

Whitebook

1.162 Nurses about their passion

2023

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Indispensable

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Foreword

A man stands on two legs. In 1982 I stood on the somewhat gloomy right leg and then made the Blackbook of Nursing, called Blackbook. The Blackbook indicated what, according to nurses and caregivers, are the consequences of the shortage of staff that existed in 1982.

Now in 2022, 40 years later, I stand on the raised left leg and have created the Whitebook 2023. This Whitebook aims to counterbalance the often gloomy coverage of nursing and care giving in the daily newspapers. In the daily papers, you mainly read about what is not going well within the profession of nurse aides, caregivers, nurses and nurse practitioners. The newspapers are writing about work pressure, poor salaries, staff shortages, lack of control, violence against caregivers and the departure of professional colleagues from the profession. This is (partly) true, and these problems need to be and are being worked on hard by professionals.

The other reality is that there are many aides, caregivers, nurses and nurse practitioners and students for these professions, who practice their profession with pride and pleasure. They know very well why they practice their profession or are training for it. They are well aware of the importance of caring for caregivers, for other professions, for health care and for our society.

This Whitebook 2023 presents 1,162 healthcare professionals (graduates and students) talking about their profession. They wrote down the reasons why they are proud and passionate about it. Most of this Whitebook contains quotes from the answers to five questions, which I asked them. These quotes speak for themselves; interpretations are unnecessary.

I dedicate this Whitebook 2023 to my peers and students and my prematurely deceased dear friend and fellow nurse Theo Dassen, with whom I created the Blackbook in 1982. I hope the Whitebook 2023 contributes to a positive image of health professions in the media and provides inspiration to my many colleagues while practicing their beautiful profession.

Aart Eliens, non-practicing nurse, nursing scientist
Initiator and creator of the Whitebook 2023

Are in the
frontline

Reading guide

Whitebook 2023

How do you read this Whitebook? This is a book that you leaf through and read. The Whitebook is helpful in clarifying or discovering what drives you to practice your profession. For students who are at the start of their careers in healthcare, the book can provide inspiration for the formation of a clear professional image.

Nurse aids, nurses and advanced practice registered nurses were asked five questions:

- 1 What is great about your profession and what are the reasons why you, as a healthcare worker or student, are carrying out your profession with satisfaction?
- 2 What is the value of nursing and caring for the care recipient?
- 3 What are the benefits of nursing and caring for the professional groups (doctors, dieticians, physiotherapists, etc.) with whom nursing staff work?
- 4 What is the value of nursing and caring to society?
- 5 Can you indicate in one word what is the core or the beauty of your profession?

Each chapter begins with a short introduction in which I summarize all the responses to the question discussed in that chapter. A table lists themes that are often mentioned and the number of responses from respondents to this theme. Then you read a series of striking and beautiful quotes from the 1,162 responses to this question.

At the end of the Whitebook you can read in more detail why I created it and I give an account of my working method in making the Whitebook.

Finally, the respondents who have their say in this Whitebook 2023 belong to the professional groups of nurse aids, nurses on two levels and advanced practice registered nurses. No distinction is made between students and graduates.

For the readability of the text, I use the words nurses and caregivers or respondents to indicate the total group. I use the terms client, care seeker and patient interchangeably.

When there is a number in parentheses, it refers to the number of times a comment was made by the professionals who answered the five questions.

At the end of the Whitebook you can read in more detail why I created this Whitebook and I give an account of my working method in making the Whitebook.

Priceless
value

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The value of nursing and care for the care recipient

Below is a brief explanation of the themes into which the responses of the 1,162 respondents are divided. I will first mention the theme and then give a summary of the quotes belonging to this theme. When there is a number in parentheses, it refers to the frequency with which comments within this theme were made by the respondents. This is followed by a series of quotes taken from the respondents.

The following is about the question of what the value of nursing and care is for the care recipient.

Table 1
**Value of nursing and care for
the care recipient**

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Working from a clear vision

Nurses and caregivers indicate that working from a vision is of value to care recipients (359). This is explained in various ways by the respondents. It is mainly about meeting the wishes and needs of the care recipient by the care provider. This means connecting with the values of that care recipient and accepting those values without judgement.

Terms such as 'demand-oriented work', 'experience-oriented work', 'resident-oriented work', 'warm care', 'person-oriented care', 'pampering care', 'loving care' and 'working from positive health' give substance to this vision.

Another aspect of this vision is shared decision-making and thinking in terms of possibilities. The respondents indicate that the biography or biography of the care recipient is important. That biography can offer starting points. As a nurse you know what is important to a care recipient, what his or her values and interests or hobbies are, and that can be important in giving substance to the care.

It is often mentioned that not only the care recipient is involved in the contact, but also the people around the patient.

The importance of holistic work that is mentioned (64) is looking at the whole person, at the physical, psychological, social and spiritual functioning of the care recipient. It is written that you should look at the whole person, instead of just at the disease (so not 'that hip or kidney in room 6').

Promoting well-being is also regularly mentioned as a valuable aspect of nursing and caring (20).

Contact

Contact between the care recipient and the nurses and caregivers is considered to be of great value to the care recipient (273). The 1,162 respondents explain this in various ways. Contact means that the patient can share his story with the nurses and caregivers, and that the patient is heard and really seen. Many respondents note that listening carefully to the patient is essential in their profession. Being heard means that the care recipient can 'make his own choices for his health'.

Through this contact, the patient notices that he is not alone, that there is someone who helps you to feel better and that someone stands by your side.

Contact has other aspects, namely that the patient is taken seriously and that there is interest in the patient.

A number of respondents wrote in short: 'you just have to be there for the (lonely) care recipient. The patient experiences support in the contact with the care provider and can then resume life. Respondents indicate that nurses and carers have a low threshold, which makes it easy to establish contact between the care provider and the patient.

Quality promotion

The work of nurses and caregivers is of value to the care recipient because it contributes to their quality of life (79).

Nurses and caregivers carry out a variety of activities to improve the quality of their care (129). Examples include: training and professional development to keep knowledge and skills up to date, introducing new developments in healthcare and measuring how patients perceive the quality of healthcare.

The importance of safe care is mentioned (29) and the importance of maintaining motivation to provide good care.

Care should be efficient and based on three sources of knowledge: scientific knowledge, the experiential knowledge of nurses and caregivers and the preferences of the patient.

A number of respondents indicated that quality of care is usually about small things: a smile for a resident, putting a hand on a shoulder. But also listening to music together, giving people a nice day, drinking coffee together, using humor and looking at the flowers in the garden together. Someone writes: 'Nurses and caregivers facilitate the experience of pleasant moments'.

Support vulnerable people

Nurses and caregivers indicate that they are of value to vulnerable people (157). Nursing situations are mentioned in which people experience emotional matters and are there at intimate and difficult moments. One respondent noted that nurses and caregivers are there unconditionally for people who have been excluded from society for all kinds of reasons, for example, because of their psychological vulnerability or because they are homeless. Home care workers indicate that their (temporary) presence with the care recipient 'represses loneliness for a while'. Nurses and caregivers describe the importance of terminal care to provide people with a dignified end.

Recovery

According to the respondents the value of nursing and care is also related to promoting recovery (139). This is about becoming completely healthy if possible.

The value also lies in supporting the care recipient in learning to live with the consequences of illness (59). The respondents mention interventions such as supporting the patient to accept loss of bodily functions, supporting people during their illness, standing next to the patient and offering tools for dealing with the consequences of illness. Home care workers mention the importance of combining care and treatment (medical) in their work.

Interventions that benefit the patient

Respondents cite numerous interventions or actions by nurses and caregivers that are of value to care recipients (125). Here is a summary of these interventions: advising, supervising, practicing, informing, training, supporting, motivating, informing, entering into relationships, prevention, strengthening health skills, nursing techniques, early detection, translating the doctor's policy, being an intermediary between other care providers and the care recipient, acting in acute situations, guiding parents and children, potentiating medical treatment, offering comfort, humor, offering hope and something to hold on to, relieving pain, being a source of support, promoting well-being and talking about taboos. A number of respondents emphasized the significance of palliative care for the patient (15).

