

Exploring the role of temporal structures in experiences of chronically ill patients and their relatives

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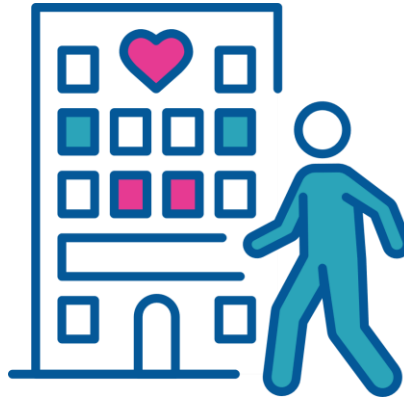


INTRODUCTION

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- The value of healthcare service delivery goes beyond clinical outcomes, the experience of patients has become very important (Doyle et al., 2013).

➡ Increased interest in **the subjective side of time**



CONCEPTUALIZATION OF TIME



OBJECTIVE TIME

"What time is it?"



SUBJECTIVE TIME

"What time do you think it is?"

INTRASUBJECTIVE TIME

Individual meaning

INTERSUBJECTIVE TIME

Shared meaning

Unidirectional



Homogeneous



Absolute



Cognitively cyclical



Heterogeneous



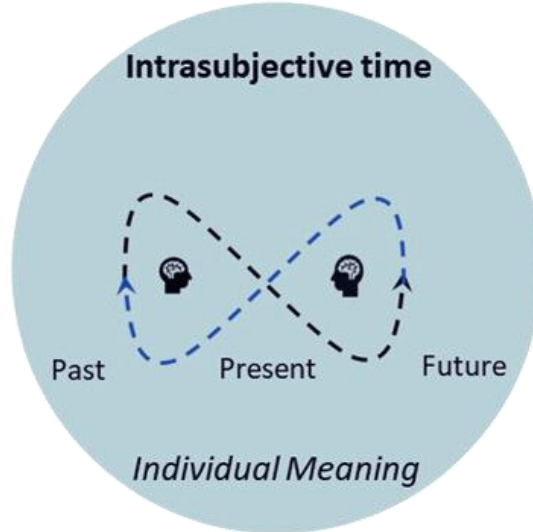
Interpretative



a.o., Carlson et al. (2019), Shipp et al. (2009), Shipp and Jansen (2021), etc.

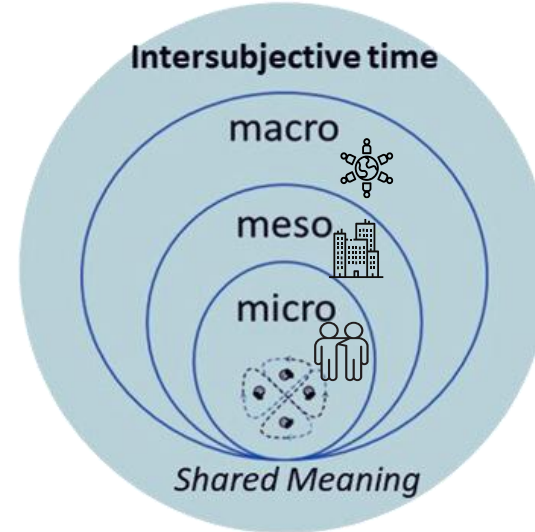
CONCEPTUALIZATION OF TIME

“Subjective time is the experience of the past, present and future which occurs as



individuals

or



collectives



mentally travel through, perceive, and interpret time.”

Shipp and Jansen (2021, p.8)

TEMPORAL STRUCTURES

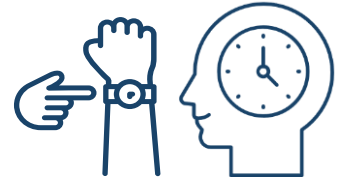
- **Temporal structures** are patterned organizations of time used to manage, comprehend or coordinate time (Orlikowski and Yates, 2002).
- Patients are confronted with multiple temporal structures from within and outside the hospital.

