

# my futures

## MAIN INSIGHT

# I 'just' want to give good care..."

Hospital nurses and informal caregivers want care to be of high quality and straightforward, however the health system they have to navigate is very dynamic, complex and bureaucratic. They are looking for a more simple experience and want direct information to be able to feel in control and have time to do what they love doing.

As it is shown in the visual below, there are three positive consequences and three negative consequences that influence what nurses want to do the most: give quality nursing to people.

Nurses and informal care givers feel joy from care giving but they also get frustrated by the over workload, excessive paper work and by not being able to give enough attention to patients.

Futhermore, the hospital nurse and informal

caregiver can be different roles of the same person. If so, the complexity increases because this person has great insights in the healthcare system. He/She can see and experience more clearly the tensions within the system. This is an opportunity to act accordingly, but it can also create more frustration.

Lastly, learning is necessary to maintain nurse professionalism. However, nurses find it hard to make time for learning as well as making time for themselves.

## Research Question:

How nurses in the hospitals feel about managing formal and informal caregiving and what do they need for managing these activities?

## Client:



## PROCESS

The sensitizing process has been done through a personal booklet and whatsapp pictures. After that, four nurses participated in a generative session. Additionally to the session, two extra interviews have been done. The result of the data analysis is an overview of how nurses experience the combination of the formal and informal caregiving activities and their ideal future.

