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Conference Abstract

How can action research provide a more participated dialog between the health professionals, when elderly patients are discharged from hospital ?

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Abstract

My Ph.D. project is concerned with the communication between the various healthcare professionals at hospital and in the municipalities, especially when elderly patients are discharged from the hospital to their home or social care unit. It is well known that there are a lot of inherent conflicts and problems when elderly patients move from one part of the healthcare system to another. One of the problems is that the healthcare professionals often looks at the patient's situation from their specific professional point of view without being conscious about how the patient's care, treatment and training are continued after discharge.

The aim of my research is to discover how we can develop new strategies and practises for communication and collaboration between the different healthcare professionals. The design is action research. Different healthcare professionals with varying types of knowledge and experience from different sectors have participated in the action research group. In the process we have experienced that a successful dialog between healthcare professionals is very closely connected to them being mutually familiar with each other's point of view and special knowledge. Also, it seems important to have an institutive structure, which provides the healthcare professional the opportunity to create relationships. These problems are enlarged by an increase in the use of electronic communication in a vastly specialized healthcare system. How can we compare our knowledge and experiences? How can we make space for relationships in the electronic communications systems? In the action research group we have defined the problems, planed events and taking action in the organizations.

To conclude, the healthcare professionals who have been involved are now aware of the different areas of expertise involved in the discharge of elderly patients from the hospital. They now have much better possibility for engaging in democratic- and collaborative communication with colleagues from other sections of the healthcare system. And now we are working on how we can provide new strategies and changes in the institutive structure to provide a better dialog and communication.

Keywords

communication; action research; integrated care

PowerPoint presentation

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