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# Understanding and Designing for Patient-Centered Care in China

## **Abstract**

Recently there has been a growing interest in supporting patient-centered care in HCL/CSCW field. Interactive systems such as Personal Health Records (PHR) and chronic care management systems are introduced to support patients' access and use of health information outside of clinical settings. It is hoped that these patients-centered systems could engage patients in managing their own health information, stay actively in the disease management process and promote patient-centric care. Nevertheless, since health information management by patients is still a new practice in most countries, there is limited evidence to support design and wide adoptions of these systems.

The concept of PHR is very similar to patients' self-maintained outpatients records in the current Chinese medical practice. Chinese patients have a long tradition of maintaining their own medical records at residential settings. Thus, the behaviors related to the self-management of medical information can be used to inform the design and adoption of online PHR systems. In my research, I study medical records management among chronic care patients in a Chinese hospital. Through exam-room observations and patients' interviews, I found that patients serve as main information channel to transit healthcare information from multiple providers [1]. Patients also actively integrate homecare and hospital information into one information-source to facilitate patient-centered care [2]. These understandings indicate the critical role patients acted in the healthcare process and provide new implications for future patient-centered systems design.

## **Short Biography**

Yunan Chen is an assistant professor in the Department of Informatics and the Institute of Clinical and Translational Sciences at the University of California, Irvine. Her research interests are Medical Informatics and Human-Computer Interaction. She is particularly interested in designing interactive systems to support clinical collaboration, patient-provider interactions and chronic care managements.

## **Reference:**

- [1]. Chen Y. The role of patients in transiting personal health information: a field study. Medinfo 2010. Cape Town, South Africa.
- [2]. Chen Y. Health Information Use in Chronic Care Cycles. CSCW 2011. Hangzhou, China.