



Brobyggersygeplejerske funktionen, Aalborg Universitetshospital

LISE SØNDERGAARD
11. APRIL 2023

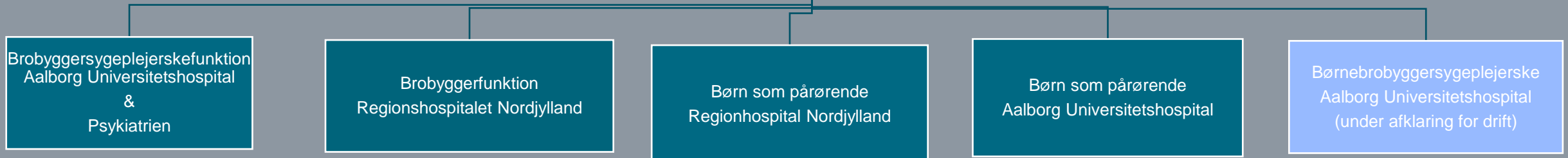
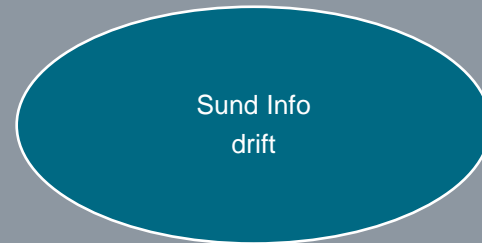


AALBORG UNIVERSITETSHOSPITAL
– i gode hænder



ORGANISERING PR 1 APRIL 2023

Center for Patientstøtte Aalborg Universitetshospital






MÅLGRUPPE FOR BROBYGGERSYGEPLEJERSKER

- Kan ”noget anden en typisk hospitalsomsorg/sygepleje” og ‘går på tværs af hospitalsafsnit og sektorer’
- Patienten er typisk:
 - Multimorbide med sociale udfordringer
 - Genindlæggelser
- BBS omfavner patienten psykosociale behov i en biomedicinsk kontekst og danner følgeskab med patienten på tværs af hospital og sektorer.
- Arbejder med personcentreret sygepleje
- Reference:
 - <https://journals.sagepub.com/doi/10.1177/20571585231164314>



Something else than usual hospital nursing care: An ethnographic study of nurse case managers' everyday practices

Mette Geil Kollerup^{1,2}, Connie Berthelsen^{3,4} , Mette Grønkjær^{2,5} and Birgitte Lerbæk^{2,6,7} 

Abstract

Support interventions, such as nurse case managers, has been developed in response to the inequality in health and a growing population with multi-morbidity. The aim of the present study was to explore the everyday practices of nurse case managers at a Danish university hospital. An ethnographic approach with a constructionist perspective was applied. Data generation entailed participant observation and one group interviews with all nurse case managers in a Danish region ($n = 4$). The data were analysed using thematic analysis. The everyday practices of nurse case managers were characterised by providing something else than the usual hospital nursing care by continuously establishing and maintaining relationships with their patients. They emphasised the patient's psychosocial needs in a biomedical context and accompanied patients across different healthcare settings. The nurse case managers' everyday practices resonate with the key values of nursing. These values are under pressure in healthcare dominated by technical rationality and efficiency leading to increased inequality in health. Further exploration of the potential benefits for multi-morbidity and co-existing social issues is needed. There is a need for continued critical debate about the conditions for caring for patients' psychosocial needs. The implications of continuing to neglect patients' psychosocial needs are related to further increasing inequality in health and impeding equal access to services.

