

Chapter 5: Analysis II

Patient Experiences in Self-Managed Homecare Organizations in India

The previous chapter, nursing experiences in self-managed homecare organizations in India, were explored. The Qualitative Nursing Experience Enablers (QNEEs) were co-constructed by data analysis and exchanges of views and ideas on homecare delivery between interviewees and the interviewer. These QNEEs are expected to enable other homecare service providers in India to follow the lead and enhance the nursing experience in their homecare organizations, enhancing the overall quality of in-situ healthcare and trust of the Indian population in homecare services for chronic as well as acute illnesses and illnesses among the aging population.

The present chapter describes emergent themes and sub-themes related to patients' experiences in detail, with prototypical excerpts in subsequent sections.

These emergent themes and sub-themes are termed the “Qualitative Patient-Experience Enhancers” (QPEEs), and it is defined as follows:

Qualitative Patient-Experience Enhancers, as has been described earlier, refers to factors, strategies, or elements designed to enhance the quality of patient experience and care at the SMOs. These enhancers emphasize subjective and qualitative aspects of success, prioritizing the nuanced and individualized dimensions of patient care over quantitative measurements. Within self-managed homecare organizations, these qualitative enhancers profoundly impact care delivery in a home setting.

The themes, sub-themes (identified as QPEEs) have been briefly described in Table 5.1.

Table 5.1 Holistic care dimensions (QPEEs) through self-managed homecare

S. No.	Major Themes	Sub-themes	Description
1	Homecare and nurturing holistic patient care	1. Patient-centered approach: care beyond medical diagnosis	Homecare organizations take an all-encompassing approach to treating

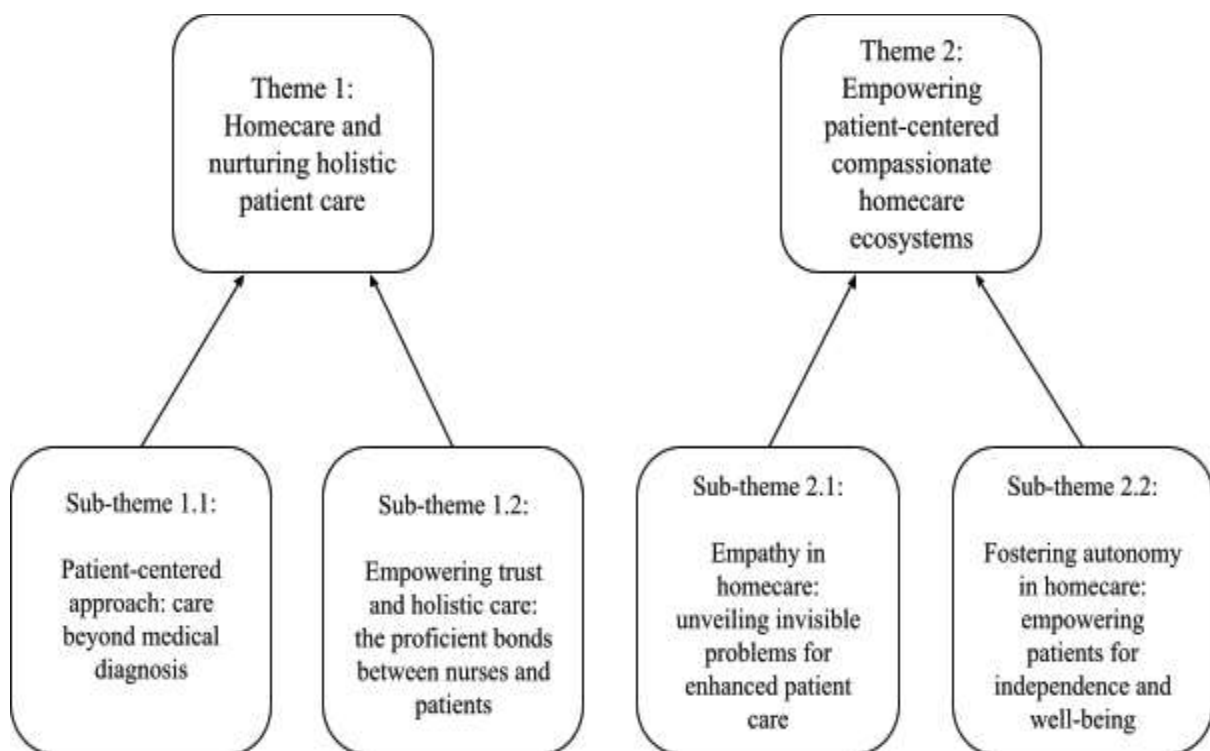
	<p>Definition:</p> <p>Emphasis on integrating various aspects of health, including physical, mental, emotional, and social, to provide comprehensive homecare.</p>		<p>each patient. For example, in the homecare sector, the patient is not merely a sick person who requires a medical diagnosis and subsequent treatment due to that illness but also a person who has spiritual, emotional, and physical needs.</p>
		<p>2. Empowering trust and holistic care: the proficient bonds between nurses and patients</p>	<p>The patients are confident about the nurse's or nursing assistant's professionalism as they trust that they possess all the necessary competencies and can develop a beneficial patient-nurse relationship.</p>
<p>2</p>	<p>Empowering patient-centered, compassionate homecare</p>	<p>1. Empathy in homecare: unveiling invisible problems for enhanced patient</p>	<p>Self-managed homecare organizations prefer psychological</p>