 Experience



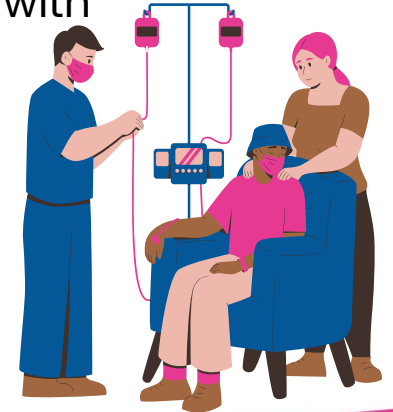
TEMPORAL SCHEMATA

- **Temporal schemata** are generalized cognitive frameworks that give form and meaning to experiences related to time (Labianca et al., 2005).
- Patients may adjust their pace or timing of an activity to synchronize with temporal structures = **entrainment**
 - Level of entrainment depends on **compatibility** between temporal structures and temporal schemata



AIM

- Exploring how **chronically ill patients and their relatives experience time-related factors**
 - Objective characteristics: e.g., duration, pace, etc.
 - Subjective characteristics: e.g., prior visits, interactions with caregivers, imagined future, etc.
- Call for more empirical studies on patients' experience of temporal structures (Pedersen and Obling, 2020).






METHODOLOGY

DESIGN AND DATA COLLECTION

- **Exploratory–descriptive qualitative** research
 - **In-depth semi-structured interviews** with
 - Chronically ill patients (n=52)
 - Oncology
 - Crohn's disease
 - Kidney failure with dialysis
 - Close relatives (n=6)
 - Employers and occupational health expert (n=3)
 - Patients' **diaries** (n=9)



DATA ANALYSIS

- Audio-recorded  verbatim transcription
- **Abductive thematic analysis**
 - Nvivo software
 - Braun and Clarke's (2006) six-phase model