Keywords

care coordination, field work, inequality in health, nurse case managers, nursing, qualitative research, thematic analysis

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Background

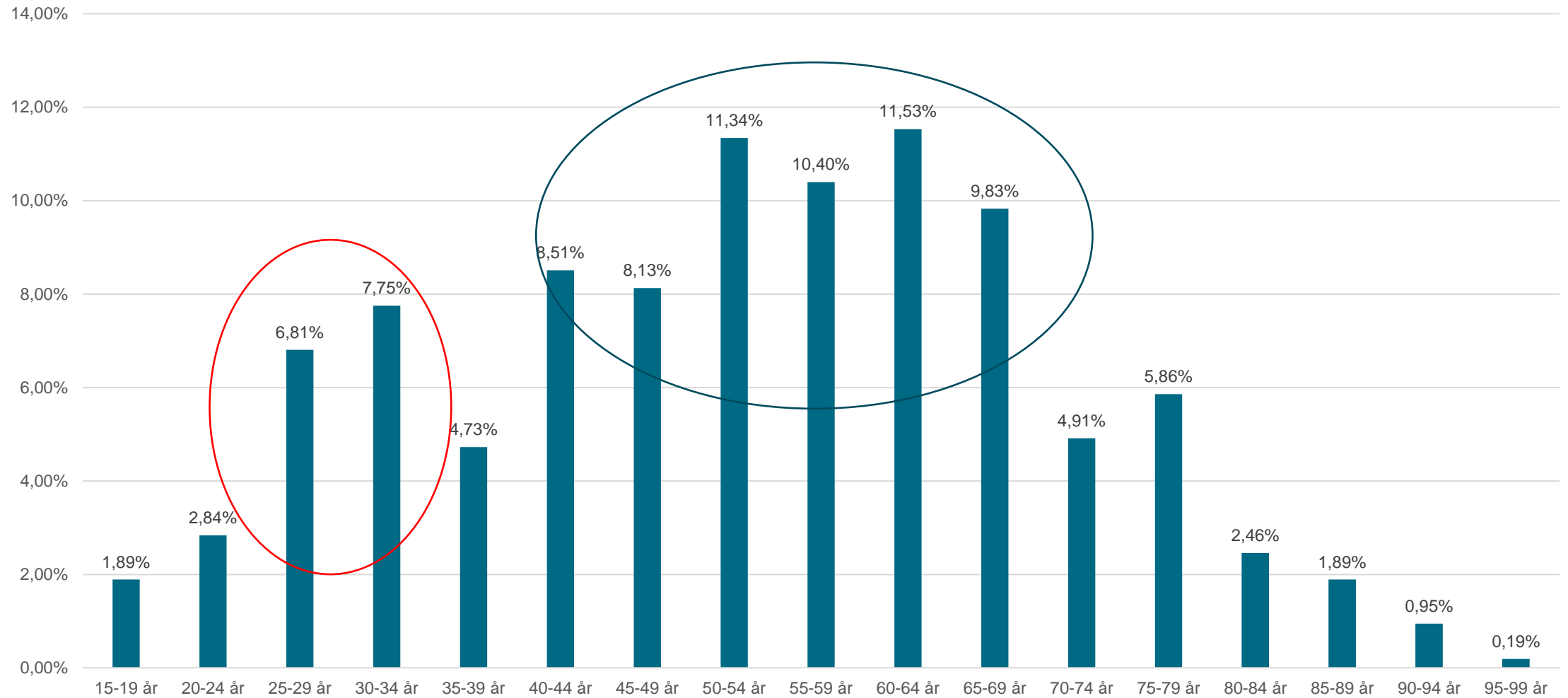
The increased prevalence of people experiencing multi-morbidity has been a global concern for several decades. In Denmark, one-third of the population experience multi-morbidity, which is described as two or more chronic physical and/or mental conditions.¹ These patients are often found in hospital settings where they are experiencing an increasing number of hospital admissions and multi-morbidity. These patients can be challenging to care for in hospitals due to the highly specialised and fragmented structures that characterise these settings. Healthcare systems are structured in general healthcare division and specialist services. This impedes options for coherent care and creates barriers to the provision of person-centred care. In the Danish context, such fragmented organisations are often sustained by a division of healthcare responsibilities between municipal and regional health authorities. This fragmentation, along with ongoing changes in population demographics, health status, and needs, has led to a demand for care coordination services.² In response to this, various interventions in healthcare have been developed.³

