ENCOUNTERING PARENTS IN THE PRIMARY HEALTH CARE CENTRE

a balancing act between different perspectives and expectations

MARIA HARDER
ASSOCIATE PROFESSOR IN CARING SCIENCE





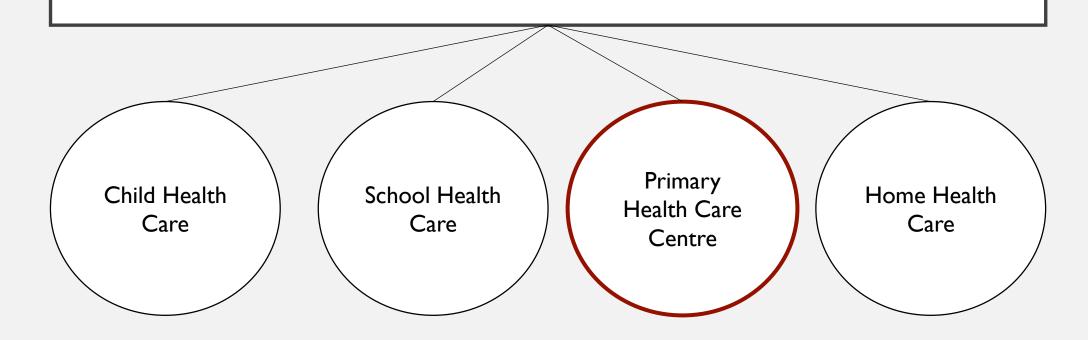


WHAT IS THE FOCUS OF THE STUDY?

To describe health professionals' reflections on encounters with parents seeking care for their children at the Primary Health Care Centre (PHCC).



WHAT IS PHC IN SWEDEN?

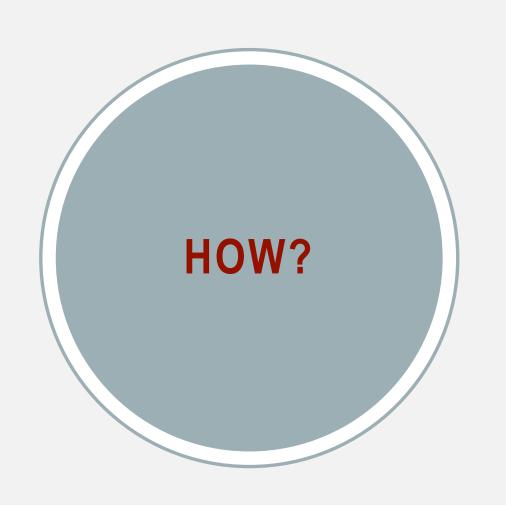


WHAT IS KNOWN ABOUT THE SUBJECT?

- The encounter is an asymmetric triad
- Communication is of importance
- Health professionals try to avoid conflicts with parents
- Parents are important for their child's well-being and safety
- Parents need space to express their worries
- Parents are responsible in the health care situation
- The parents decide over the child's involvement
- Parents actions facilitate or obstructs the encounter



- Encountering parents in the PHCC occurs on a daily basis
- The encounters are short and complex
- Lack of knowledge



- Reflective Forums
- Qualitative content analysis

FINDINGS

To balance between different perspectives and expectations

To have beliefs about parents' perceptions and expectations

To encounter parents and children as a unit and unique individuals

To guide parents

TO HAVE BELIEFS ABOUT PARENTS' PERCEPTIONS AND EXPECTATIONS

Parents are negative Parents expect examinations to be conducted	
--	--

The mother says: but you can take blood-samples. It's ok. You can just go on and do that. And I think yes that is what you think. This is where one can get into conflict... because...we want to get the child involved and you don't want to do anything with coercion unless it's absolutely necessary. Then you end up in conflict with yourself, and you end up in conflict with the parent...

TO ENCOUNTER PARENTS AND CHILDREN AS A UNIT AND UNIQUE INDIVIDUALS

The parent-child relation influences the situation

The parent-child relation can break

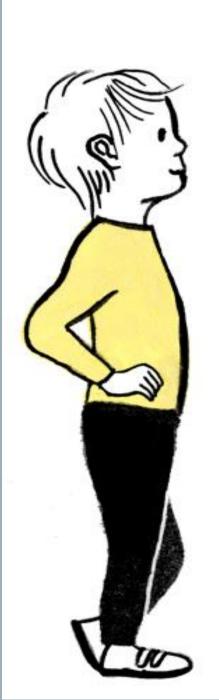
The children may have difficulties in dealing with the health care situation, so encountering parents and children, it's a very special situation, it's a special situation for the parents as well. You need to be aware of that. Because in the same way that the child has never been in a health care situation before, and has no experience of such, the parent may not have the experience of visiting the primary health care centre with his ill child either.

TO GUIDE PARENTS

To instruct	To calm, support and confirm	To set boundaries

The health care situation will be much better if the children feel safe. It's very hard for me to convey safety when the parents seem to be unsafe or can't convey safety to their child. I cannot comfort the unsafe parents, that parents are safe is the base and from that I can help the parents and the child to have a good experience of the health care situation. Or as good as possible...

A CARING RELATIONSHIP





CONCLUSION

