"What do patients really perceive of nursing care delivery systems?"

WENR-Conference, Vienna 2008
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Problem
Measurement results with IzEP® show a broad range in the patient perception of the nursing care delivery system characteristics.

In a test-retest study (Jäger, 2005) to the IzEP®, Patient questionnaire (n=17) Kappa results from 0.15 to 0.55 with a period between the patient interviews from 5-7 days in Internal Medicine, Trauma Surgery, Plastic Surgery, Centre for Spinal Cord Injuries.

2 wards with team nursing and 2 wards with primary nursing

Research question
What do patients perceive of the nursing care delivery system?
Method

Design
Qualitative study with central questions in interviews
• What does nursing care in a hospital mean for you?
• What do you perceive of nursing care on this ward?
• Where do you see differences to your last stay on this ward?

Sample
Purposive sample of 12 patients who had a stay on a ward before and after the change of the nursing care delivery system from a team oriented system to the primary nursing system

Analysis
Audio recording, transcription, content analysis with the method of Mayring with MAXQDA 2007 (software)

Results

Sample characteristics
Sex: 3 men, 9 women
Age: 31 - 88 years; m = 65 years, M = 61 years
Length of stay (at the day of the interview):
3 - 18 days; m = 7 days; M = 5 days

Last hospital stay:
10 - 45 months; m = 20 months; M = 12 months

Interview length: 12 - 32 minutes;
m 21 = minutes

Meaning of Nursing Care

What does nursing care in a hospital mean for you?
• Technical support (Task)
  „They can give me support in personal hygiene and give me medications or infusions“ (10)
  „To get help if I can`t go it alone; as washing e.g. or things like that“ (12)
• To be friendly (Relationship)
  „If one gets friendly care that`s even better than a nurse who is technically competent but not friendly“ (9)
  „Or getting a touch on the shoulder or a friendly smile, that`s very important“ (8)
• Being provided with care
  „Thus, the staff takes care of me“ (10)
  „If I can lay into bed and know that I`m looked after, I don`t have to care about anything, I`ll get the care I need“ (11)

感知护理

感知护理

What do you perceive of nursing care on this ward?

Seeing, hearing, feeling, ...
They
• bring food and beverages
• come immediately when I ring the bell (n=12)
• are accessible
• ask
• get in touch
• come to look
• give help in ... (6)
• let you do your way
• are touching your shoulder
• attend the visits
• explain what they do
• write
• read
• work in shifts

They
• explain, that they are responsible
• bring medications,
• are there if you need them
• called me with my name at the arrival on the ward
• are less than last time
• have time
• don`t have time („they can`t do the same like the last stay“)
• look after the lines
• take blood
• hold conversations e.g., at the admission
• There are familiar faces and unfamiliar faces

Organisational aspects
Documentalisation, responsibility of nurses, work load, attend visits, work in shifts

Aspects of relationship
Attention: „Only to have the feeling that this nurse is here for you“ (8)
Patience: „a nurse who is patient“ (7)
Caring: „If I need something I get it“ (3)
To know each other: „I love to come here, we know each other“ (6)
Warmth: „There is more warmth than from others“ (5)
Openness: „Yes, there is openness, we can talk about all things“ (2)
Friendliness: „They are all friendly and nice“ (3)
Communication aspects
They ask and get in touch with you; they are accessible; they explain what they do; they have conversations.

Technical aspects
To get food and beverages; you can ring the bell; you get help; there is immediately someone for you; they take blood; they bring medications; they look after the lines; they help you with ...

Where do you see differences to your last stay on this ward?

Organisation
Changes in nurses and doctors
I have a special nurse for my whole stay here (n=3)

Task / Relationship
Nurses have less time / ... can’t do everything

A step back ...

Research question
“What do patients perceive from the nursing care delivery system?”

Theoretical considerations

Perception – a common model

Maslows Hierarchy of needs

- Self actualisation needs
- Esteem needs
- Belonging/love needs
- Safety needs
- Biological/physiological needs


**Perception - Filters**

- Being familiar
- Being respected
- Being a person
- Being safe
- Being cared
- Being ill

- "A lot of people are not here again" (4)
- "They know us" (6)
- "To have the feeling, this nurse is now here only for you" (8)
- "Being called with my name at the arrival" (2)
- "She is touching the shoulder" (8)
- "They are looking from time to time after you, that`s safe" (7)
- "If I need someone they are there for you" (11)
- "I`m frightened of the radiation therapy, I don`t want it any longer" (5)

**A new understanding ...**

A former not satisfying result ...

In a test-retest study (Jäger, 2005) to the IzEP®-Patient questionnaire (n = 17) Kappa results from 0.15 to 0.55 with a period between the patient interviews from 5-7 days

... is now expected

**Relevance for IzEP®-measurements**

IzEP® measures the patient’s perception processing to the nursing care delivery system stimuli in one point of time

Perception is not static; to another point of time the result of the patient’s perception processing to the stimuli of the nursing care delivery system may be different

The perception basis for the patient are the stimuli from the nursing care delivery system

*Seeing, hearing, feeling,* ....

**Conclusions**

What do you perceive?
Further research to IzEP©

Replications of the interviews in different care settings
An expert questioning to the weighting of the patient interviews in the IzEP© measurement results is planned

Relevance for the organisation I

Stimuli for the patients or

Continuously seeing

hearing

feeling

... the nursing care delivery system characteristics

Relevance for the organisation II

Development of a „marketing strategy“ to help the patient to recognise the nursing care delivery system characteristics which are important for him/her

(to demonstrate advantages of the nursing care delivery system practiced)

Konrad Lorenz

„Told, is not heard

Heard, is not understood

Understood, is not accepted

Accepted, is not put into practice

Put into practice, is not retained“

(founding of modern ethology (study of animal behavior) Konrad Lorenz (1903-89)

Information to IzEP©

www.izep.info

Thank you for your attention
Literatur


