

Abstract Submission for Concurrent Session/Poster Presentation in English

Technology, innovations and informatics

INFORMATION AND COMMUNICATION TECHNOLOGY AS A COMPLEMENT TO NURSING CARE AT HOME

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Abstract Content: Introduction: People with serious chronic illness spend most of their time in their homes and often need the help and support of the district nurse. This has influenced work of district nurses and has led to the support of such forming an important part of their work.

Objectives: The aim of the study was to describe the experiences of people with chronic illness and personal assistants who used information and communication technology (ICT) to communicate with the district nurse.

Method: A qualitative case study design was performed. The case comprises one district nurse at a primary healthcare centre and two of her patients, their relatives and assistants.

An electronic communication program via a computer with Internet connection was used for communication through a virtual room and enables direct communication through use of picture and sound in real time or as saved messages. The communication program enables the people with chronic illness, their relatives and assistants to get into contact with the district nurse for communication about the person with chronic illness health status. Interviews were performed before, during and after the implementation of the technology and were analysed using content analysis.

Result: Using ICT increased the accessibility to care through the use of picture and sound facility in real time. All participants experienced this opportunity as positively. However, the district nurse found it difficult to judge the patient's condition via ICT. It was difficult to make a decision without knowing the patient's prior condition. Nevertheless, all participants felt safe about ICT because the need for accessibility to care related to progression in the case of the chronic illness.

Conclusion: In conclusion, the result indicates that information and communication technology increases accessibility to care and nursing for people with serious chronic illness living at home. This way of communicating and providing care for people with chronic illness cannot replace a physical presence, but it could be seen as a complement to nursing care at home.

Disclosure of Interest: None Declared

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