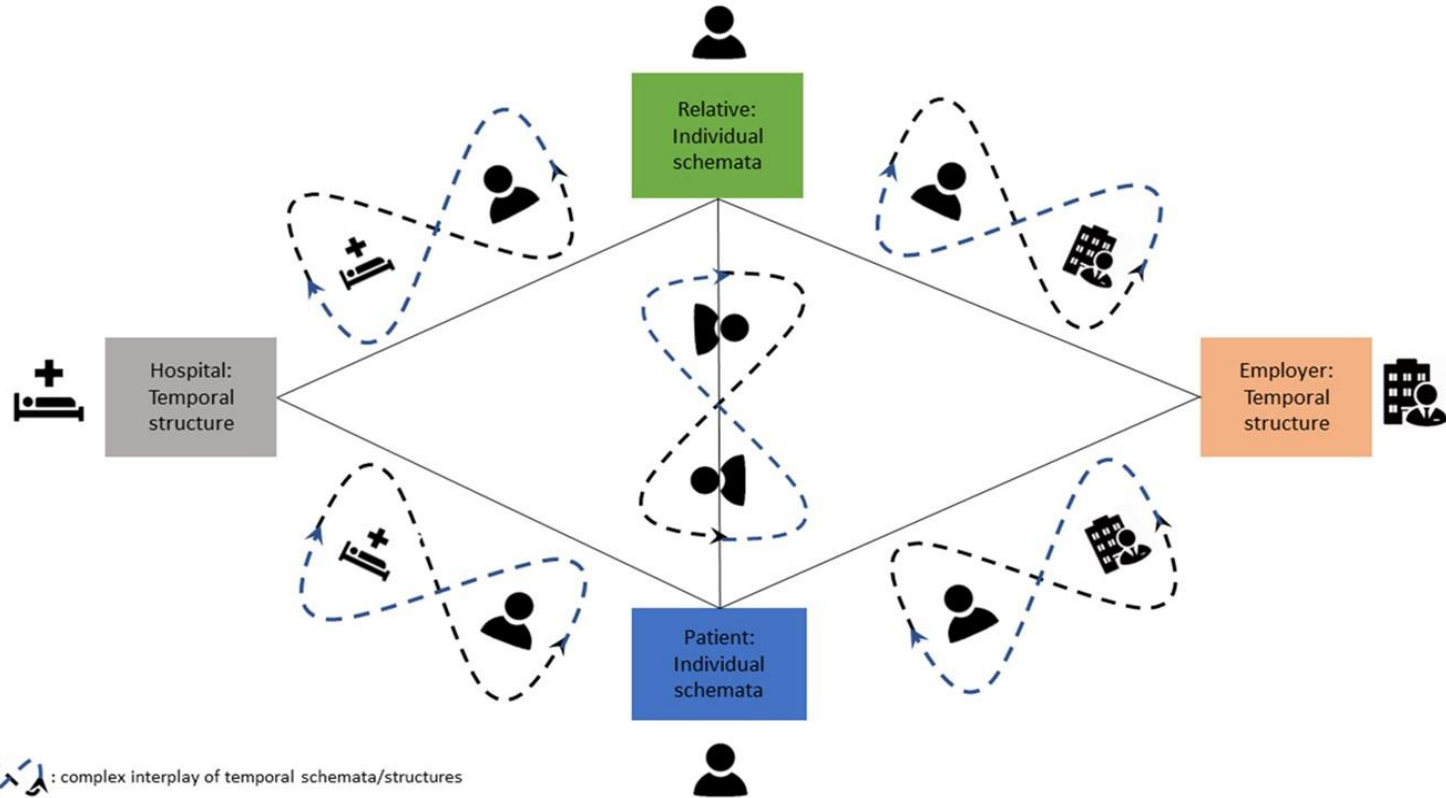





FINDINGS

How time plays a role
in the experiences of chronically ill patients

INTERPLAY BETWEEN INDIVIDUAL TEMPORAL SCHEMATA AND TEMPORAL STRUCTURES



INTERPLAY BETWEEN INDIVIDUAL TEMPORAL SCHEMATA AND TEMPORAL STRUCTURES

- In case of conflict  variation in reactions of patients
 - Adaption or *entrainment*
 - *Resistance*
- Patients experience little say in setting appointments
 - Depends on physicians' availability

"Early appointment, getting up early, I'm not a morning person"

Hospital:
Temporal
structure



Patient:
Individual
schemata

INTERPLAY BETWEEN INDIVIDUAL TEMPORAL SCHEMATA AND TEMPORAL STRUCTURES

- Patients and relatives share temporal schemata through a process of social influence and negotiation.



“All of a sudden I get a phone call and my daughter [patient] asks me to come over. If she’d told me before, I’d agree, but my father is in a residential care center and I visit him on Saturday.”

Relative:
Individual
schemata



Patient:
Individual
schemata

INTERPLAY BETWEEN INDIVIDUAL TEMPORAL SCHEMATA AND TEMPORAL STRUCTURES

"My husband took me to the hospital and then drove to his job. I always walked into the hospital alone."

"In the morning I brought her [wife, patient] to the hospital, which was close to my job. I could easily go back and forth from work and could make sure that I was back in the hospital in the afternoon to pick her up."

Hospital:
Temporal
structure



Relative:
Individual
schemata

INTERPLAY BETWEEN INDIVIDUAL TEMPORAL SCHEMATA AND TEMPORAL STRUCTURES

- Hospital appointments may be in conflict with work obligations

“The only thing that worries me sometimes are my days off work. The hospital secretary plans appointments like it is just going to suit me... Like it does not matter to me when I undergo a scan or something. I get a scan every two or three months, if that is always at times that I work... I always have to say to my boss: ‘I’m not coming again’. And actually, I do want to work, I already can go so rarely.”

Patient:
Individual
schemata



Employer:
Temporal
structure

INTERPLAY BETWEEN INDIVIDUAL TEMPORAL SCHEMATA AND TEMPORAL STRUCTURES



"I sort of took over housekeeping so that she [wife, patient] could rest more. So, I took time off at work to take care of her and the house."