Promote self-direction

Promoting self-direction is an intervention that is mentioned so often (121) that a separate explanation is given here. Self-direction is about promoting the independence and autonomy of the care recipient, about learning skills that enable the care recipient to deal better with illness and disorders. Respondents write that you need to empower care recipients when they are going through a difficult time.

According to the respondents, promoting self-management is done by allowing the care recipient to participate in networks or by supporting him or her in doing so. These networks can be the family, but also a job or society.

According to the respondents, self-management is also about promoting the self-esteem of care recipients and empowering them and giving them perspective, which can lead to self-regulation and acceptance. Someone writes that nurses and carers are a bridge that the care recipient can cross to gain independence.

Priceless

A number of respondents (105) succinctly characterize the value of nursing and care for care recipients as 'invaluable'. They say that nursing and care are good or even indispensable for care recipients and that this gives them the help they desperately need.

Take over self-care

Nearly one hundred (91) respondents emphasize the value of taking over the self-care of a patient when they are no longer able to do so in whole or in part. Complete takeover of self-care occurs during acute care or when the care recipient is ventilated. Respondents indicate that they choose to take over (parts of) self-care, so that the care recipient has energy left over for matters that are considered very important by the care recipient, such as working on recovery or mourning. Finally, respondents emphasize the value of stimulating self-care by care recipients, so that self-care capacity is restored.

Care in your own environment

From the perspective of home care (68), the value of nursing and caring is mainly seen in allowing clients to stay at home. 'Without us, clients cannot stay at home' is mentioned a number of times. Other respondents indicate that the arrival of a helper, caregiver or nurse is often a highlight of the client's day. Outpatient treatment in mental health care is mentioned as a valuable point, as is the fact that by supporting people to continue living at home, these clients remain involved in society.

Being of significance to the care recipient

A number of respondents emphasized that the value of nursing and caring mainly lies in being meaningful to patients (46). In this context, the value of attention to meaning is mentioned.

Continuity and coordination of care

According to the respondents the value of nursing and caring lies in offering continuity of care (36). Nurses and caregivers are available 24 hours a day, seven days a week and, they are the point of contact and support for the patient. Continuity means that care is provided without interruption and remains tailored to the care recipient during the transition from one care provider to the next.

Because of their coordinating role (7), nurses and caregivers ensure cohesion between care, medical and paramedical care. This creates a uniform approach to the patient by all care providers involved.

Attention and love

The value of nursing and care lies in the love received by the care recipient (23). Someone says that by giving love, someone can function with less medication.

Advocacy

Another theme that is mentioned by the respondents is 'patient advocacy' (22). In this role the nurse stands up for the rights of the patient. The nurse or caregiver is a source of information for the patient and stands up for the patient when he or she is no longer able to do so.

No care without nursing

Respondents (11) say that without nurses and caregivers there is no health care. They write that helpers, caregivers, nurses and nursing specialists are the pillars on which healthcare rests.

Through this contact the patient notices that he is not alone, that there is someone who helps you feel better and that there is someone who is next to you.

Contact has other aspects namely that the patient is taken seriously and that there is interest in the patient.

A number of respondents write succinctly: 'you just have to be there for the (lonely) care recipient. The patient experiences support in the contact with the care provider and can then pick up life again. Respondents indicate that nurses and carers are accessible so that the contact between care provider and patient can be easily achieved.

Value of nursing and care for
the care recipient

Quotations

Respectful, generalistic, person-oriented and continuous care.

It's always nice when someone is really there for you and has an eye for your needs when you're going through a lesser time.

Without nursing support care for patients would not be possible. Care is needed for advice, guidance, practice, information and training. Collaboration with patients and professionals.

Nursing is the essence, our professional identity is characterized by "feeling" specific needs and values, anticipating them and translating them into nursing with amiable efficiency. Without losing sight of your own norms and values. The sensitivity that this interplay has in itself characterizes the value of nursing. The patient and his or her loved ones are always the starting point, it is a team sport in its entirety!

Clients experience someone who helps and supports them (in an honest way) at times when they are most vulnerable.

The right combination of knowledge and empathy.

Unconditionally we are here if you need us. Always, for everyone, unconditionally.

Respectful, generalist, person-oriented and continuous care.

Quote from patient: Your nurses took care of me during the most difficult period of my life. You were the light in my eyes, your appearance gave me peace. I need a mouth like the ocean to express your support, 100 times my own mouth cannot give words to your commitment. For me, you are greatneses greater than seven rivers of unknown depth. You have given me much patience, love and trust and hope and strength for my life and happiness. You were available day and night and never got tired of my questions. I always got deeply human reactions. I will keep the memories of you all my life. You have made me more aware of how you can empathize with your fellow man.

To feel seen as a human being and not as a sick person.

That we work on the basis of quality and compassion.

Feeling that someone is there for you, represents your interests, and puts you at number 1!

If I may believe the client they are, despite of the sometimes difficult proces they are in, very happy with the help we can offer from our professional content. In addition, as a professional I see that we achieve our care goals, which means that we prevent more expensive care and commit to prevention for the future. This is money gain, but more importantly: health gain!

Supporting and guiding a patient in dealing with illness and/or disability while focusing on retaining control as much as possible in order to be able to lead a life that is valuable to the patient despite that illness or disability.

Connecting to the possibilities. Allowing themselves to develop within the possibilities and limitations, so that participation is feasible for people with mild intellectual disability as much as possible.

Priceless! It's the little things that do it, sitting down a hand on a shoulder or just that little bit extra if they think they're asking too much. Loneliness among the elderly plays a major role in home care, clients are very happy if you drop by and take the time to have a chat.

The nurse is the connector in the network of care, the one who stands next to the patient and goes through the process together with the patient. The one who offers support, motivation, understanding, space and attention. I think that the focus is still very much on the practical tasks that a nurse performs, but the way in which he/she provides care and everything that this entails, that is precisely where the value of nursing lies.

Maya Angelou

People will forget what
you said, people will forget
what you did, but people
will never forget how you
made them feel.

Especially the time (being able to take) to be a listening ear. The physician and most other healthcare disciplines come and go. A nurse is often the permanent, and sometimes long-term point of contact. Like a tour guide, you can help the patient through a sometimes frightening journey. That's what's great about this job.

You can contribute to the improvement of quality of life, learn to live with illness or ensure that someone can complete their life with dignity and in a good way. The value also lies in the fact that, as a nurse practitioner, you clearly have an eye for your loved ones and can sometimes make a difference in that respect. Because you also know the language of the doctor, you can sometimes act even better as the client's lawyer and ensure that non-meaningful care or treatment is applied less often.

This just happened today. A woman could not get out of bed because of her injured leg. Because the physiotherapist asked if I could also provide an arm support, the patient had more self-confidence and was able to make the transfer to the chair. She was so proud and happy, even if it was just one step. "A little goes a long way", especially in this profession. That feeling is returned to you. Sometimes your presence is enough for someone.

People are very grateful with small things, sometimes just through a conversation, information or help. Grateful to be able to continue to live at home with support and sometimes also to be able to die at home. The latter is of great value to family.

Learning to live with limitations and 'stains on the soul', to be treated humanely.

A nurse stands next to the client, is a motivator, spokesperson or person who provides care with proximity where necessary. This is indispensable when you are ill, recovering or ending your life. You take part in the life of a client, in his beautiful, vulnerable and emotional moments there is a professional who is there for you unconditionally.

Being able to tell your story independently about the nursing, (psycho-) therapeutic and medical treatment and being seen and heard as the person you are with all your narrative without judgment or classification from the sincere interest and empathy of the other (the nursing and caring other).

Looking at the client from a positive health perspective. Quality of life. Really look at the client to see what he or she wants.

The value of nursing for the patient is that as a nurse or carer you really stand next to the patient. You are on their side, think along, help, coach, but sometimes you are the patient's advocate. What I mean by that is that we stand up for what is best for the patient. Why? Because patients often tell us much more and share their true complaints and feelings than they share with the doctor.

Nurses are the lubricant in healthcare. They stand next to the clients, are accessible, easily approachable, they translate the medical world and language into everyday life.