The nurse case manager (NCM) service was developed in the 1970s in response to concerns about the costs and quality of outcomes caused by changes in society, population demographics and population health status. Changes in the 1970s – and today – include advances in healthcare technology, drugs, and the increased incidence of chronic conditions. The NCM service is a case management approach where the patient, who is known to have diabetes mellitus and uses drugs, was admitted for a surgical procedure. His kneecap was cracked in four places and put back together, but he cannot lean on his leg. If it does not heal properly, his leg will have to be amputated. He has not been in his apartment in 2 months. He is afraid to go there, as he was attacked and beaten up there. He has nowhere to go and has stayed with friends since the attack. The NCM has arranged for him to stay temporarily at a municipal place offer. He will be charged a daily fee that he cannot pay. When we (NCM and the observer) enter the room, he tells the NCM that he does not want to go there. They talk about his situation and options in relation to going home. Not related to his injury or newly operated knee but related to how he is going to manage everyday life in general. During this talk he reaches the conclusion that he does not have anywhere else to go.' (Field note, day 3)

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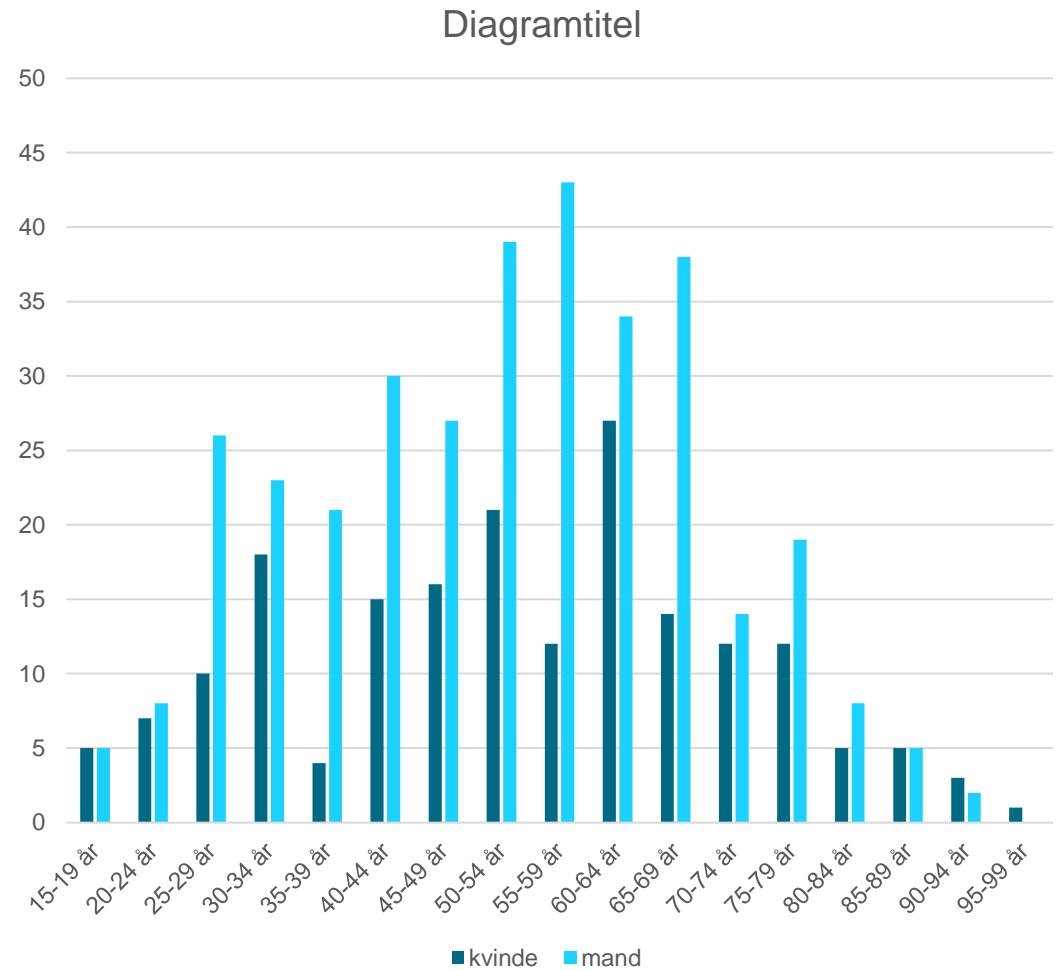
%FORDELING AF ALDERSGRUPPE FOR UNIKKE PATIENTER





