

# A study on the expert's support method in the making of individual or community support system —From the viewpoint of public health nurses—

Harumi HARADA

Prefectural University of Hiroshima Faculty of Health and Welfare

**Key Words:** system of support, expert support, public health nurse, human relationship

## 1. Suggestion of the issue

The function of mutual aid in the prewar community weakened, leading to the systematization that a nation and local self-governing body support as a responsibility. However, it seems that formal system is not enough to solve people's diverse life problem and to realize one's desired life. "Community support system for strength and weakness" (Uramitsu: 2005) is required and for that, experts who provide specialized knowledge, technique and proper information for residents supporting and supported. In addition to it, it is important that they have the ability not only for individual support but also for social network.

Up until now, public health nurse worked as the original duty that makes life support systems with the community residents starting with individual cases. There was times when the system was developed to new systems. The systematization of these public health nurses' long and diverse experiences of connecting and supporting individual and community issues stimulates in making of support systems not only by public health nurses but also by other experts. Moreover, this study is meaningful in the way that experiential knowledge is shared socially and improves issue solving ability and cooperation ability of community residents in the process of support by

experts.

This thesis develops a model of forming human relationship for public health nurse, which is an expert in making desired support system of individual and community. Present educational program, in which the making of the system is feasible, is also developed.

## 2. Study1

Here, the method and the process of forming human relationship that public health nurse used in making support system for people with mental disorder are clarified. The characteristic is considered, using quotes by Duck (1998) for support.

The result of analyzing interview data of skilled public health nurse, utilizing M-GTA developed by Kinoshita (1999, 2003) qualitative inductively, was abstraction of 29 notions that relate to the method of forming human relationship. 4 categories were formed: the method of creating warm human relationship, the method of creating calm and objective relationship, the method of keeping good relations with others, the method of keeping appropriate mental distance. Public health nurse forming a good relationship between people with mental disorder and supporting them to create relationship with others was the process of forming human relationship. Forming relationship progressed in a circle. It was repeated every time new subjects came up, deepen and spread. In the process of forming and keeping relationship, it was necessary

to utilize categories and concepts properly and the judgment was effected by the past support experiences.

The concept and the integrated figure of categories found by experiential knowledge let the public health nurse make the decision easier. The low-ranking code of concept is also useful as concrete skills of forming human relationship. Compared to Duck (1998), there are characteristics for public health nurse in forming human relationship; judgment of starting relationships, method of deepening relationship without showing oneself, meaning of systematization, the way in keep relationships.

### 3. Study2

Here, the method and the process of forming human relationship that public health nurse used in making the community support system are clarified. The characteristic is considered, using quotes by Caplan (1974) for support.

The result of analyzing interview data of skilled public health nurse, utilizing M-GTA qualitative inductively, was abstraction of 37 notions that relate to the method of forming human relationship. 5 categories were formed: before making relationships, inner relationship making, outward relationship making, keeping relationships and developing new ones, valuation of the formed relationship. Forming of human relationship and accumulation of those experiences were strengthened, deepened, and spread out in the development of repeating in a circle, which were the continuing process.

The concept and the integrated figure of categories found by experiential knowledge let the public health nurse make the decision easier. Compared to Caplan (1974), there are characteristics in system making support by public health nurse; the way to grasp issues of individual and community, the position of support, the result aimed by the supporting experts, the way to grasp the maintenance and expansion of relationships.

### 4. Study3

Here, the formative concept and structure of ability in building human relationship for public health nurse, as an expert in making the support system, was clarified and the relation between the development and experience was examined. Data was collected using research paper of standard, years of experiences and the content of experience, relating to the human relationship making ability from the result of study1 and 2, targeting administrative public health nurse. Analysis of Searching Factor and Analysis of Dispersed Structure were used for analyzing the structure and Analysis of One Factor Dispersion was used for examining the effect by years of experiences.

Examined through Analysis of Searching Factor etc, the formative concepts of ability in building human relationship for making individual support system were the following 10: making everything a chance, using professional knowledge and techniques, centering the clients, acting calm and resolute, having trust in the clients, adjusting the mental distance between the clients, involving others, empowering, supporting concretely, keeping good relations. These abilities were affected on years and variety of experiences, as the result of path analysis by Structural Equation Modeling. The time when the abilities grow was different, as the result of Analysis of One Factor Dispersion. Score considered, it was suggested that low-scored ability in the beginning does not improve even though experiences are accumulated later. The drop of score in the middle early part is related to integration of abilities and the establishment of identity as an expert.