Patients often say: "thank you for listening to me". I think that many nurses and caregivers are discussion partners. Telling your story as a patient without judgment or direct advice, and looking at the actual problem together finding out what the patient actually wants. Listening and probing is our profession, but also looking for solutions together or providing support if there is no solution.

Words of a patient: "You made me feel safe with your empathetic and professional attitude. I was allowed to be there in all my vulnerability".

The low-threshold contact in which inclusivity is the starting point.

It sometimes seems of minimal value, but just being there can mean a lot.

Nursing and caring are two verbs that take on meaning depending on the theoretical perspective chosen. To me, nursing as a verb has the meaning of a process (sequential, scientifically based activities or actions that I indicate or perform in the context of a request for help or care needs of a patient with the aim of putting a patient in the right condition to fulfill his/her shape of life in the desired way independently or with help. For me, caring has a more limited definition. I prefer to see this as activities or actions that I perform for someone who is no longer able to do this (temporarily or permanently). To use Orem terms: due to temporary or permanent loss of self-care abilities. The value of professional nursing and care will be recognized by both patients and nurses/carers, but it is difficult to name unequivocally and concretely. The fact that I can provide professional nursing and care means for my patients that they have an ally when they are confronted with the (complex) consequences of illness or mental problems where they lack the ability to come up with a responsible solution themselves.

Being a motivator for the patient, positive health, looking at the possibilities and not/less at the impossibilities.

My clients are refugees who are often displaced by their flight story and live in uncertainty in the Netherlands. The client can confidently share his unpleasant experiences and have a place as a person in mental health care and be supported in this complicated and complex phase of life.

Picking flowers while the patient only sees/experiences weeds and returns the bunch of flowers.

And don't forget "Humor in healthcare", Where you can laugh in a relaxed way, there is a good open atmosphere.

You are your patient's advocate, the listening ear, you translate the doctors' message. It feels good to see that I can influence the the patient's quality of life. Within rehabilitation I often see people recovering and eventually going home again. It feels good to have contributed to that. In addition, it also happens that the patient goes backwards instead of forward, even then it is my job to make the patient as comfortable as possible and to provide the care that the patient needs at that moment.

It's nice to see people happy or satisfied with your help. I work in home care and if you help someone washing and dressing in the morning, you prepare them for the day. You help them for half an hour in the morning and then they can just do their own thing for the rest of the day, but if you hadn't come, it wouldn't have worked.

If there was no nursing, informal carers would have to help their loved ones during the period of illness. I think it takes a lot of care off the hands of the relatives and care recipients. People with experience and knowledge can help them and really see them. In addition to physical care, attention is also paid to other things than illness.

I can really mean something. The nursing home is the last stop for most people. The days are often the same and therefore endlessly long for the residents. If I can make a difference there, by telling something about what I've been through, or about my garden, or just by being happy, my work feels very meaningful.

Through sometimes small practical tips, advice and arrangements, people have a better quality of life; in the home situation you are really close to people and their living environment.

I work in the sexual health department. Talking about sexuality and intimacy is often still a taboo. This can be very helpful for people.

Very valuable, I am a grateful / valuable addition to general practitioner care for both the general practitioners and the entire team and for the patients because I bring both cure and care.

Getting peace and space in times of sadness and worries.

As a nurse you can make a difference for the patient and their loved ones. By taking that extra step, identifying problems and anticipating them, making that phone call, by really listening and seeing the patient and his loved ones. Seeing the person behind the patient. And to make an intense/drastring event bearable, just by being there. Holding a hand, giving medication, calling a doctor, pursuing an examination/result, etc.

The value of nursing and care for the client is that we continue to look at the whole person in his or her context. Switching on different domains and adding value to someone's life. We are not only there to act when necessary, but also to ensure that people live their lives the way they want to.

You are a beacon to your patient. A confidant.

As a nurse you have a 'translating' role towards care recipients with regard to (medical) policy, interventions, or any other health-related matters. By translation I mean making it understandable, supporting and guiding the care recipient with the impact of this, etc.

The value of nurses/carers also lies in the fact that they combine curation with prevention. Preventive care also offers unsolicited help when, as a nurse, you see the risks for the young person or the care recipient, but the people involved often do not (yet) see this themselves. You can really make a difference, because you intervene early and prevent worse.

The nurses in outpatient mental health care enable countless people to recover at home, where they feel safe with the people who know them.

A permanent point of contact like a rock in the surf in the storm of the hospital.

Ensuring that home dialysis clients receive proper dialysis treatment and that everything involved is properly arranged.

Relieve needs and provide care as a result of illness and or treatment.

Engagement, meaning and compassion.

To feel seen and heard.

Connecting to your patient's environment and their needs, while at the same time maintaining your professionalism so that you do justice to the situation in which your patient finds himself.

Being able to help
yourself during the day
and go to sleep satisfied
in the evening

Aid and
comfort

3

What is great about your profession, and what are the reasons why you as a healthcare worker or student are carrying out your profession with satisfaction?

Below is an explanation of the themes into which the responses of the 1,162 respondents are divided. I will first mention the theme and then give a summary of the quotes that belong to this theme. When there is a number in parentheses, it refers to the frequency with which comments within this theme were made by the 1,162 respondents. This is followed by a series of quotes taken from the respondents.

The following is about the question why helpers, caregivers, nurses and nurse practitioners and students like their profession so much and why they find it so enjoyable to practice their profession.

Table 2
The beauty of the profession

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Countless skills

Nurses and caregivers like their profession because you have to be able to do a lot (362). The list of skills mentioned is long. It is mainly about social skills. Nursing technical skills are hardly mentioned. Examples of technical skills that are mentioned are wound care, ventilation and technical actions related to acute care.

The profession requires a lot of creativity, improvisation skills (11), humor (21) and you must be able to listen carefully to the care recipient (35). Respondents mention the importance of health education, prevention, coaching, comforting, motivating, stimulating, communicating, alleviating suffering, discussing fears and talking about taboos such as sexuality and incontinence with patients.

Promoting self-management of patients is mentioned 82 times. This involves getting the best out of patients, supporting care recipients in learning health skills, paying attention to their resilience and empowering patients. The latter is regularly mentioned by care providers working in rehabilitation.

Nurses also appreciate fulfilling the coordinating role, for example between the professional groups with which they collaborate, but also being a link between hospital and home. Professionals in mental health care mention several times that fulfilling the coordinating treatment role is a meaningful and beautiful task.

Variation in the work

Nurses and caregivers like the variation in their work (338). That variation lies in the unpredictability of the work, the complexity that changes, the variety of types of requests for help, the hectic pace and the fact that every day is different. A district nurse writes that behind every door it is different.

Another aspect of this variation is the variation in direct care ('care at the bedside'), training colleagues and doctors (20) and conducting scientific research.

The possibilities for working in all kinds of different settings are also mentioned, such as acute and short-term care in hospitals, care for the elderly, oncological care, terminal care, psychiatry, mother and child care, rehabilitation, mental health care and care for people with an intellectual disability.

The variation in the work also lies in the encounter with all kinds of people who differ in culture, in terms of being, age and stage of life. It is written that every person is unique and that every person has different experiences, stories and answers to illness. Someone writes that they like the special stories of elderly care recipients.

The respondents also mention specific groups. One respondent writes about the fascinating diversity of challenges in people with mild intellectual disabilities, and another respondent thinks it is great to see children grow in youth psychiatry. Some respondents write about the beauty of support during a life event, such as childbirth. Professionals are writing that working in a nursing home is very complex, because conditions are easier to treat and people are getting older and comorbidity is involved.

Finally, standing up for the interests of the care recipient is also appreciated in the work.

Relation

Nurses and carers value the relationship with the patient (285). This is explained in various ways. It is very simple by 'being there' for the patient. The relationship is about paying attention to the patient and listening carefully. Also, 'meeting' the care recipient is often referred to as beautiful and listening to the stories of people who have often been through a lot in their (sometimes very long) lives.

The trust that respondents receive from patients is also highly appreciated, as is the fact that care recipients are willing to share their deepest feelings with them. The respondents like being so close to the patient and, as some say, 'can walk with the patient'. It is indicated that they can also mean something to him or her in the relationship with the care recipient.

Especially healthcare professionals who have long-term relationships with care recipients, such as in elderly care, mental health care and care for people with intellectual disabilities, appreciate that they value being part of the care recipient's life.

