EXPLORING THE LIVED EXPERIENCES OF THE ADMINISTRATIVE STAFF OF A LONG-TERM CARE FACILITY: A PHENOMENOLOGICAL APPROACH

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Abstract

Navigating the admissions process into a long-term care (LTC) facility may be challenging or confusing to many individuals. The process of admission of typically older residents has been examined from the perspectives of the residents and their family/caregivers. However, the viewpoint of the administrative staff directly involved in this process has been left relatively unexamined, especially within the Canadian context. The central focus of this proposed research project is to explore the perspective of the administrative staff working face-to-face with typically older persons and their family members/caregivers, with particular attention to the admissions process. As stakeholders in the admittance process into LTC facilities, this research project employs a phenomenological approach in answering the central question of: What are the lived experiences of LTC administrative staff working with families/caregivers during the admissions process? Qualitative methods, specifically semi-structured interviews, will be used for collection of data. The findings from the analysis of these experiences may offer recommendations related to improving the admissions process for all involved, especially administrative staff who are on the frontlines of complex decision-making with regards to the long-term care.