	<p>ecosystems</p> <p>Definition:</p> <p>Creating a homecare environment that places patients at the heart of homecare delivery. It emphasizes the importance of patient-centeredness, compassion, and empowerment in the homecare system and the prioritization of understanding and meeting the unique needs and preferences of each patient while also fostering a compassionate and supportive atmosphere.</p>	<p>care</p>	<p>factors like empathy. Nurses and nursing assistants take note of the experiences of patients and their families through regular conversation.</p>
		<p>2. Fostering autonomy in homecare: empowering patients for independence</p>	<p>Autonomy is an essential element in effective care delivery, and this is recognized and captured well by</p>

		and well-being	self-managed homecare organizations. Autonomy here refers to independence from the help of nurses, which comes with the ability of patients, after taking homecare services, to perform most of their daily chores as they used to do before the illness.
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The following Figure 5.1 shows the coding tree resulting from data analysis.

Figure 5.1 Coding tree



1. Homecare and nurturing holistic patient care

"Homecare and nurturing holistic patient care" is a paradigm shift in homecare that emphasizes integrating various aspects of health. Recognizing the interdependence of physical, mental, emotional, and social well-being, this holistic approach goes beyond conventional medical paradigms. Acknowledging and tackling these various aspects of health is intended to deliver all-encompassing homecare that supports patients holistically. This method divides patient care into four categories: physical, which includes medical attention and preventive measures; mental, which provides for cognitive health; emotional, which deals with feelings and psychological health; and social, which considers family support and connections to the community. By encouraging a sense of comprehensive and individualized care beyond treating particular illnesses, this integrated strategy seeks to empower patients in their homecare journey and improve the overall patient experience.

1.1 Patient-centered approach: care beyond medical diagnosis

Empirical evidence demonstrated that self-managed homecare organizations serve every patient holistically. For instance, in the homecare industry, the patient is seen as a person with spiritual, emotional, and physical needs in addition to being a sick person in need of a medical diagnosis and treatment. As a result, nurses improve the patient experience by following the finest homecare practices and adopting a patient-centered, holistic approach. One of the major goals in this research was to answer queries such as "What steps are taken at Indian homecare organizations to deliver patient-focused services, and how are the related activities organized and structured to achieve this?" The QPEE aims to reduce the bias that suggests treating patients only medically or using a disease-centric approach is the best course of action. Predispositions towards disease-centric thinking and fragmented care are managed by highlighting a comprehensive patient-centered plan and setting up actions to accomplish this. The guiding idea of forward-thinking Indian homecare companies is that meeting a patient's needs as effectively and efficiently as possible requires a comprehensive, patient-centered approach.

This is reflected in the respondent's statement below.