Gratitude patient

Receiving gratitude from patients and their loved ones is important for nurses and carers (227). The gratitude experienced gives them a sense of professional pride and energy.

This gratitude refers to care recipients in specific settings: care for the elderly and oncological patients, providing aftercare and transmural care, support in the last phase of life, rehabilitation, working in acute care, working with children and working in mental health care.

Care and vulnerability

High on the list of things valued in the profession is caring for vulnerable people (185). Nurses and carers enjoy caring for vulnerable people and being there for them in the most intimate moments. Nurses write that patients in the emergency department experience less anxiety because of the nursing support during their stay there.

Quality of life and care

Promoting the quality of life and care is considered by nurses and carers to be an attractive part of their profession (166).

This quality of care is not about spectacular things, but about small things (41). This is explained with many examples: a kiss on the cheek of an elderly resident, a hand on the shoulder, dressing someone up by putting on nice clothes, ensuring a nice day, putting a watch on someone, having a conversation, having coffee together, watching birds together in the garden, singing, dancing and reading together. Someone writes 'giving the day a golden edge'. Another respondent says 'we deliver 100 percent, but that 1 percent can make a big difference'.

Meaningful work

163 respondents consider the sense that their work gives them an important reason to practice their profession. Someone writes 'I would like to mean something if someone is stuck'.

Take over self-care

Caring is a valuable part of their profession for nurses and carers (154). This involves support and care for patients who are temporarily or permanently unable to do so themselves or only partially.

Integration cure and care

The combination of care and medical treatment is a nice side of their profession for nurses and carers (134). Respondents find the functioning of the body and the many syndromes interesting. Medical-technical actions, medical interventions and new techniques are also appreciated in the profession. It is indicated that care recipients often 'need an explanation of the medical language and, this naturally requires thorough medical knowledge'.

Respondents say that nurses and caregivers do not focus on the disease, but pay attention to the consequences the disease has for the care recipients' functioning.

Personal development

The fact that you can develop yourself personally in your profession was mentioned by 128 respondents. It is noted that the profession is constantly evolving, and you need to keep your professional skills up-to-date.

It is described that you can learn a lot from patients, close colleagues and the other disciplines. Respondents find it challenging to contribute to the development of the profession. In addition, there are many development opportunities and many further education that can be followed. Specialization also allows you to develop and choose new directions. "Work is a learning experience for life," someone writes.

Teamwork

Nurses and carers find it important to work in a team (125). This involves cooperation and solidarity with colleagues, sharing knowledge with colleagues and other professional groups and learning from each other. Teamwork means relying on a colleague and getting support from a colleague when needed, for example because it is very busy. Someone writes 'cooperating with other disciplines entails that you as a nurse are challenged to act as ambassadors for the patient'.

Human vision

A group of respondents (82) likes shaping of a human vision about nursing and care. They consider it important to have an eye for the biography of care recipients, for their uniqueness and for all aspects of human functioning. The great thing about the profession is offering person-oriented care, while optimally matching the wishes and expectations of care recipients.

Other things mentioned are helping the patient learning to live with an illness, someone writes 'lifting life above the illness' and providing pampering care. A professional who cares for people with an intellectual disability writes about the importance of seeing a client as a fully-fledged human being. Part of the vision is also 'working with your heart'.

Make a difference

Respondents (59) describe the beauty of their profession very succinctly as: 'you can make a difference'.

Contribute to recovery

For nurses and caregivers contributing to patient recovery is important and enjoyable (54). This is explained in various ways: 'you're helping patients to heal' and 'it's nice when you see rehabilitators flourish again'. Mental health workers say it is nice to see someone with a psychiatric disorder slowly recover, so that people can get on with their lives.

Participation in society

Workers in home care mention that clients can participate in society again through their care (42). By supporting the client he or she is enabled to function at home. By relieving informal carers and loved ones, they can fully perform their functions in the family, work or society again. It is also regularly noted that people are discharged from the hospital sooner owing to care at home.

Autonomy

Nurses and caregivers appreciate autonomy (26). This autonomy is found in their own consultation hours, especially for nurses and nurse practitioners and workers in home care. The autonomy also consists of being able to independently regulate your work.

Working conditions

Respondents (25) appreciate working irregular hours, as well as the fact that there is always a job and that you can work in all kinds of healthcare sectors in positions in both direct ('at the bedside') and indirect care (management or training).

Social value

Respondents underpin the social value of nursing and caring (13

What is great about your profession and what are the reasons why you as a healthcare worker or student are satisfied with your profession?

Quotations

Providing professional content to support and care for patients or clients who are temporarily or permanently unable to do so themselves. The great thing is that this is a profession that has creativity and technique in it, moreover you use yourself as an instrument in personal contact with your loved one. For 50 years this has given satisfaction and joy of life.

Because I like prevention, lifestyle and other forms of positive health promotion. I have my own consultation hours, guide and coach patients with chronic (somatic) disorders such as DM, COPD and CVD. Every patient is unique and not his/her disease.

The opportunities to keep developing, keep learning. The diversity, the beautiful contacts and with little you can mean a lot to care recipients.

From my early childhood I have known I wanted to be a nurse. Now, 31 years later (I am now 36) I am still very proud of my nursing career. I have become not only what I wanted to be, but also what I could not yet know and more than that. It is a profession with enormous development opportunities. The whole world is at your feet. Nurses work literally all over the world, but the "world" of the nurse is also constantly evolving closer to home. COVID Pandemic, Crimean War? Who got to bed first? You just have to want to see and do it. At the moment I'm teaching at the bachelor programme at NHL Stenden university in Leeuwarden. To be able to translate my knowledge directly from practice to a younger generation, is truly epic! As a nurse specialist I can share my knowledge with students, just as I have gained knowledge during my development

as a nurse. The aspect of learning from a more experienced nurse or a colleague who simply knows more about a subject than you is the best thing there is.

Within acute care, care recipients are admitted at a time when they are very vulnerable in relation to their disorder/disease. I can make a major contribution to a sense of security. This contributes to recovery, acceptance and self-direction.

I don't get the pride I feel for my profession from a stranger. My mother was also a nurse. She passed away at the age of 51 and her headstone has her nursing badge engraved on it. Now that's being proud of your profession! It's nice to see that I can help people with my knowledge, comfort with empathy and alleviate suffering with practical wisdom.

Execute care and cure combined. Primary care often consists of explanation, reassurance and adequate referral where necessary.

Every day is a party if you serve residents breakfast, fresh and satisfied. Every day is different and requires your improvisation skills or expertise to provide the right care.

It's cool if you can make someone self-reliant again (from wound care to ADL care and to stoma care). This requires perseverance from the client, but also the coaching skills of the district nursing team. In addition, it is nice to see that someone can take control of his/her health again through good information during self-reliance training. And therefore, in the long term, can make the right choices that lead to prevention.

Nursing is a profession that continuously develops over time and responds to social developments. Very nice to be able to contribute to (the development of) future-oriented and innovative care for now and in the future.

For me that is connecting with the other person by listening carefully and attuning the care for the patient well with that person. Yes, if that works I'll be very happy

With my first client, I am already welcomed with a smile. "It's nice to have you here," he says. I care and chat and after a while I continue on my route. This sweet lady with dementia is talking about the war, about the real hunger back then and allows herself to lean into my worries. The rest of the morning I'm cycling around. Everywhere I get a grateful smile when saying goodbye. After giving care to my last patient, I am generously waved goodbye from the window above. Jolly he still calls after me. I'm waving back and have to laugh a lot about it, about the joy. I feel my battery slowly but surely filling up, caring for someone else does that to me.

Good opportunities to develop yourself. Being able to provide transmural care, through good collaboration within the chain from hospital, to rehabilitation and home care. Varied work, no day is the same. Nice to assist clients in their rehabilitation process, to follow development. I get a lot of satisfaction from my work, partly because of the gratitude and appreciation of the clients.

I mainly do intensive home care, helping people with satisfaction on the last journey of life, supporting family in what is to come. So grateful.

