Barriers to timely nursing care of acute infections in home care model: a qualitative study

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**A R T I C L E I N F O**

**ABSTRACT**

**Introduction:** There are some studies suggesting that a timely identification of patients at risk of infection in home care is difficult. For this purpose, we conducted a qualitative study to investigate the process of illness identification and initiating management in episodes of acute infection in home care.

**Materials and Methods:** Qualitative study using focus groups and in-depth semi-structured interviews of patients, nurses, and physicians involved in episodes of acute-illness care in home care. Focus groups included nurses and physicians with experience in nursing home care. Interviewees included six home care setting, eleven nurses, and four physicians or their staff. Identifying themes from focus group contributions and content analyses of interviews.

**Results:** Content analysis interviews showed that several factors affect the timeliness of effective care. We identified five main themes as barriers to illness identification and management. Factors that influenced timeliness of effective care. Barriers included: (1) Communication channel defect with home care providers; (2) evening or weekend illness onset with lack of access to the doctor and nurse; (3) Intervention of family decision-makers in clinical matters; (4) the communication of inappropriate or inaccurate information; and (5) inadequate information transfer at shift changes.

**Conclusion:** Effective identification and management of acute infections in home care requires successful communication at multiple levels; however, breakdowns are common. Our model provides a framework for improving acute illness care in home care, which offers important insights potentially useful in quality improvement activities in home care.