

# The Posture of Meaningful Communication

Caleb Gage

# Person-Centred Care

- *“An approach that consciously adopts the perspectives of individuals, families and communities, respects and responds to their needs, values, and preferences, and **sees them as participants in their own healthcare** rather than just beneficiaries.”*

# The Dynamic of Control

Original research

## The dynamic of control: A qualitative analysis of the perspectives of patients and family members with palliative care needs on Emergency Medical Services

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### Abstract

**Background:** Person-centred care requires interdisciplinary collaboration. Within palliative medicine, collaboration is further necessary to meet the increasing global demand for palliative care. One area of developing collaboration involves Emergency Medical Services. However, there remains a dearth of research exploring patient and family member perspectives on Emergency Medical Services in palliative situations.

**Objectives:** To explore perspectives of South African patients and family members with palliative needs concerning Emergency Medical Services use in their care.

**Design:** A qualitative design using individual semi-structured interviews was employed.

**Methods:** Patients and family members with palliative care needs who had previously experienced Emergency Medical Services care for these needs were included. Verbatim transcriptions of interviews were subjected to thematic analysis with an inductive-dominant approach.

**Results:** Ten interviews were conducted. One overarching theme, The Dynamic of Control, and three categories were developed: (1) Loss of control: Heavy burdens of living with chronic and end-of-life illness, (2) Maintaining control: Longings and exigencies in times of suffering, (3) Transferring control: Consequential emergency medical services influence on palliative situations.

**Conclusion:** Understanding the Dynamics of Control in palliative situations is fundamental to the Emergency Medical Services' establishment of a person-centred approach in palliative situations. Practical developments that would allow this approach include alternative care pathways, on-scene information availability, and palliative care education. Including palliative care in Emergency Medical Services education may have benefits beyond improved palliative situation management, as it encourages a cultural shift towards person-centred care.

### Keywords

Emergency Medical Services, palliative care, patient-centred care, qualitative research

# The Dynamic of Control

- *“I’m divorced and remarried. My first marriage didn’t survive the trauma of [son’s] disability. So yeah, that was that was quite difficult. . .my dad has chosen to retire. . .and he pays half of [son’s] fees. . .This places a further financial burden upon him as he has had to take this into account and tailor his retirement due to this factor.”*

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- *“I was getting so frustrated because I was worried about my husband. I was almost ready to jump in the ambulance and try and drive it myself.”*
- *“Allow the family to set the tone. Give the family time to kind of indicate where they are at in their frame of mind.”*

# The Dynamic of Control

- *“But they came and they sort of they treated him and they you know tried to get him stable but there was quite a lot of joking and bantering going on while they were trying to stabilize him.”*

# The Dynamic of Control

- *“Those [EMS providers] actually cried with me. They were absolutely amazing. Such empathy for people that they don’t know. Just, I mean, it touches you very deeply.”*
- *“They just make you feel that you’re in good hands when they are so calming and competent and efficient. Still a highly stressful situation, but they just make it easier, in a big way.”*

# What is the Posture?

- Approaches **teammates**
- Recognises the **Dynamic of Control**
- **Allows** patients and families to **set the tone**
- In short: **Service**