As a nurse practitioner, you have the tools and opportunity to really treat the patient in its entirety. You have an eye for overall health and are given the space giving the attention that the patient needs. As a nurse practitioner you don't treat diseases, you treat people. With the ultimate goal to increase the patient's well-being.

As a student I experience a lot of freedom in exploring the profession. I have the space to indicate that I want to visit a client and can use as much time as I need. This means that I am not in a hurry and can enjoy the contact with the client and also learn as a nurse.

You can mean something to society. Being a nurse is so much more than performing your actions. For example, you can also offer a listening ear to patients who are concerned about something.

Walking together with patients in a vulnerable period in their lives, in combination with analytical thinking, prompt action, providing information and nursing leadership in the organization of care around the patient. All in all, nursing is a very broad profession where you can excel in your own qualities.

The great thing about being a nurse is that you can contribute to the well-being of your fellow human beings in many different ways. In good times and in bad times. But besides the fact that you can help many people, nursing is also a very versatile profession. You are the spider in the web around the patient and the connection between all other disciplines. You have to be creative, innovative, but also decisive. As a

nurse, you are expected to perform your work according to guidelines and protocols, but also that you can deviate from them if necessary. The human body is special and no one is the same, which means that you as a nurse must also be able to deal with it.

Contact with people is always different. No day is the same. A lot of loving care is given within the nursing home and there is also a lot of laughter.

It's more fun than some might think. Just a nice chat can brighten someone's day.

My profession as a psychiatric nurse provides support and comfort to young and old people who are confronted with serious mental problems on their life path. As a nurse I walk along and support them in their recovery. I am proud of my work. Being able to embrace life in all its facets, for better and for worse.

Caring for elderly people and adding quality to the last phase of life makes my work beautiful and rewarding.

In this material world, full of senseless violence, discrimination and inequality, it feels good to be outside this during your work and life and to be able to deal with people and their universal vulnerability. This work really matters. Help where you can, see him/her, help him/her heal. Secure our vulnerability. Support each other.

Talking to the person
asking for help and coming
to a solution together.

Being able to make the small difference to the patient when they are having a hard time.

The contact with people. Every time I am amazed at what 'kinds' of people I encounter, I find it challenging to connect with a person's life in all its aspects.

It is nice to offer a listening ear, to unravel problems and to provide an overview, to be able to restore someone's confidence, to support them with psychiatric complaints and to make life seem meaningful again.

Training healthcare workers at all levels is a privilege. Meeting people who often put their heart and soul into their work. Proud that I have been able to educate people for many years.

Getting people who have gone off the rails 'on track' again and building a dignified life, with all the ups and downs.

As a nurse practitioner, I meet the patiente at a time when life is no longer self-evident, I work in oncology. The certainty of life is suddenly an uncertain existence. It is precisely at that moment that there is a need for certainty, for a fixed point. I have that role as a VS. You are like a chameleon that always takes on a different colour according to the wishes and needs of the patient. It sounds like a cliché, but every patient is different, so my work is therefore different every day, every time, varied.

Every time you get the chance to improve yourself as a fellow human being, to increase your knowledge and to practice your skills, in every situation you find yourself in. I say this with over thirty years of experience in my profession. Every day brings a new variation and the hunger for more remains.

Nursing is versatile, looking holistically at people and working together on recovery. This requires knowledge, skill and sensitivity. A profession that moves with the times, has a solid foundation and is open to innovation and learning through discovery.

From your true self, with all your ideals, however naive these are sometimes found by others, others learn to further discover their own instruments. No one is as close to the care recipient as the nurse. I am happy if I can 'walk along' with someone for a while.

Care has been the most beautiful profession for me for 40 years.

The position of a nurse practitioner is a very good example of the development of the nursing profession. Where 'in the past' you could only move on to ICU, emergency department or management, there is now an opportunity to take your nursing profession to an even higher level. The nurse practitioner remains a nurse with some medical skills so that as a nurse we can deliver the total package and need the doctor less often.

Something small can be such a big thing for a patient.

What I like about my profession is that I focus on the consequences of being ill. Not only on physical complaints, but also on a psychological, social and meaningful level.

By performing my profession I am myself a more complete person. It is also dynamic, no day is the same. I practice my profession with satisfaction because every working day I have been able to be meaningful to my fellow human beings (patient, relatives, and colleagues) in difficult moments in their lives. I make a real difference to others through my work.

The great thing about my profession as an oncology nurse practitioner is treating and guiding people every day, during one of their most stressful and uncertain moments of life. A cancer diagnosis turns most people's world upside down.

In my contact with the patient, I always look for the person behind the patient; who is this person, what is important to him or her and how can we as a care team contribute to the wishes and needs of this person? Attention, presence and anticipation are necessary here. By providing care from the heart in this way, the profession is fascinating, challenging and satisfying.

I'm getting energy and satisfaction from the personal contacts with my care recipient. In addition, this requires a lot of my own interpretation as a person in rehabilitation. It is a challenge to move with the care recipient and finding the right way in the healthcare system.

Above all, the contact with people, the variety in this, each person formed differently, by their cultural background, their age, their past, their character and fill it in yourself. As a home care nurse you really step into their home, into their lives. If you treat them with respect and gain their trust, you really get to know the person behind the client. Those are often such beautiful moments.

Making it just a little more bearable for the patient to be in the hospital with my presence.

Interest in chronic conditions. Diabetes is one of those conditions that has many consequences for people who suffer from it and therefore a lot of content in my profession, both in a medical sense, following developments in treatments and research, as well as transferring knowledge and teaching skills to the patient and the coaching role in long-term contact.

You can go some way in someone's life to relieve suffering or make life a little easier. What a privileged position!

I have wanted to become a nurse since I was seven years old. My mother and aunts work in elderly care and my grandmother always talked vividly about her dream of becoming a doctor (unfortunately she was unable to continue her studies at the time). Her stories have given me a great interest in healthcare. As I got older I found out more and more that caring is really something that's in me. I like helping people and having nice conversations with them. Now I am 18 years old and I am in the second year of my studies. I recently got a part-time job in elderly care and I really enjoy caring for people independently. Next year I hope to do my first hospital internship and I'm really looking forward to it! Ultimately, it is my dream to work as a nurse in acute care, such as the ambulance or the emergency room. And, quite possibly the trauma helicopter!

As a nurse in the neurology department, I care for people who were still alive yesterday and can't do anything today, people who are chronically ill, people who woke up in a country where they suddenly no longer speak the language, people who are so confused that they do things that don't suit them, people who are told that a brain tumor is eating their future, people who have completely lost control, people who have to carry a heavy backpack up the hill. I can't take over that backpack, but it is my goal every working day to make this backpack a little lighter. I think that is the core of my wonderful profession.

The little moments of happiness with patients, a joke or distraction in difficult times.

Compassion, which literally means "joint suffering" but with the important aspect of connection. In doing so, keeping the professional boundary high, whereby you never go for your own ego, but keep in mind that you do what is right for the patient at that moment. You choose improvement for the individual you are responsible for. That can sometimes be helpful, but often also motivate them to take care of themselves again. It's not the easy way, but it often takes patience and... compassion. Then you descend to the moment where the patient is, so that they feel connected and understood. Sometimes the caregiver has to understand that the patient can't do it at the moment for whatever reason, but maybe next time.

The diversity. I started as a student in mental health nursing and later on in a hospital, then elderly care, geriatrics and recently palliative care. I was able to grow in the nursing profession and I'm using all my previous experiences in palliative care. Especially being able to experience the last part, walking along. Not working according to protocols, but being there for someone. Searching for as much comfort as possible in the last phase of life. That gives so much satisfaction! Whereas it certainly isn't easy either. I've only been retired for a few months now, but I still feel I am a nurse in heart and soul.

You play an important part in someone's life. You get very close and build a bond. All people have a special story and in this phase of life you become part of it.

What I also like is that sometimes you have to search like a detective. Nothing is what it seems. Connections are not logical, because nothing is more complex than the (human) body and especially the human mind.

I always want to provide the best care for the patient from a holistic point of view. As a nurse you are generically trained and you try to look, together with family and those around you, at what good care is for that patient, at that time and in that situation. That does not always mean just operating, through treatment, but also talking about, for example, the last phase of a life, is part of that. In addition, a lot of research can still be done in nursing care and more guts and leadership (professionalisation of the profession) can be shown within the profession. I am happy to contribute to that.

