



Family members´ experiences of the healthcare professionals´ approach and feeling of alienation in different health care areas: a methodological and empirical study

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Content

- The Family Involvement and Alienation Questionnaire
- Aim, design and method
- Results – interviews



The Family Involvement and Alienation Questionnaire (FIAQ)

What's that?



Background

Family members' experience of participation in professional care



What limits participation in care?

Family members:

- The professionals approach and lack of information
- Feelings of alienation
 - Powerlessness
 - Social isolation



Developing the concept of family involvement and the alienation questionnaire in the context of psychiatric care

Ewertzon, M., Lützén, K., Svensson, E. & Andershed, B. (2008)
International Journal of Mental Health Nursing, 17 (6), pp. 439-449



Experience of approach

Respectful approach:

- Openness
- Confirmation
- Cooperation

(Andershed & Ternestedt 2000, 2001)



Feeling of alienation

- Powerlessness
- Social isolation

(Seeman 1972, 1976)



Research questions:

- *Describe* family member's experiences of the professionals approach
- *Describe* what family member's consider as important in the professionals' approach
- *Describe* family member's feeling of alienation from the provision of care
- Describe *association* between their experiences of approach and feeling of alienation
- Describe the level of *agreement* between their experiences and what they consider as important



Further development of the FIAQ

Adapt and develop FIAQ to other care areas: Elderly care, Palliative care and Diabetes care.



Aim

- To develop FIAQ to other care contexts than psychiatric: elderly, palliative and diabetes care.
- To test validity and reliability of the new FIAQ instrument.



Aim cont.

- To investigate family members' experiences of the contact with health care professionals in caring of persons with **complex needs** within psychiatric, elderly, palliative and diabetes care.



Method of methodological study

Step 1:

Expert panel discussion → new FIAQ with
33 questions

Added the dimension "continuity"



Method cont.

Step 2:

Interviews with family members
(13 women and 2 men)

Results

Original FIAQ

28 items



After expert panel

33 items



After interviews

3 items deleted + 13 items reformulated



FIAQ (R)

30 items



Alienation

Not relevant in palliative and diabetes care



Method Step 3

- Mail/give out of 200 FIAQ(R) / care context
- Test-retest questionnaires

Data collection during 2015.



Conclusion

- The interviews with the family members gave rich information for the development of the FIAQ instrument.



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Experience of Approach

- Openness is characterised by the family members' experience of sincere information about the patient's state of health. They experience that the psychiatric health-care professionals explain the situation so they could deal with the situation.
- Confirmation is characterised by the family members' experience that the psychiatric health-care professionals see and listen to them as important persons. They experience that the professionals welcome them and care about who they are.
- Co-operation is characterised by the family members' experience that the psychiatric health-care professionals value them and their opinions as important.



Feeling of Alienation

- Powerlessness is characterised by the family member having a sense of low expectancy that his or her own behaviour can control events in the care of the patient; there are others who decide. The family member has a sense that he or she does not have any influence over the care the patient receives.
- Social isolation is characterised by the family member having a sense that he or she is excluded or rejected from the care of the patient.