The patients are kept at the forefront as the decision-making system is not too bureaucratic; nurses and the organization's office participate in decision-making. Nurses

take care of all aspects of the patient's physical, emotional, mental, or psychic existence. (P-5-M-91)

Another respondent presents similar views:

The nurse agreed to my wife's suggestions of medicines and regular body massaging, and he could sleep better at night. (P-10-M-90)

Descriptive code: Patient-centric holistic care with participative decision-making

This homecare organization takes a holistic approach to service delivery, elucidated by the following statements.

The nurses treat me as their mother. They take care of my spiritual pursuits, too. For example, if I want to attend Durga puja, despite my disability, nurses take me to it. If my husband needs support in gardening, as he is a gardening lover, nurses are more than happy to participate. As I am not able to provide companionship, nurses do it for my husband. Nurses provide all the mental and emotional support to me and my husband in all possible ways. (P-15-F-81)

Similarly, another patient explains:

Nurses ensure that I walk sufficiently and am interested in seeing news and meeting neighbors. (P-4-M-90)

The two nurses with me have been here for two years. They have a great degree of understanding and coordination. (P-4-M-90)

Descriptive code: Holistic caregiving- nurses as family

Another respondent explains how the nurse keeps patient's care at the forefront and supports in every way possible:

She has been with us only for the past ten days but already feels like a family member. We are happy with her kind, altruistic attitude and internal drive to care for my father. She reads the newspaper to him if he asks for it, cooks his favorite sandwich, and takes care of the room the way he wants in terms of putting the objects where he would like them to be. She takes care of him more than even his children can. She is highly emotionally intelligent and diligent. (P-4-M-90)

Descriptive code: Exceptional caregiving as a blend of altruism and emotional intelligence

The patient-centered approach in self-managed homecare organizations significantly impacts patient outcomes and satisfaction in several ways. One major benefit is enhanced adherence to treatment plans and improved patient self-care skills. When homecare focuses on patient-centered communication, patients are more likely to follow their treatment regimens and develop better self-care habits, improving health outcomes and overall well-being (Pirhonen et al., 2017). Increased patient satisfaction is another significant advantage. Home-based services that prioritize patient-centered care can better address patients' specific needs and preferences, resulting in a more personalized care experience. This tailored approach makes patients feel more valued and understood, thus enhancing their overall satisfaction with the care they receive (Sidani, 2008). A patient-centered approach to in-home care has been shown to improve health outcomes. By customizing care to fit individual patient preferences and needs, patients often experience improved overall health and well-being. This approach ensures that the care provided is both relevant and effective, which can result in better management of chronic conditions and a higher quality of life (Lizano-Díez et al., 2022). Using self-managed teams in homecare organizations increases job satisfaction and autonomy among care providers. Nurses and other home-care staff working in self-managed environments report higher levels of job satisfaction and greater control over their work. This positive work environment benefits the caregivers and enhances the quality of care they provide, which in turn benefits patients (Ginting et al., 2022). The patient-centered approach in self-managed homecare organizations results in better adherence to treatment plans, improved health outcomes, higher patient satisfaction, and a more motivated care workforce.

1.2 Empowering trust and holistic care: the proficient bonds between nurses and patients

Patients are confident that nurses have all the skills to establish a positive patient-nurse connection. Thus, they are not concerned about the professionalism of nurses or nursing assistants. A homecare program that combines nursing care, case management, treatment, and monitoring improves the patient's quality of life and overall health, as well as those of his family and the community in which he lives. In order to support comprehensive patient care and an improved patient experience, the homecare experience incorporates patient education and health promotion. This QPEE aims to create a more objective and quantifiable QPEE for

assessing patient experience by highlighting the significance of education, training, and experience as precursors of faith in nurses' competence. Developing a trust-based connection between a patient and a nurse or nursing assistant, as well as the patient's availability and the nurses' capacity to resolve all of the patient's difficulties, all contribute to a better patient experience. This is clarified in the statement that follows.