Working in home care you colour along with the people like a chameleon, but knowing that you have to keep balancing on the branch to achieve the goal that you have set together with the customer. Sometimes you grab a higher branch and sometimes you have to walk several side branches to reach the aligned goal.

The mango (=beautiful) moments you can sometimes offer the patient. The food they like after prolonged ventilation. The encounters with their pets (if the patient is allowed to go outside). Seeing the patient again at a follow-up clinic, for example, and seeing that the patient is doing well (even if we did not expect this).

There is no profession that gives you the opportunity to get closer to other people. No one comes into contact with nurses for fun and everyone you deal with is (to some degree) in a vulnerable moment in life. As a nurse you are therefore already 1-0 behind at the start. The greater the added value it has to do "good". My actions, my way of making contact, my attitude, my commitment and my motivation determine the care experience someone undergoes. This is a huge responsibility and a privilege to contribute.

In my profession as a practical trainer, it is nice to see the development students make during their education. And that you can still get the student from A to B in various ways and that they ultimately do it themselves.

Doing precisely those (often small) things that are contributing a lot to the quality of life and leaving that which distracts from it.

The great thing is always looking for the challenge of seeing the whole of a case. How different factors influence each other and what patterns have emerged. It is even more fun to experience the progress of the patient, the steps taken and success in psychotherapeutic treatment. When the patient experiences awareness and learns to see or approach things differently and he/she finds balance in life again.

What I like about this profession is that every patient carries his or her own story and wants to share part of it with the healthcare workers who care for them. For example, one patient has traveled all over the world, the other speaks six languages or the patient has a romantic story to tell about meeting his wife. Every story is different and that's what makes it so special. In addition, I think it's wonderful that we can mean a lot to the patient in a relatively short period of time (speaking from my role in the hospital), at a time when he is most vulnerable. This makes the profession special to me.

And the irregular shifts sometimes also give some freedom and sometimes it feels challenging.

The nurse practitioner is the icing on the cake for me. Such a beautiful connection between the medical and nursing domain and a complex setting (nursing home). Based on that connection, we strive together for person-oriented and evidence-based good care for every patient/client who calls on us. In this position I am who I want to be, who I wanted to become.

Now, at the end of my career and many years later, I know that I am more of a thinker than a doer. For a long time I was a somewhat of an exception among nurses, who are usually seen as doers. But I am so glad that this profession has offered me so much. My vision and pride in the profession has increased over the years. Not only in terms of education, but also in terms of enthusiasm for the profession, I am a real collector of diplomas. Following various courses (higher vocational education, post-higher professional education and a master's degree) has certainly contributed to the fact that I am more proud than ever of the profession and what you as a nurse can do for care recipients. And how wonderful

it is to be able using all acquired expertise and vision at the end of my career to develop good nursing education. I have discovered that thinkers are needed just as much as doers and I am genuinely happy that I can contribute to empowering nurses and positioning and profiling themselves even better.

I am proud that we nurses in a hospice, give such well-fitting, expert and humane care. More often than not our patients first recover when they are admitted to us. This is because of the peace, moving along, medical expertise (and always finding a challenge to find solutions for non-standard medical problems), stopping unnecessary medication and paying attention to the other person and his loved ones. I am convinced that this combination provides better healing than anything else. Difficult work, many people think, but our strength is that we can make the difference in ensuring that the last phase of life and dying can happen in such a beautiful, enveloping and appropriate way.

What is so wonderful about my profession is that you can actually mean something to people who are in a vulnerable period of their lives. Am I the savior? No, I no longer have that illusion. But I experience that sometimes I can be a flower along the road of care recipients, a road that they have to take themselves. And extremely important: It requires me to continuously reflect on myself and my own actions. That teaches me, sometimes painfully, a lot about myself and my relationships with care recipients and colleagues.

Giving the resident and family the feeling that they are valuable, in paying attention to the person themselves, but also giving a hug, without words giving the feeling that you see the resident and family.

The versatility of the work: both very difficult and relatively simple tasks in an interesting mix. The best job I ever did was being a nurse and during that shift I was in the kitchen of a closed ward and cooking for 16 (seriously) addicted psychiatric patients. Cooking is not difficult. But preparing a tasty and healthy meal for 16 people who have eaten only quite unhealthy food for a long time, is exciting. Fortunately, they all got out of bed for those meals!

Getting close to the client's personal story, seeing what growth he/she is experiencing, making contact as the basis of cooperation and the improvements that alleviate learning to live with the disorder or illness. In addition, the teamwork, working together with colleagues, lots of fun in the workplace, freedom to fill in your work.

I get energized from walking next to people to help them regain direction in their lives despite the obstacles they experience.

The personal stories, becoming a part of it and being allowed to walk along. Be genuinely curious. Diversity of people, contexts. Working together in a team and nice colleagues!

Being able to really mean something in a patient's life and being able to contribute to a higher health well-being

In the word nursing lies the word skill. For me, nursing is not only a skill, but also an art, because through my personal actions and personal approach in providing care I can make a real difference for the person and family who receive care.

Good
listener

4

What are the benefits of nursing and care for the professional groups (doctors, dietitians, physiotherapists, etc.) with whom nursing staff work?

Below is an explanation of the themes into which the responses of the 1,162 respondents are divided. I will first mention the theme and then give a summary of the content of the quotations that belong to this theme. When there is a number in parentheses, it refers to the frequency with which comments within this theme were made by the 1,162 respondents. This is followed by a series of quotes taken from the respondents.

This chapter discusses the importance of nursing and care for the professional groups with which we collaborate.

Table 3
**Revenue from nursing and care
 for other professional groups**

Cooperation	476
Coordination of care	360
Provide relevant data	352
Complement each other's expertise	161
Vision on clients	151
Client advocate	86
Implement treatment policy	66
Task rearrangement	53

Cooperation

Collaboration with colleagues, other disciplines, patients and relatives is mentioned most frequently (416). Some respondents write 'it's just that you can't do anything alone, but that you are strong together' and 'two know more than one'. This collaboration is about trust between nurses and carers and other professional groups and about learning from each other and sharing expertise. It is written that you can inspire each other and that good communication is a requirement for optimal communication. In the collaboration, every stone (every professional group) is equally important and there is equality, some respondents note. Another aspect of this collaboration is that you can only provide good care and treatment together with all healthcare professionals. Together you develop a complete picture of the needs of the patient and it is nice to make decisions about treatment and care together, as much as possible in the mind of the care recipient. One respondent writes 'collaboration shows that nothing is impossible for the patient'. Concrete results of this collaboration are: earlier discharge, good care and treatment, shorter length of stay, better communication between health care organisations, better communication and quality of life.

The quality of care through collaboration is mentioned by a number of nurses and carers (60). Collaboration with the care recipient is often emphasized. Together with the patient you can look for solutions and make decisions about care and treatment. Doing this together, solutions will be developed that meet the wishes and needs of the patient.

Coordination and continuity of care

The value of coordination of care by nurses and carers for the other professional groups is often mentioned as well (240). It is about coordinating the client-oriented care of all disciplines or, as someone writes, 'streamlining the matter in home care with other chain partners and involving other disciplines' or 'I indicate, facilitate and potentiate the commitment and contribution to health and recovery by care providers, as long as the patient is not able to do this himself'.

Respondents write that nurses are the linchpin in the web, monitoring the nursing process, having short lines of communication with other professionals. They are connectors and function as a case manager.

Continuity of care is considered to be of great value to other professional groups (120). Nurses and caregivers are present 24/7, they are therefore a familiar face for the patient. They know a lot about the patient and ensure that the care provided is consistent with each other owing to their continuous presence.

Providing relevant data

One function of the respondents is collecting information about the patient (352). A nurse writes: 'Nursing staff are the eyes and ears behind the front door, through which we see, hear, smell and feel things that another healthcare professional only occasionally encounters or sees.

We can give them a nice in-depth picture of what is happening.'

Nurses and caregivers describe observing clients, taking medical histories, communicating with patients, identifying nursing problems (risk identification), communicating with other disciplines in acute situations or a treatment consultation and documenting this in a file.

