



Going Online and Maintaining the Multi-Professional Team Approach

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Conclusion

- The combination of online family conversation and simultaneous online live supervision enables positive outcomes for families and the team
- Online pre- and post- sessions and the team's background presence support the counsellor and enable high-level family conversations
- Online family conversations and team collaboration are effective when pace and communication style are adapted to the online setting (Rohr, N., 2022)
- Alleviating suffering is possible by creating a context for change (Wright & Bell, 2021)
- Despite geographical and physical distance families can speak about difficult topics with professional support

Background

- The Covid-19 pandemic limited health professionals meeting directly with families, as well as limiting sharing within families
- Since then, the multi-professional team of the Family Systems Care Unit has also been meeting with families online, while conducting face-to-face online supervision for health professionals

Challenges

- Lack of body-to-body interaction (Turkle, 2020)
- Feelings of frustration or shame when digital literacy is lacking (Rohr, 2020)
- Setting must be prepared: stable internet- connection, end- to- end key- software (Weinberg, H., 2020)
- An informed consent clarifies the rights and obligations during the interview and for the recording

Opportunities

- The families' experiences can later benefit teaching and research
- Range extension, no travel time
- Mutual support in dealing with digital skills across generations
- Disturbances must be addressed and relation to current dynamics of the group support all members (Rohr, N., 2022)
- Family clinicians benefits from their support team
- Collective waiting rooms before and at the end of a session offer all participants the opportunity to arrive in time before and allow for farewell afterwards

Discussion

- Further research on family care online conversations is necessary, on specific elements of online group sessions, such as building cohesion and therapeutic presence online, and into how the working partnership and cohesion are formed in online groups compared to face-to-face groups

Thanks to the feedback of the multi-professional team in the post-session, I feel encouraged in my work. (Family Clinician, 2021)

I feel less helpless, less powerless and more connected by being able to contribute to solutions in the family. (Daughter, 49 years)

