

Embedded critics: what can we learn about the quality of nursing service when nurses themselves are patients?

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Abstract:

Patient experience has rightly become a key indicator of service quality and a critical element in service design. But health professionals may temper their regard for patient experience by seeing it as "uninformed" as to the true complexity of medical science, clinical care and the health system itself. The same cannot be argued for the experience of health professionals as patients, which means that when it's "one of us", our experiences (rightly or wrongly) may carry more weight with our colleagues.

The popularity of a recent slew of books by medical men in this genre suggests that health professionals' experiences as patients confers a special and fascinating insider status as 'embedded critics'.

Exploring published accounts of nurses' experiences as users of health services, Shelley will look at what nurses find to be important when they - or family members - are receiving nursing care. Her question is: What can we learn?

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Shelley has been working independently for more than 20 years across professional advisory roles and projects which have included reviews of senior nursing service structures and roles, nursing competency frameworks (in settings ranging from rural to residential care), and developing resources for learning and improvement (most recently, related to falls in older people). Her primary interest is the professional development of nurses.

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