Respondents are writing that without their observations there will be no complete picture of the care recipient: 'we are the eyes and ears of the general practitioner in the hospice' and 'we are the heteroanamnesis of the other disciplines'. Having essential information about the patient gives nurses and carers a say, one respondent writes.

Complement each other's expertise

Complementing each other's expertise is also mentioned by the respondents (161). The various professional groups complement each other and healthcare professionals can grow personally through cooperation. Sparring with each other is very fruitful, it connects, provides understanding and a broader view of the patient. Someone writes, 'working together outside the walls leads to knowledge sharing so that you can find each other'. Someone writes 'I wish every inexperienced doctor or other healthcare professional had an enthusiastic and experienced nurse from whom they can learn'.

Vision on clients

Nurses and carers find their vision of value for the other disciplines (151). The respondents often characterize their vision with the term 'holism', i.e. taking into account the care recipient's physical, social, psychological and spiritual functioning. The vision of care recipients is described by the respondents as follows: getting a broad picture by paying attention to context, illness, health and well-being, seeing the person in its entirety, looking at the person behind the illness and having a broad view of health where the nurse can weigh up the interests of the care recipient and conclude what is 'medically' best.

Nurses and carers write that they offer customized care to the care recipient (24).

Client advocate

Respondents (79) consider patient advocacy to be of value to other professional groups. This is illustrated with examples such as 'standing up for the patient' and 'being a voice for the patient', being the translator of the medical document and supporting the patient in the decisions that need to be made about the treatment. Nurse practitioners call themselves the bridge between doctor and care recipient (7).

Implement treatment policy

The value of the efforts of nurses and carers for other disciplines lie in the implementation of the treatment policy (66). The efforts of the respondents make the treatment policy more effective and there's no treatment without nurses and caregivers. Someone says 'the nurses' outlook facilitates better treatment'. Through the efforts of nurses and carers, attention is paid to the care recipient's lifestyle. Another respondent says 'I am the surgeon's right hand' and 'we are the cement in treatment'.

Task rearrangement

The importance of task reallocation is frequently mentioned (53). If nurses perform several tasks, other professional groups, often doctors, can be relieved and do what they have been trained to do. This leads to cost reduction. Nursing specialists indicate that their consultation hours relieve doctors and the waiting list can be shortened.

What benefits do nursing and care have for the professional groups (doctors, dieticians, physiotherapists, etc.) with whom nursing staff work?

Quotations

Nurses are the eyes and ears of these other professionals. In addition, they are the patients' mouthpiece and can best communicate patient needs to these professionals.

Nursing adds value to the context of care. You can be such a good doctor or other healthcare professional, but if there is no nursing then the outcomes are unattainable.

Care is increasingly drifting away from the purpose of the profession, owing to the interference of all and everyone. Put nurses and nurse specialists in the lead to draw attention to the purpose of our profession, the content. From that content we are able to connect. To use the metaphor of team play: you can't line up 11 strikers; everyone plays their own game from their own unique position with their own unique character - but together they make the game and determine the outcome.

As a nurse you are the director and coordinator of the care process. Nurses are better placed than anyone else to make long-term contact with care recipients and to see their system and the person behind this care recipient. By mapping physical, psychological, social and existential aspects, holistic care can be offered.

You are the generalist among the specialists, you are the eyes and ears, mouth and hands, head and heart of healthcare.

The nurse spends most of the time with patients. She is therefore better suited than anyone else to understand the wishes, needs and possibilities of patients and can therefore communicate this with other healthcare professionals. She acts like a spider in the web. Nurses also view the care demand from a holistic point of view, so that not only the disease is central, but also the patients' functioning. Nurses also train doctors. They welcome new doctors to their nursing wards. They explain what is important in the provision of care and how the organization works. They tell them what a patient needs and what they think contributes to a good recovery.

I wish every inexperienced doctor or other healthcare professional had an enthusiastic and experienced nurse from whom they can learn.

The sound of the patient, together we do the right thing. Together, because we know what collaboration is and what it adds.

Peace and quiet because there is a professional who oversees the overall picture and walks along with the patient from a holistic vision. Guidance and support in the medical/physical/psychosocial/social, spiritual area for the patient and his/her informal carers. Because one thing affects the other...

We are the eyes and ears for all other disciplines, because we have the most contact with the patient, we also have the most complete picture that we can present to other disciplines. In addition, we are a real spider in the web of all disciplines and we ensure the connection between the client and everyone involved.

Especially many answers. Doctors cannot do their job without us. Aren't they called in time when someone is acutely ill? For dietetics, this means that we as nursing staff are the first to notice when someone's nutritional status is going down and we also call in physiotherapists when mobilization is difficult or unknown. In this way a plan can be made.

I am convinced of the power of nurse-led care, nurses who lead the care that patients receive. Precisely because nurses work from the perspective of patient well-being, rather than from the perspective of illness.

The nurse is the indispensable strong link that keeps the chain of care disciplines together. The nurse is in the frontline to observe, signal, act and report. The quality with which the nurse performs these competencies directly determines the effectiveness of the other disciplines involved.

The nurse practitioner is a team player and in practice is often a link between adjacent medical and paramedical colleagues.

Our holistic view on health and disability. We look at the functioning and not so much at the disease or disorder.

Integration of cure and care is a valuable broad basis that supports or facilitates the contribution of other professional groups.

It promotes the implemented interventions, policy. We are the lubricating oil in the care chain.

A nurse is the seismograph in a web of multidisciplinary collaboration. They are the eyes, ears, feelers and alarm bells that monitor and, if necessary, signal or provide others with information that helps them to provide their piece of care. They connect professional groups and translate if necessary.

We are multidisciplinary complementary within the professional groups mentioned. But what stands out is that nursing or care staff can make the clinical translation for the patient like no other person can.

An ultimate collaboration sharing the same goal in the end, high-quality child-friendly, family-oriented care with the child and parents as the starting point. They are the center of our cooperation and important partners throughout the network around the sick child.

In homecare we are allowed to take a look behind the client's front door. This allows us to see the client in their own environment, which sometimes gives a completely different picture and additional information. It is nice to be able to share this with other healthcare providers involved so that you can offer the most appropriate care.

Fun, working with other disciplines gives pleasure. It provides exposure to other aspects of care that you can include in nursing care.

Nursing is the cement between all building blocks (professional groups) and the voice of the patient

The nurse provides information about the whole picture. For example, we had a resident who lashed out physically and verbally at colleagues for a few days in a row. The practitioners (doctor, psychologist) wanted to take immediate action on this misunderstood behaviour. Because we, the nursing staff, indicated that the lady had not been well for a number of days and had been in isolation (protective nursing), the structure that the lady needed was gone. The lady was just allowed to leave her room for another day and needed time to ground herself again and find her peace in the structure of the day. Because we were able to substantiate this concretely, she was given the space for this so that she could come back to herself without additional medication and or other interventions and no longer showed any physical or verbal misunderstood behavior.

Unintentional “mistakes” (often in communication) are ironed out by the nursing staff. The experience of the care recipient is listened to, mutual understanding is created by consideration for his/her experience.

The nurse practitioner bridges the gap between the nursing, medical and paramedical domains.

We complement each other provided we don't stay on our own islands, if we dare to colour outside the lines.

Collaboration between all professional groups is important. Respect for each other's work gives confidence in the cooperative relationship. In my opinion this contributes to job satisfaction!

Through our work we identify physical and mental problems sooner and we ensure that action is taken immediately, so that any treatment is of a shorter duration. We also notice sooner that treatment is ineffective, so that an intervention can be made more quickly and major problems/ complications can be prevented.

I get an incredible boost of energy from my colleagues. Not a (working) day goes by that I don't go home satisfied. You matter in healthcare. From assistant to professor, everyone works together and needs each other. Wonderful to see that a department cannot function without colleagues of the food and kitchen crew, a department cannot do without an IC and an IC cannot do without a department. All professionals consult with each other to provide the best care to our care recipients.

**Nurses give an answer
to the question how the
patient is really doing.**

A source of information about the holistic human being. If everyone is only task-oriented, things will remain underexposed or get out of hand. A person is more than just a heart valve or a frozen shoulder. I recently witnessed a terrible example of this.

