## **List of Figures**

- Original illustrations by the Authors unless stated otherwise.
- Figure 2.1: Patient engagement an umbrella concept to innovate healthcare.
- Figure 3.1: The process of patient engagement a qualifier of the exchange between demand and supply.
- Figure 3.2: The positions of patient engagement and corresponding action priorities to sustain it.
- **Figure 4.1:** A scheme highlighting the cross-phases technology implementation for the patient engagement process.
- Figure 4.2: The positive cycle of positive technologies in healthcare, from Graffigna, Barello, Wiederhold, et al., (2013).
- Figure 5.1: The Perfect Interaction Model.
- **Figure 6.1:** User experience analysis of technologies for patient engagement a methodological framework.
- Figure 6.2: The multi-technique research design.
- Figure 6.3: The main outcomes of the user experience analysis.
- Figure 6.4: Implications of the PHE model for the H-CIM technology.
- Figure 7.1: Engagement-sensitive decision making framework. Guidelines for doctors.
- Figure 7.2: Decision making style with a patient in the blackout phase.
- Figure 7.3: Decision making style with a patient in the adhesion phase.
- Figure 7.4: Decision making style with a patient in the eudaimonic project phase.
- Figure 7.5: Doctors' communication priorities to engage patient in shared decision making.
- Figure 8.1: Caregiver engagement process for parents of preterm infants in the NICU.
- Figure 8.2: Snap-shot of a prototypical case of caregiver engagement at blackout.
- Figure 8.3: Snap-shot of a prototypical case of caregiver engagement at arousal.
- Figure 8.4: Snap-shot of a prototypical case of caregiver engagement at adhesion.
- Figure 9.1: The many role of family caregiver when engaging in the care process of their loved one.