

**PROVISION OF SERVICE AND EXPRESSED ANXIETY AND
UNCERTAINTY BY HEALTH VISITOR
WITH DIFFERENT BACKGROUNDS**

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The backgrounds of health visitors employed by local governments on part-time basis to provide nursing service vary greatly. An analysis was made to find out how their backgrounds influence their perception of their role as the health visitor, their attitude towards home health service, and the kinds of jobs they find difficult to perform with ease.

The data used in this analysis were reorganized from those in JNA Research Report No.26, entitled "Study on the Actual Status and the Perception of Health Visitors Employed by the Local Health Authorities".

The background factors employed in the analysis were age, license, professional experience (length of service and setting of practice), inactive period before returning to visiting nursing service, and length of service in current employment.

The findings from the analysis revealed that the difference of backgrounds contributed greatly to the degree of devotion to the work and of perceived anxiety and uncertainty about continuing their current jobs. There is an explicit need to establish the system to provide refresher courses and counseling and advisory services to those engaged in visiting nursing service.

Those who are young and inexperienced in community nursing service find it difficult to realize what kind of problems the patients at home have and to assess what type of care is needed by them. Unless directed clearly what kind of treatments has to be provided for a particular patient, a health visitor may not know what she should do at the patient's home, or she may tend to do without knowing the kind of things that are not welcomed by the patient or his/her family members. Refresher training or advisory service to those health visitors should be planned by taking these points into consideration.

Those patients who are in need of home care are mostly elderly people and they usually do not show much progress for better. Health visitors are likely to lose positive attitude in their work when they have served in this setting for three or four years.

The public health nurse who is in supervisory position would not have very close contact with them at this stage because she would depend on them as experienced health visitors. This stage is, however, a very critical period for health visitors. If they can overcome this crisis they would be able to stay on the job to provide better nursing care, and if not, they would quit at this point. Therefore it would be appropriate to provide opportunity of further training at this period.

Health visitors in their fortieth and fiftieth are most competent to better assess the needs of patients and family members and to better perform their roles. The better is their understanding of patients' and family problems, the greater is their anxiety and uncertainty about their jobs. It is particularly conspicuous with those in their fortieth. They should be given more opportunities to talk with their peers, public health nurses and other category of health workers with whom they work with.