maker, but Accolade did not pay at all. Therefore, Sega demanded repeatedly to pay the software licensing fee for the each piece of Accolade's software, otherwise Sega will take legal action. However, the licensing fee, which claimed by Sega, was so expensive that Accolade was unwilling to pay the licensing fee (about \$100,000,000). Accolade disregard Sega's warning and continue reverse engineering. Finally, Sega has decided to sue Accolade for a copyright violation.

I have decided that Accolade should win this case because of following three reasons. First, the game software company usually pay the licensing fee for the console maker. However, Sega's software licensing fee is too expensive for small software company to pay. This behavior looks to discourage other software company which willing to make compatible software. Therefore, there is no way for Accolade to do reverse engineering for to make the game software for Genesis. Second, reverse engineering (including chip peering) is a standard technique in the game software producing world, so it is unable to prohibit this practice. Besides, if the technique is enjoined, no other company compete in the producing of the game software for the particular console except for the company which made the console. What's more, Sega's demand, suspension for Accolade, is against the spirit of free competition. Third, though Accolade have decided the Genesis complicated security code that Sega has developed, Accolade did not plagiarize and it has developed its independent source code. Therefore, there is no evidence that Accolade has violated the copyright and property rights of Sega. Accordingly, I decided Accolade should win this case.

The transcript is the interview **data**.

Social research

Social research



Social research is research that focuses on people and society.



Humanising Healthcare is a **social research** project that looks at the healthcare of people with learning disabilities.

Transcript and transcribe

Transcript and transcribe



To **transcribe** means to turn a sound recording into writing. This writing is called a **transcript**.

Judgment lay

Participants of this case are Sega Enterprises, Ltd. and Accolade, Inc. Both of them are engaged in video game producing world. The former produces game console mainly, which company is one of the biggest manufacturers in that world. Twin Family Computer and Genesis were made by this company. The latter produces the game software, which is compatible with other famous console, mainly by way of reverse engineering.

Though in general, the game software company pay the software licensing fee for console maker, but Accolade did not pay at all. Therefore, Sega demanded repeatedly to pay the software licensing fee for the each piece of Accolade's software, otherwise Sega will take legal action. However, the licensing fee, which claimed by Sega, was so expensive that Accolade was unwilling to pay the licensing fee (about \$100,000,000). Accolade disregarded Sega's warning and continue reverse engineering. Finally, Sega has decided to sue Accolade for a copyright violation.

I have decided that Accolade should win this case because of following three reasons. First, the game software company usually pay the licensing fee for the console maker; however, Sega's software licensing fee is too expensive for small software company to pay. This behavior looks to suffocate other software company which willing to make compatible software. Therefore, there is no way for Accolade to do reverse engineering for to make the game software for Genesis. Second, reverse engineering (including chip peering) is a standard technique in the game software producing world, so it is unable to prohibit this practice. Besides, if the technique is exposed, no other company compete in the producing of the game software for the particular console except for the company which made the console. What's more, Sega's demand, compensation for Accolade, is against the spirit of free competition. Third, though Accolade have decoded the Genesis complicated security code that Sega has developed, Accolade did not plagiarize and it has developed its independent source code. Therefore, there is no evidence that Accolade has violated the copyright and property rights of Sega. Accordingly, I decided Accolade should win this case.



The person who **transcribes** (the **transcriber**) listens to the recording and writes down everything they hear.