Relative:
Individual
schemata

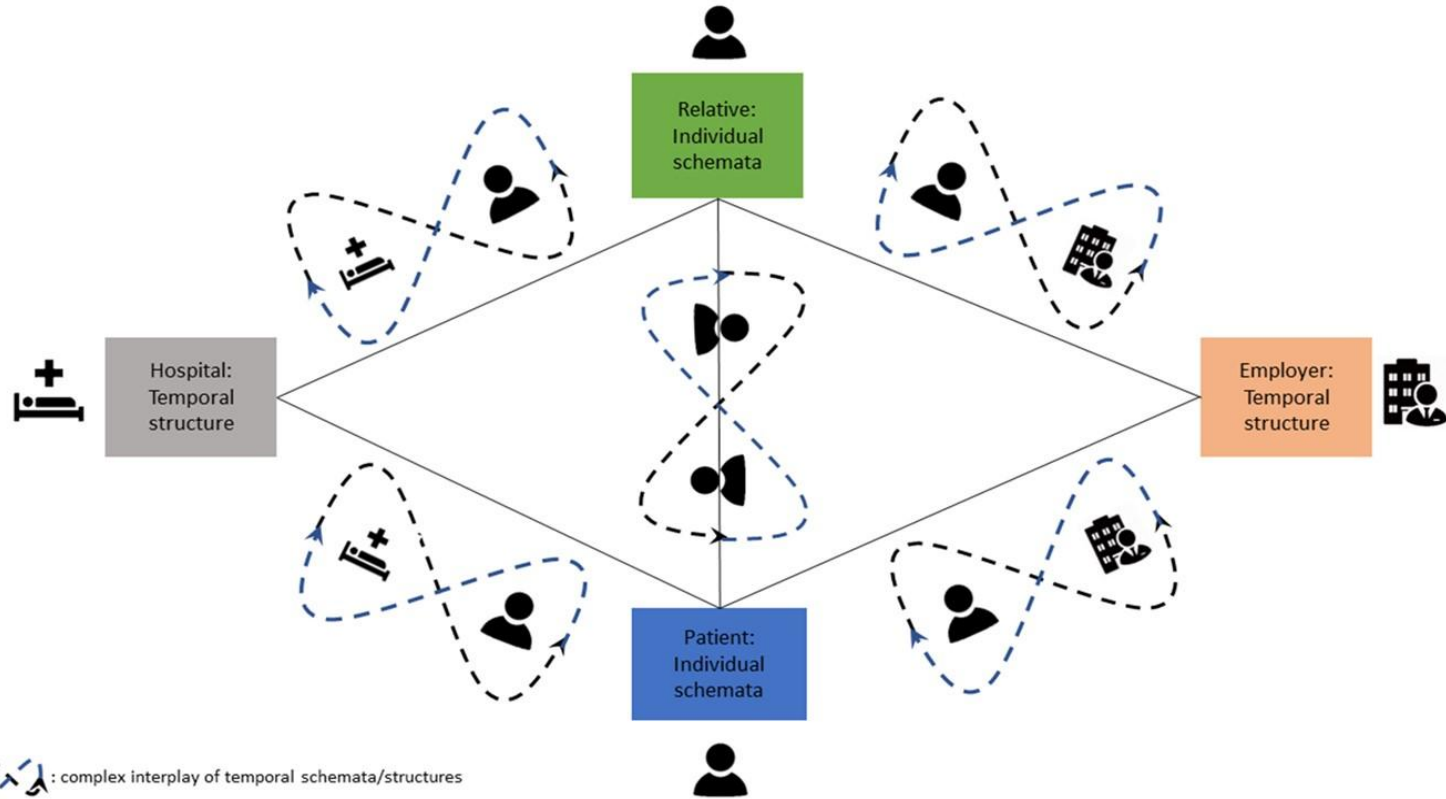


Employer:
Temporal
structure



DISCUSSION

COMPLEX INTERPLAY OF INTERSUBJECTIVE TIME DYNAMICS



MANAGERIAL IMPLICATION

- When designing **temporal structures** (e.g., appointment systems), organizations must consider:
 - *Patients* and their relatives are embedded in
 - *A complex network* of temporal schemata and structures
 - Inside and outside the hospital
- As it has an effect on their **experience**



FURTHER RESEARCH

- Exploring intersubjective time in all relationships within healthcare ecosystems
 - Patients
 - Physicians and other caregivers
 - Informal caregivers
 - Employers

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THANK YOU

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