

# Cooperation in HealthCare - Theoretical and methodological issues. A study of two situations: hospital and home care.

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## **ABSTRACT**

The aim of the study is to test a coding method beyond the domain for which it was designed. Indeed, the considered method was developed to analyze cooperation in highly dynamic environments (Air Traffic Control, piloting). In such environments, the situation changes quickly, and the cooperation is generally synchronous, horizontal and entails the “co-presence” of other operators. In this paper, the method is examined in the medical domain, in two healthcare situations whose dynamics are moderate or slow. The first one, Medication Ordering in the hospital setting, involves synchronous cooperation with face-to-face communication, and is organized vertically by means of physician-nurse task distribution. The second one, Homecare, involves asynchronous cooperation with written communication and is organized horizontally to facilitate cooperation between nurses who accomplish tasks of a identical nature at different times. The results obtained seem promising, insofar as the method allows both the coding of the written and oral communication and the identification of the most important properties of the different kinds of cooperation. Nevertheless, the coding is not able to take all the cooperative activity occurring in such dynamic situations into account.

## **Keywords**

Healthcare, Distributed cooperation, Asynchronous Cooperation, Coding scheme,