Quality care, expert caregivers who know their job well, and quality of customer experience overall must be good. Honesty and trust are hallmarks of value in this homecare organization. There had been no incidences of stealing clothes, money, etc. Honesty is the must value. This comes with a brand image and organizational structure. (P-7-M-60)

Descriptive code: SMO values: excellence, trust, and honesty

The patients' social networks—usually those of their wives or kids—are incorporated into the programs. For various private reasons, some people are willing to participate in providing care, while others are not. In order to provide proper care, homecare requires insight, expertise, flexibility, and alertness. Every patient's circumstance or condition is unique. Problems are often highly complex; therefore, to improve the patient experience, healthcare providers need to understand each case and come up with unique or customized solutions.

I had been very ill post-cancer treatment. I am obese, which further adds to the difficulties in caregiving and health management post-cancer treatment. I had to come back to India from the U.S., where my husband did the job for almost thirty years, as the cost of caregiving was too high, and even after paying dearly, I was not properly taken care of by homecare agencies in the United States. Though my husband is quite healthy to care for me, he cannot provide all medical interventions myself. Besides, he is too soft-hearted to see a human in pain, so I do not want him to get involved in my care delivery. (P-1-F-80)

Descriptive code: Handling challenges in patient caregiving and relocation

The above mentioned excerpts throw light on how trust and the proficient bonds between nurses and patients leads to good quality holistic care.

2. Empowering patient-centered, compassionate homecare ecosystems

The phrase "empowering patient-centered compassionate homecare ecosystems" refers to creating a homecare system where the patient's needs are the primary focus. This method emphasizes the essential principles of patient-centeredness, compassion, and empowerment

within the homecare system. For a better patient experience, it entails a committed effort to understand and meet each patient's unique needs and preferences. By strongly emphasizing the patient-centered approach, homecare delivery may be customized to each patient's needs, fostering physical and mental well-being. This holistic approach empowers patients by actively including them in their care process and recognizing their role in decision-making. In the end, "Empowering patient-centered compassionate homecare ecosystems" aims to create a homecare system that is profoundly compassionate, empowering, and medically successful for every person it assists.

2.1 Empathy in homecare: unveiling invisible problems for enhanced patient care

Invisible problems in patient care refer to issues that are not immediately apparent through physical examination or routine tests. These problems often stem from psychological, emotional, or social factors, such as stress, anxiety, depression, or social isolation.

Empathy plays a pivotal role, enabling healthcare providers to discern these hidden issues through active listening, emotional validation, and holistic assessment. For instance, a patient reporting chest pain due to anxiety rather than cardiac issues underscores empathy's role in identifying stress-induced symptoms (Molina-Mula & Gallo-Estrada, 2020). Similarly, recognizing depression as the cause of fatigue and sleep disturbances showcases empathy's importance in addressing invisible problems (Yu et al., 2022)—techniques like observing body language and empathetic communication aid in uncovering and addressing these issues. In practice, self-managed homecare groups prioritize empathy, fostering environments where nurses and assistants can identify patients' hidden concerns. By emphasizing compassionate care and attentiveness to patients' narratives and subtle bodily cues, healthcare organizations strive to enhance patient experiences and mitigate biases toward objective symptoms over psychological well-being and experiences (Moudatsou et al., 2020).

Self-managed homecare groups prioritize psychological aspects such as empathy. Through routine discussion, nurses and nursing assistants record the experiences of patients and their families. Although a patient may claim to be unwell, they may simply be experiencing stress from social issues rather than physical discomfort. As a result, nurses might not see any tangible symptoms to back up that illness claim. Nevertheless, the issue exists. With the nurses' compassionate approach, it can be managed and made better, allowing them to see the patient's ordinarily invisible issue. In order to better comprehend what is happening and how to treat the patient appropriately, homecare organizations advise paying close attention to the

patient's narratives and keeping an eye on any subtle bodily reactions. The emphasis on empathy may range from organization to organization based on various factors, including individual care practices, training initiatives, and organizational culture. To improve patient experience, the QPEE tries to reduce biases that prioritize objective physical symptoms over psychological well-being and experiences by emphasizing the need for empathy, active listening, and monitoring tiny body reactions.

At the SMOs, it is generally accepted that the patient is always correct. This makes it easier for the nurses to understand the patients' situations and provide them with better care. The same is revealed in the following statement.

