

Video-Based Patient Rounds for Caregivers of Patients With Cancer

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PURPOSE: To investigate caregivers' experiences and level of involvement with video-based patient rounds.

PARTICIPANTS & SETTING: 17 caregivers of patients with cancer at Odense University Hospitals in Denmark.

METHODOLOGIC APPROACH: Field observation and semistructured interviews were employed. Interpretative phenomenologic analysis was used for data analysis. 17 interviews with caregivers and 190 hours of observations were conducted.

FINDINGS: Video-based patient rounds made it possible for caregivers to attend without being physically present at the hospital. This allowed flexibility in caregivers' daily lives. However, caregivers also noted limitations in the use of video, particularly when conversations with healthcare professionals included serious messages. In that context, physical presence was preferred.

IMPLICATIONS FOR NURSING: This study highlights the importance caregivers place on involvement and how video-based patient rounds allow caregivers to participate without being physically present at the hospital. The structure of video-based patient rounds and the topic of conversation should be considered.

KEYWORDS patient rounds; technology; caregivers; video; communication; healthcare professionals

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Patients with cancer may find themselves in vulnerable situations because of demanding treatments and serious side effects (Dieperink, Coyne, Creedy, & Østergaard, 2018; Nilsen & Johnson, 2017). Therefore, involvement of caregivers can be beneficial during hospitalization (Nilsen & Johnson, 2017). A cancer diagnosis affects the whole family, and it can cause physical, mental, and emotional strain for caregivers (Benzein, Johansson, Årestedt, & Saveman, 2008; Nilsen & Johnson, 2017; Northouse, Williams, Given, & McCorkle, 2012). Studies confirm the demand on caregivers, who are often seen as the most important resource in helping patients cope with illness and disease (Benzein et al., 2008; Northouse et al., 2012). Caregivers need information and support, and this need is not always covered (Dieperink et al., 2018; Eriksson & Lauri, 2000; Heynsbergh, Heckel, Botti, & Livingston, 2018; Kim, Kashy, Spillers, & Evans, 2010). A trusting relationship between nurses and caregivers can reduce caregivers' feelings of stress and give caregivers the sense that they are being seen, heard, and respected (Blindheim, Thorsnes, Brataas, & Dahl, 2013; Heynsbergh et al., 2018; Northouse et al., 2012). Communication between healthcare professionals and caregivers is crucial for establishing a trustworthy and caring relationship (Leahey & Wright, 2016; Wright & Leahey, 2013). However, long distances to the hospital and work and family obligations can limit caregivers' communication with healthcare professionals. This is particularly challenging during patient rounds, which are often completed in the morning and on weekdays when the caregiver may be at work (Stelson et al., 2016; Yager, Clark, Cummings, & Noviski, 2017). Given that it is important to include caregivers in patient rounds, new and innovative ways to communicate, such as telehealth, may be considered. Therefore, the authors of this article investigated whether a video-based patient rounds format would reduce these challenges.