

REQUESTING IN HOSPITAL NURSES' UNSCHEDULED INTERPROFESSIONAL INTERACTIONS

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SUMMARY

Requesting consists of asking someone to do something, responding to the request and dealing with the response. Ubiquitous in everyday life, this interactional activity is closely related to the distribution of agency and responsibility, social cohesion and human sociality (Drew, Couper-Kuhlen, 2014; Enfield, 2013). Language and bodily conduct are crucial resources and are distinctly shaped when requesting compared to, for instance, begging or ordering. They take forms that index and contribute to the production of the legitimacy and grounds of the request, the degree of entitlement of the requester, the distribution of costs and benefits, and obligations to assist and rights to decide (Drew, Couper-Kuhlen, 2014).

The projected research examines requesting in hospital nurses' unscheduled interprofessional interactions. Occurring on an as-needed basis, these interactions are crucial for teamwork coordination and provision of care (Burm, Boese, Faden et al., 2018), and are strongly oriented toward enlisting coworkers and getting them involved in action (Conn, Lingard, Reeves et al., 2009). In this context, requesting is entangled with issues of division of labor, professional boundaries, cooperation and solidarity (Allen, 2001) and the specificities of distributed teams achieving closely interrelated activities under the pressure of time and material constraints (Reddy, Dourish, Pratt, 2006). The projected research tackles two interrelated questions: 1) How is requesting in hospital nurses' unscheduled interprofessional interactions sequentially organized, on the spot and in real time? and 2) How is requesting connected to the social organization of nurses' interprofessional practice at the hospital? We specifically examine formal features of request sequences (position, components, formats, order) with regard to distribution of agency, professional identities and relationships, and material constraints. Ultimately, we pursue the identification of distributional patterns of such features across participants, the objects of requests and the interactional environments in which they occur (Haakana, Laakso, Lindström, 2009; Sidnell, 2009).

In terms of methods and data, conversation and multimodal analytic approaches are deployed for the collection and analysis of audio and video recordings, supplemented by ethnographic data, documenting requesting activities in several hospitals, involving nurses in contact with a wide variety of healthcare professionals.

This 48-month project will lead to a dissertation by compilation of articles in Sociology at the University of Fribourg and several oral communications and publications at scientific and professional venues. It includes collaboration with the University of York (England). On a scientific level, the project contributes new knowledge about the organization of requesting in work interactions and the concrete practices of hospital personnel when communicating and working together, in a diversity of collaborative situations. On a practical level, it provides insight to further nurses' interprofessional training and practice in ways that take into account the potentialities and constraints of the hospital workplace.