As the result of analysis of Search Factor, formative concepts of ability in building human relationship for making group support system was the following 10: to have belief and confidence in one's work, to commit oneself to residents and community, to look back oneself as an expert, to make the base of supporting relationship, to gather one's companion, to pull out resident's individualities, to get public and

professional institution involved, to get community's resources involved, to support deepening and extending relationship, to keep supporting resident's individualities, to reconsider the relation between resident and public health nurse, to evaluate the support relationship formed in the system. As the result of path analysis by Structural Equation Modeling, these abilities were affected only by diversity of experiences, not by years of experiences. In the acquisition of the forming human relationship ability, accumulation of diverse experiences and the integration are important.

### **5. Examination of the factor of desired community system**

Here, based on the result of study1 and 2, from the viewpoint of empowerment and public health nurse as an expert, the formation of desired community system and the support method by experts.

The factors of desired support system seen from supporting experts were the following 8: to give abilities, to promote resident's participation, resident's independence, to be aware, to accept the form of diverse autonomies, to consider connecting support of individual and group, to support by expert's coactions, to support based on forming human relationship.

### **6. Development of forming human relationship model on structuring expert's support**

Here, based on the result of study1, 2 and 3 and the examination of the factor of desired community system, from the viewpoint of public health nurse as an expert, forming human relationship model in support structuring was developed.

This model has 2 stages, stage of individual and stage of group. Through the ability of forming human relationship each person has, this model progresses inner to outward relationship making, keeping and developing relationship. Desired support system is evaluated as result of the process of forming human

relationship. Dealing with the subject of two stages and the ability of forming human relationship is related, and there are times when the stages change by the situation. These are judged from the following 3: to adjust the mental distance with the clients, to reexamine the relationship between residents and public health nurse, to evaluate the mutual support relationship formed in the system. These experiences and formed human relationship are accumulated "before making relationship" and have the characteristic in the circling development, affecting the later system making and forming human relationship.

Developed model of forming human relationship is valid, based on the positive study and the model and data relating satisfactorily. This model is practical, simply explains the theory behind and shows the concrete order of support practically.

### **7. Development of current education system of public health nurse related to ability in forming human relationship**

Here, considering the result of study 1,2 and 3, the factor of desired community system and the developed forming human relationship model, present educational system of public health nurse is developed. On developing, public health nurse's experiential knowledge was seen as a phantasmagorical career proposed by Hall (2002) and was based on 6 approaches (Kern, Thomas, Howard & Bass, 1998) for developing educational program.

This present educational program is focused on the ability of forming human relationship by public human relationship, commits in experiential knowledge, supports the combination of experience, and includes the viewpoint of empowerment.

### **8. Evaluation and significance**

#### 1) Evaluation

6 issues suggested in this study were clarified from the viewpoint of public health nurse as an

expert. As a result, many suggestions were achieved: characteristic of forming human relationship as basis of expert's support, meaning and importance of supporting experiences, and the meaning of necessity and system making by expert's support. Until now, there was not any study of showing the process of system making by expert's support from the viewpoint of forming human relationship so it could be said that these results are meaningful.

## 2) Significance

### (1) Theoretical contribution

In this study, model of forming human relationship by public health nurse as system supporting expert was developed. This model would be the basis of support model development for other experts.

### (2) Practical contribution

The developed model is a practical model. It shows experiential knowledge, which was abstract

and difficult to see, as knowledge and technique that could be transmitted. It would be a "guide map" when supporting and make the judgment easier for public health nurse with little experiences. In addition, it shows how public health nurse make community system. The clients would understand the work of public health nurses and they would achieve accountability. The present educational program developed on these results would contribute to planning present educational system for public health nurse.

From these points, this study is meaningful in improving the support quality provided by public health nurse.

### (3) Social contribution

It would improve resident and community's ability and contributes to making system that residents different from the prewar mutual aid would support residents.

## References

- Caplan, G. (1974). *Support Systems and Community*. New York: Behavioral Publications.
- Duck, S. (1998). *Human Relationship Third Edition*. London: Sage Publications.
- Hall, D. T. (2002). *Careers in and out of Organization*. Boston: Sage Publication.
- Kern, D. E., Thomas, P. A., Howard, D. M., Bass, E. B. (1998). *Curriculum Development for Medical Education: A Six Step Approach*. Baltimore: The Johns Hopkins University Press.
- Kinoshita, Y. (1999). *Grounded Theory Approach - Recover of a qualitative positive study* - Tokyo: Koubundou
- Kinoshita, Y. (2003). *Practice of Grounded Theory Approach - Invitation of a qualitative positive study* - Tokyo: Koubundou
- Ure, M. (2005). Community power for supporting strength and weakness *CEL*, 73, 43-46.