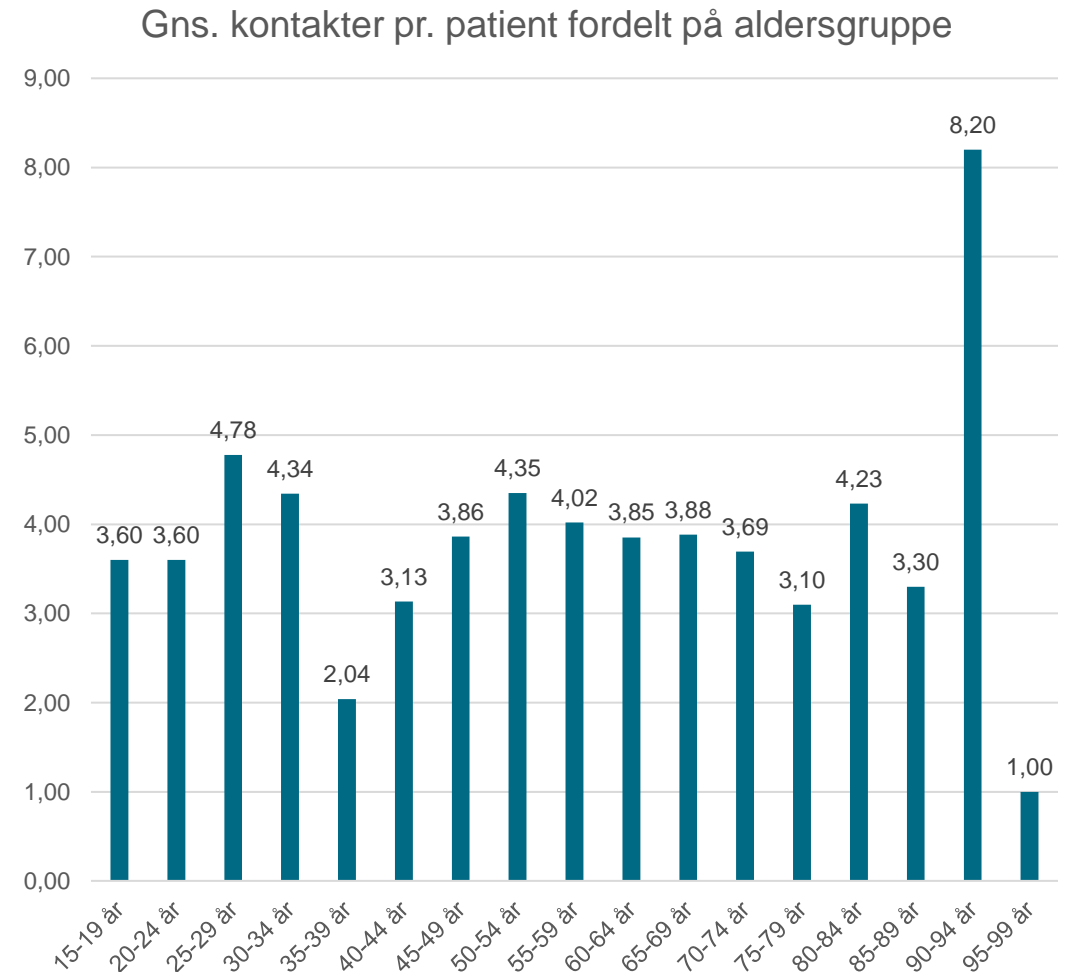
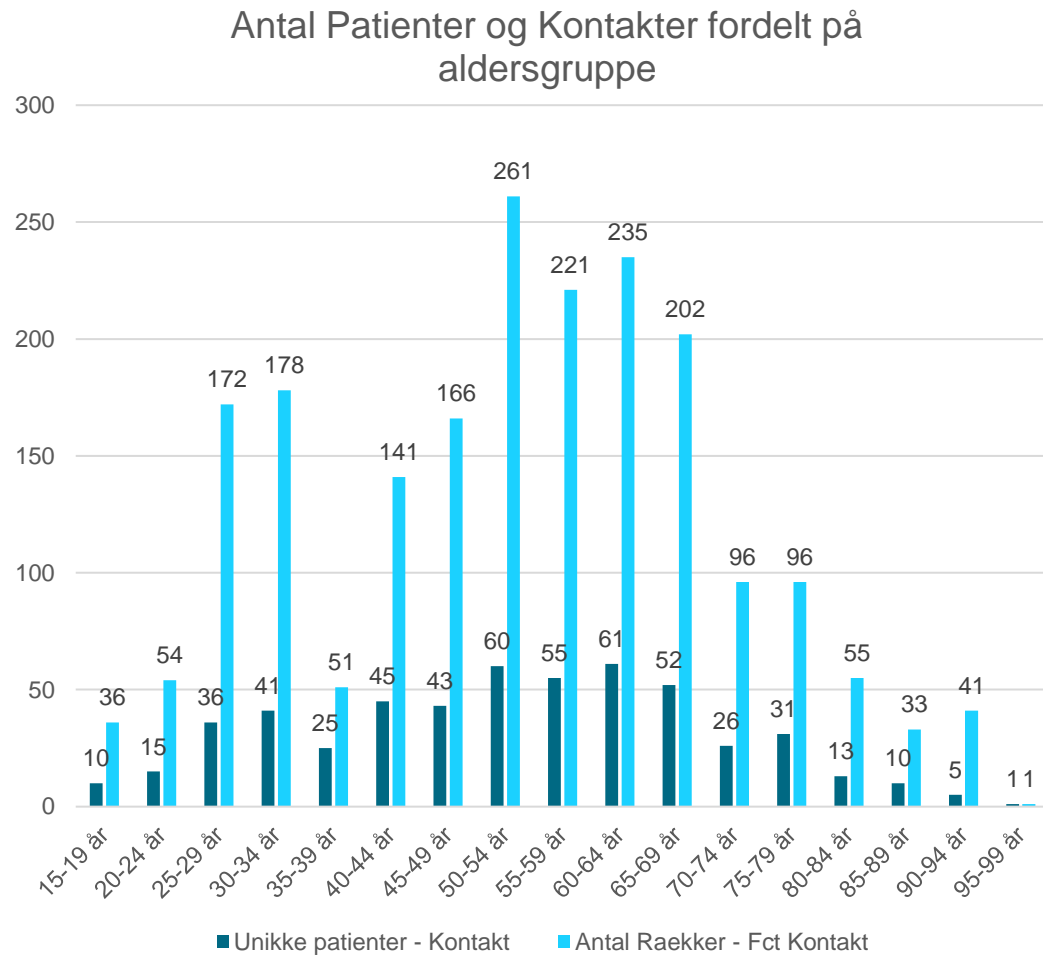
UNIKKE PATIENTER FORDELT PÅ KØN OG ALDERSGRUPPE