Suppose there is some constipation problem. Nurses here take care of that. Taking care that I am taking certain medicines, even when I do not want to take the medication, but they always insist. They give family-like attention. Very caring. (P-1-F-80)

Descriptive code: Comprehensive and compassionate care

Patients testify to the empathetic care delivery, which is clear from the statement below.

The more caring nature. They are a good organization. I am satisfied with the homecare. My family and I feel relieved as the nurses have become more like a family to us. They take care of the recreational and spiritual needs. (P-1-F-80)

Descriptive code: Holistic care and familial bonding

2.2 Fostering autonomy in homecare: empowering patients for independence and well-being

Self-managed homecare groups prioritize psychological aspects such as empathy and try to make patients independent. Through routine discussion, nurses and nursing assistants record the experiences of patients and their families. Although a patient may claim to be unwell, they may simply be experiencing stress from social issues rather than physical discomfort, if they are made independent sooner, such issues can be taken care of in a better way. In order to better comprehend what is happening and how to treat the patient appropriately, homecare organizations advise paying close attention to the patient's narratives and keeping an eye on any subtle bodily reactions and choose the appropriate ways in which the patients can be made independent to take care of issues that might go unseen otherwise. The emphasis on self-dependence of the patient may range from organization to organization based on various factors, including individual care practices and organizational culture. To improve patient

experience, the QPEE tries to reduce biases that prioritize objective physical symptoms over psychological well-being and experiences by emphasizing the need for empathy, active listening, and monitoring tiny body reactions while making the patients self-dependent for daily chores sooner.

At the SMOs, it is generally accepted that the patient is always correct. This makes it easier for the nurses to understand the patients' situations and provide them with better care. The same is revealed in the following statement.

Nurses are conscious of fast recovery, and the patient does not fall whenever I shiver. They try to make me self-dependent ASAP. I am satisfied with the services. Some nurses are good; others are not, so I get the kind of nurses I like. I go for a morning walk, and my wife never leaves me alone. I take the apple and corn soup and change my food regularly. I have no teeth, so I eat food ground in a mixer. Oats, too, cornflakes. My wife and nurses try to keep me happy and motivated. (P-8-M-86)

Descriptive code: Patient-centered recovery support

My husband was a surgeon and a very learned man. Due to old age, his memory has faded, and he works less efficiently. I facilitate the nurses in helping him write daily, even if it is just his signature, so that he can remain active. The nurse showed me the diary with his writing for the day. Nurses ensure that he walks sufficiently and is interested in seeing news and meeting neighbors. (P-4-M-90)

Descriptive code: Daily patient support active engagement

3. Summary

The data analysis in the homecare industry reveals significant themes that highlight the transformative impact on patient care. The two identified themes, "Homecare and nurturing holistic patient care" and "Empowering patient-centered compassionate homecare ecosystems," signify a shift toward a more comprehensive and patient-focused approach to healthcare. These themes stress the importance of integrating various aspects of health, including physical, mental, emotional, and social well-being, to provide personalized and holistic care to patients. Additionally, the identified sub-themes like "Patient-centered approach: care beyond medical diagnosis" and "*Empathy in homecare*" emphasize key elements such as building trust, fostering meaningful relationships, and showing empathy

towards patients in the homecare setting. These sub-themes demonstrate the dedication of self-managed homecare organizations to go beyond traditional medical practices and prioritize patients' overall well-being by recognizing their diverse needs and preferences.

Specific codes like "Patient-centered recovery support" and "Daily patient support active engagement" exemplify the hands-on and individualized approach nurses and caregivers take to deliver tailored care that addresses each patient's physical, emotional, and social needs. These codes showcase the unwavering commitment of homecare providers in ensuring that patients receive compassionate and personalized care that caters to their specific requirements and enhances their overall wellness. Overall, the chapter provides insights into the intricate experiences of patients in self-managed homecare organizations. By exploring themes, sub-themes, and specific codes that enhance patient experiences, the analysis underscores the vital role of autonomy, trust, and holistic care in improving the quality of care delivery in homecare settings. This approach ultimately contributes to creating a more compassionate and patient-centered healthcare environment that prioritizes each patient's well-being and needs.