

**A guide to enhance interactions
between clinician and family of
critically ill patients in
emergency departments**

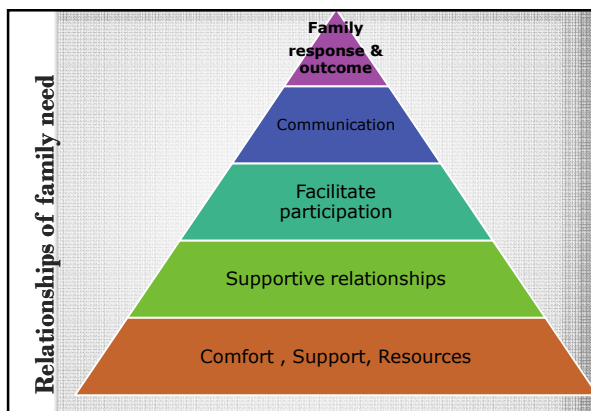
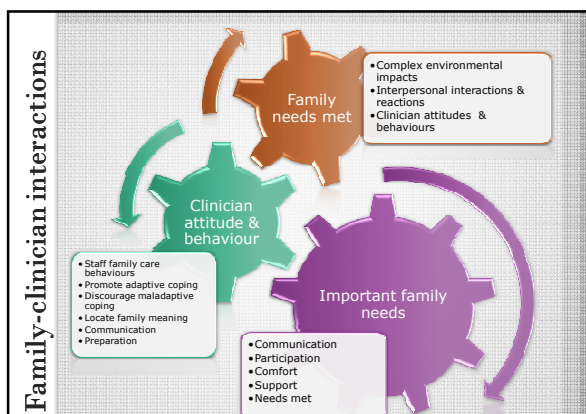
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The study

- Multiple methods and data sources
 - Systematic review of 53 published papers
 - Prospective self-report surveys
 - Family in the ED
 - response rates were >80% at both sites
 - family needs, needs met & IES
 - while in the ED & 1 week post-ED
 - Emergency clinicians
 - 143 multi disciplinary ED clinicians
 - response rates were 53% at Site 1 & 59% at Site 2
- Naturalistic observation of practice

Dimensions of care

- Four dimensions of family need:
 - Communication with family members
 - Family member participation in ED care
 - Organisational comforts
 - Family member support processes
- Six dimensions of clinician attitudes and behaviour:
 - Staff family care behaviours
 - Promote adaptive family coping
 - Discourage maladaptive family coping
 - Locate family meaning
 - Communication with family
 - ED preparation for family care



Conclusion

- Framework for investigating complex clinical practice
- Evidence based recommendations for care