- Kønsfordeling ift. unikke patienter:
 - Kvinder: 187 (35,35%)
 - Mænd: 342 (64,65%)





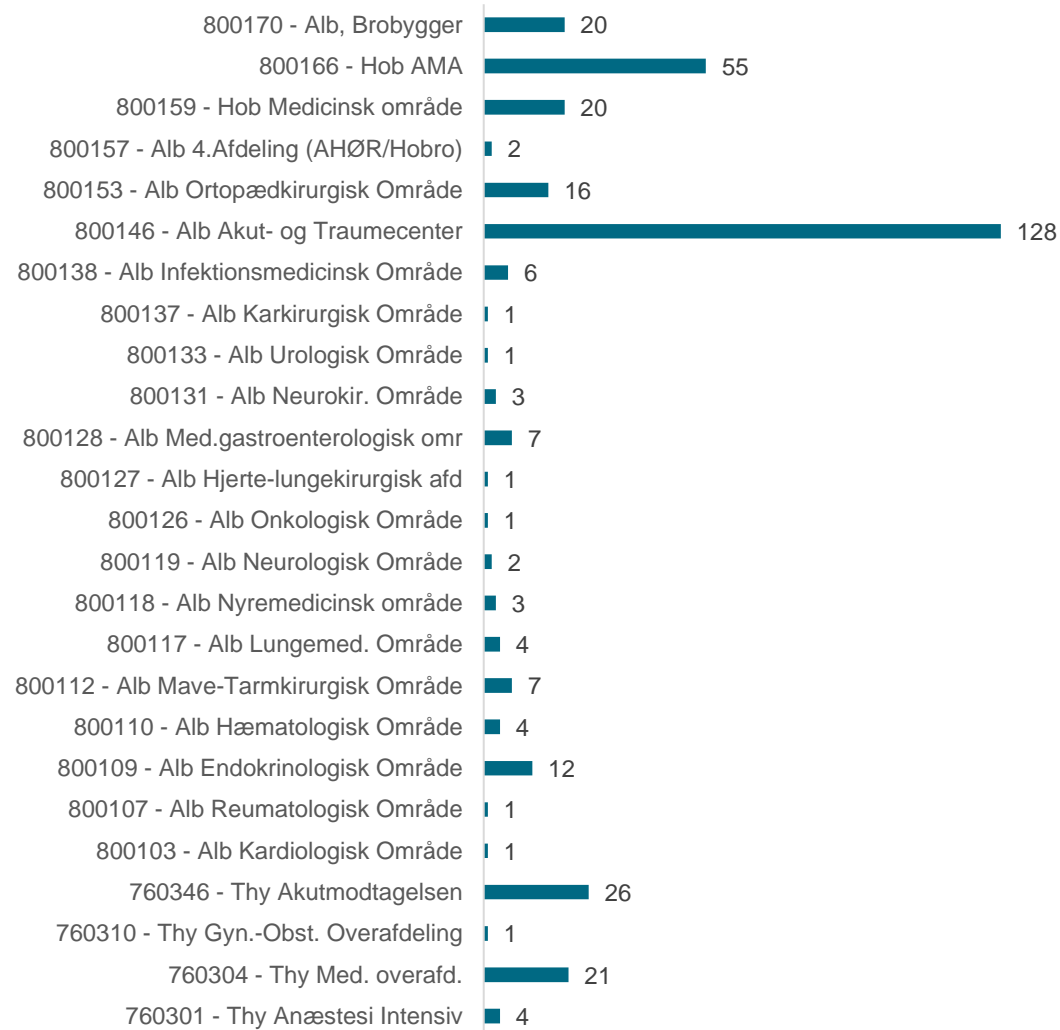
PATIENT OG KONTAKTER FORDELT PÅ ALDERSGRUPPER. (EKSKL. "PROCEDURE" SOM KONTAKT TYPE)





AALBORG UH SOM HENVISENDE INSTANTS

Antal patienter tilknyttet Aalborg UH



%fordeling af patienter tilknyttet Aalborg UH

