

Telephone Nurses' views of encounters with Frequent Callers

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CONCLUSIONS

Telephone Nurses:

- described feelings of hopelessness in caring for frequent callers
- expressed worry about missing new urgent symptoms
- wished for a standardized plan in caring for frequent callers

Results

The telephone nurses at Swedish Healthcare Direct perceived the encounters with frequent callers sometimes **frustrating** since they felt unable to help. They described that frequent callers called about the same problems several times and the calls were often about **loneliness** and **psychiatric problems**. The telephone nurses were **afraid to miss urgent symptoms**. One of the aspects leading to this was the perception of knowing the caller and that they already knew what the call would be about. They expressed a wish to know more about frequent callers and about strategies to care for them. A **common care plan** for frequent callers was suggested.

Background

Frequent callers account for a significant proportion of all calls. They are more likely to have psychiatric comorbidity.

Aim

Describe telephone nurses' views of their encounters with frequent callers.

Method

Telephone nurses (n = 199) answered a survey. Open questions were analyzed with qualitative content analysis.