

Exploring the decision making experience of caregivers -

'when my child is sick'

Philip Dovey (he/him), RN

University of Northern British Columbia

phil.dovey@unbc.ca

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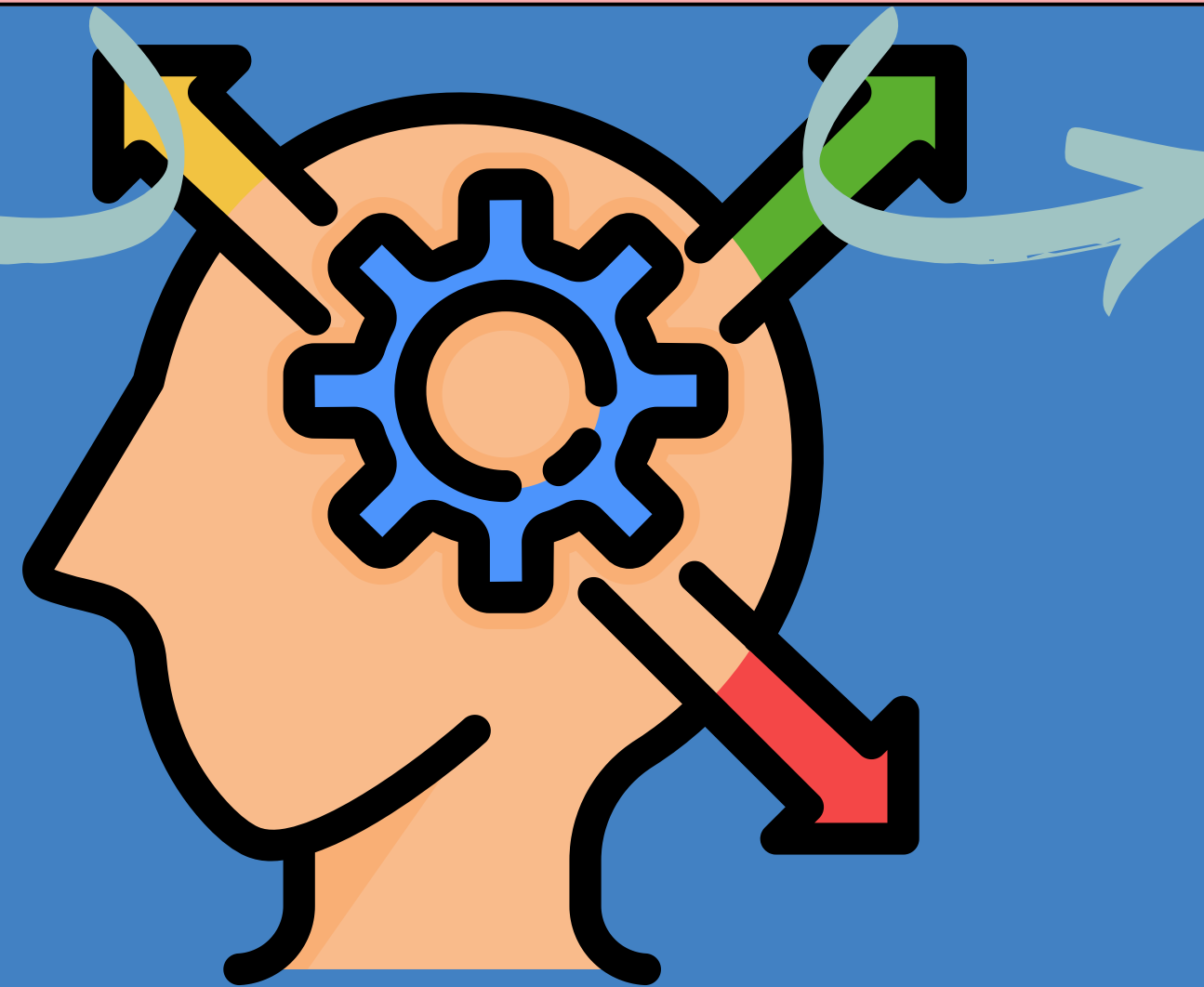
Take for an Assessment?



Where do I go?
Is there anywhere to go?
How do I get there or afford to travel?
How busy is it?
Am I wasting someone's time?
Will I receive the right diagnosis or good advice?

What do we know?

- Pressure on Emergency Departments is high.
- Children under 5 years have the highest rates of presentation to the Emergency Department.
- There is no agreement on the definition of "non-urgent" presentation.



Manage at Home?



Where do I go for information?
How do I know if the information is trustworthy?
Is the information accessible?
How do I assess my child?

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Why do parents bring their children to the emergency department?

- Young age of child.
- Easier than/no access to Primary Care.
- Perception of higher quality of care.
- Perception of severity of illness.
- Looking for reassurance and advice.
- Hoping for a second opinion.
- Challenges with health literacy.