

# Telephone Nurses' views of encounters with Frequent Callers

Sofia Skogevall<sup>1</sup>, Inger K. Holmström<sup>1,2</sup>, Elenor Kaminsky<sup>2</sup>, Jakob Håkansson<sup>1</sup>

<sup>1</sup>School of Health, Care and Welfare, Mälardalen University, Västerås, Sweden

<sup>2</sup>Department of Health and caring Sciences, Uppsala University, Uppsala, Sweden.

sofia.skogevall@mdh.se

## 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.