Health professionals as family caregivers

Invaluable navigators in the health care system

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Background - Blurred boundaries

Family caregivers, who look for their significant others, are essential providers in health care (He et al., 2016). Non-representative survey data from Switzerland show, that health care professionals take on care work more often than other professional groups (Bischofberger et al., 2012). This dual role is internationally known as «Double-Duty Caregiving» (Ward-Griffin, 2004).

Double-duty caregivers develop different strategies to optimize the care of their significant others (St. Amant et al., 2014). The aim of this study is to investigate how double-duty caregivers act in Switzerland within the blurred boundaries of professional and familial care.

Sequential mixed-methods design

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<th>QUAL I</th>
<th>07/15 – 12/17</th>
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<td>• Data collection and analysis: cyclical iterative process, narrative interviews with 30 double-duty caregivers, selection of interviewees guided by principles of theoretical sampling, continuous reflection and memo writing, development of paradigmatic model</td>
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<td>• Transfer: exchange meetings with partner organizations</td>
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<th>QUAL II</th>
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<td>• Data collection and analysis: 11 follow-up interviews 6 - 9 months after baseline interviews, selection based on changes in personal situation (care or workplace related), based on principles of Grounded Theory Methodology (Glasier &amp; Strauss, 1974)</td>
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<td>• Transfer: exchange meetings with partner organizations</td>
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<th>QUANT</th>
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<td>• Data collection: Online-survey in 5 health care institutions from different settings (home care, hospital and long term care) in the region of Zurich</td>
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<th>SYNTHESIS</th>
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<td>• Data management: Synthesis of qualitative and quantitative results</td>
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<td>• Transfer: Development of databased information material and tools</td>
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Conclusions - Navigators needed

Double-duty caregivers:

- use their professional knowledge to navigate their significant others through the health care system
- improve the quality of care and simplify care work processes based on their health professional knowledge and how their profound knowledge about their significant others
- prove to be essential partners for professionals in various health care settings

Strategies to ensure good quality of care and patient safety:

C1 - Communication:
To position as an expert, to request information, to interfere into care, to criticize care procedures, to stand for their significant others

C2 - Cooperation:
To mediate between health care professionals and the significant others, to weigh up if interventions are useful, to cooperate with health care professionals when required

C3 - Coordination:
To use expertise and system knowledge, to utilize existing and build new networks, to initiate and coordinate care

Selected References


Project Details

Funding
Stiftung Pflegewissenschaft Schweiz, Gesundheits- und Umweltdepartementen der Stadt Zürich, Fachstelle für Gleichstellung Kt. Zürich

Partners
Pflegezentren der Stadt Zürich, Spital Zürich Limmat, Stiftung Alterswohnungen der Stadt Zürich, Spital Uster, Sanatorium Klinikum, Schweizer Berufverband der Pflegetachfrauen und Pflegetachmänner ZH/GLS/SH

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Selected References


