

Experience with Videoconferencing Between Municipal Oncology Nurses and Their Patients

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Objective: To describe the experience of oncology certified nurses (ONC) and their patients' use of videoconferencing (VC) in cancer nursing in primary care.

Design: A qualitative phenomenological hermeneutic design is used to describe the nurses' and

patients' experiences of videoconferencing. This pilot study was conducted in a six months period between 2016 and 2017. Data were collected by means of interviews and field notes.

Setting: Primary care ONCs and patients living in their homes. By means of VC, patients could maintain follow-up contact with the ONCs in primary care via sound and picture.

Participants: Four ONCs and eight patients in three municipalities participated.

Preliminary results: Preliminary results reveal several categories of experiences: technical challenges in municipal health IT systems; ONCs experiencing VC as a useful timesaving tool in care for families with cancer; and patients experiencing the opportunity to have contact with oncology nurses as reassuring.

In setting up the study, technical challenges with access to communications for the nurses via VC were discovered. To solve this challenge, a collaboration between computer technicians connected to the study team and computer technicians in the municipalities, established communication.

ONCs experienced VC as a useful tool in working with patients with cancer living in their homes. By using picture and sound, they could observe patients better than by using a phone or text messaging. They found that by using VC some home visits could be eliminated, saving important travel time that they could use on nursing.

The patients experienced the VC as an opportunity to have contact with the oncology nurse wherever they are in the world as reassuring, and one patient expressed that: 'This VC I should have had when I was

on the sickest’.

Preliminary conclusion: Because of the positive responses given by the patients and ONCs on use of VC in primary care, a new project which also includes ONCs in hospitals is now planned. In addition, a review on the field is also submitted for publication.