Caregivers are the eyes and ears of all disciplines. We must be alert to the changes of the individuals, address care problems and ultimately carry out the actions prescribed by disciplines.

As homecare workers we often see people on a daily basis with practical day-to-day limitations, professional observations, multidisciplinary knowledge and experience. We often have a clear picture of the social support/network.

Nursing is connecting. As a domain thinker, a nurse is capable of being an important chain of care connector alongside the patient/client. He/she is often very close to the patient/client. If necessary, can supplement / support / participate in all domains, while the wishes and possibilities of the patient / client are central.

Mirror to
society

5

What is the value of nursing and care for society?

Below is an explanation of the themes into which the responses of the 1,162 respondents are divided. I will first mention the theme and then give a summary of the quotes that belong to this theme. When there is a number in parentheses, it refers to the frequency with which comments within that theme were made by the 1,162 respondents. This is followed by a series of quotes taken from the respondents.

This part deals with the value of nursing and caring for society.

Table 4
**The value of nursing and care
 for society**

Care is invaluable	290
Providing quality of care	207
Client can stay at home	128
Relieving loved ones of the patient	118
Value of nursing is a mirror for society	103
Right to receive care	78
Caring for vulnerable people	57
Quality of care	27

Care is indispensable

The fact that care is indispensable, is mentioned most often (273). In a large number of responses, the respondents merely mention the word 'indispensable' or 'invaluable'. A number of respondents state that society will break down completely or even collapse without helpers, caregivers, nurses and nurse practitioners.

It is often mentioned that the important role of these healthcare workers became very visible during the Covid period. A lockdown was necessary because of the lack of health care workers and treatment possibilities. The respondents indicate that healthcare workers were in the front line at the time in nursing homes, hospitals and other settings where vulnerable people were staying. This care was provided according to professional standards, sometimes literally at the risk of their own lives.

Respondents indicate that no healthcare is conceivable without nurses. One respondent spoke of a profession that connects us, in which people receive care regardless of religion or race and that nurses and carers are accessible to everyone. The great importance of care for the vulnerable is mentioned and loneliness of clients is limited by the work of home care nurses. It is written that care for chronically ill people is

important because not everything can be cured and nurses and carers are concerned with the (long-term) consequences of illness for the patient.

A number of quotes also refer to the economic significance of nursing and care. After recovery clients can resume their social role, as an employee, informal caregiver, partner and in the family. Home care nurses point out the fact that owing to good (preventive) care at home, no or less use is made of expensive facilities such as a nursing home or a hospital. And because of good home care, people are discharged from expensive hospitals sooner. Another aspect mentioned is that owing to the reallocation of tasks from doctors to nurses and nursing specialists care remains of the same quality, but becomes cheaper. Respondents write that nursing and care are of great value to society because of their contribution to promoting better public health. For example, there is a constant focus on prevention, lifestyle promotion and timely identification of problems so that necessary care and treatment can be started earlier.

A number of respondents write that the care is future-proof thanks to the efforts of helpers, carers, nurses and nursing specialists.

Promoting quality of life

Promoting quality of life is seen as an important value for society by the respondents (199). That value lies in learning to live with illness, promoting well-being and taking control of the care recipient, which limits dependence on care providers. Maintaining health also contributes to quality of life. Prevention carried out by nurses and carers contributes to that quality.

Person-oriented care and care for a safe home situation also contribute to the quality of life.

Continue living at home

The importance of being able to continue living at home is mentioned by 128 respondents. Living in their own environment is important to individuals. This reduces waiting lists for nursing homes. For hospitals this means that a patient who still needs care can be discharged by using home care. This ensures cost reduction. Being able to continue living at home promotes participation in society and that is important to people. You continue to be valuable.

Relieve caregivers

Relieving informal carers is said to be of value to society (118). Providing informal care can be very difficult, and temporary or sometimes long-term home care provides relief for informal carers. This allows informal caregivers to rest from the often heavy and intensive care they provide to their loved ones. They are often able to resume their informal care tasks after a period of relief.

The relationship between care recipient and informal caregiver can be complex and intense. This will sometimes (temporarily) disrupt the relationship between care recipient and informal carer. Respondents write that 'professional home care can restore the relationship between care recipient and informal caregiver'. One respondent writes, 'without us, many people would have to quit their jobs to take care of their parents'.

Value of nursing and care as a mirror for society

Respondents note that the value of nursing and care is a mirror for society (96). This is illustrated as follows. Helpers, caregivers, nurses and nurse practitioners show the importance of tolerance, solidarity, respect, justice and humanity. They show society that you can fully accept care recipients and listen to their needs. Nurses and carers show that you can be there for others and that it is important to care for people who are vulnerable and who have fewer opportunities in life. Respondents write 'we show that we are there for others, society can learn that from us', 'we are an example for to an ever tougher society' and 'we show that life is about health and happiness and not about the biggest house, career or a big car under your ass'. Someone writes, 'caring for each other is the message we send'. Some respondents note that you can measure the civilization of a society by how we care for our weak and vulnerable fellow human beings.

Respondents note that they unite the medical and social domains and that care is a connection, which is an important message to society. Respondents say that nurses and carers show that you don't have to hide death and that they provide care up to and including the end of life. That is part of a humanitarian society.

Right to health care

Respondents (78) write that people have a right to health care. Someone writes 'the right to health care is a fundamental right, without us that right disappears' and another respondent writes: 'nurses are bearers, guardians and defenders of the basic rights, norms and values of the sick and vulnerable in society. They constantly remind society of the essence of living together and of solidarity and protection of the weak.'

Care for the vulnerable

Caring for vulnerable people is of value to society (57). 'Who else takes care of people in their most frightened and most vulnerable moments?' is a question one of the respondents asks. Respondents indicate that they care for lonely, disrupted and neglected people.

Finally, one respondent remarked 'In addition, nurses and nursing specialists come into contact with less attractive and less healthy sides of life, which society does not always want to accept'.

Quality of care

Een groep respondenten geeft aan dat verpleegkundigen en verzorgenden, door hun grote aantal en hun inzet en deskundigheid, de kwaliteit van zorg bepalen (27).

**What is the value of nursing
and caring for society?**

Quotations

Maintaining health.

Practising evidence-based treatment to ensure sensible care. Omit expensive and nonsensical care, choose wisely.

No future without nursing: care is necessary to keep society running.

Huge value, but we need to pay more attention to the preventive side. Preventing people from falling ill.

If something is always there, never yells, pushes or pulls, never demands attention or is loud, you don't notice that it's always there. Compare it to the oxygen you breathe: it is basically always there, until one time it is not, or it takes so much effort to get it, then there is panic! It's exactly the same with nursing, society is "used to" us always being there, until...

Making illness and suffering bearable

**We are there for people
in their most fearful and
vulnerable moments.**

The elderly and sick would depend on informal care without nursing staff.

Improving quality of life.

Nurses can help restore balance; less focus on medical issues only, more attention to the human side, looking for people's resilience. More focus on prevention and self-direction. In doing so, they can also help slow down the rise in health care costs.

People can live well but also die well with good guidance and nursing care.

Currently a counterweight to the hardening of society

Commitment and compassion.

Because nurses oversee the big picture, both individual and group/neighborhood in all areas of importance to patients/clients and their caregivers, nurses are able to highlight insights that are important to society and thus to political choices. Of utmost importance that this is recognized and that nurses are also put in position.

Keeping standards in society high. Respect for the elderly who have worked hard and cared for us all their lives. Not casting them aside like old trash but offering them a dignified and comfortable existence.

Assurance that there is care and attention for the vulnerable in our complicated and fast-paced society, allowing them to live as full a life as possible as well.

Promoting health and well-being.

Without nursing and caring, society collapses. Look at the Covid crisis, society had to lock up because there was not enough room in care!

Safe and caring society.

as nurses and caregivers. From prevention, to treatment, to helping with the consequences of treatment and the power of non-treatment. Nurses are at home in all of these places.

Managing illness and health better so that everyone can participate in society longer and better.

Nursing/care is there for everyone! The patient, the caregiver, the mentally vulnerable, the elderly, the young. There is no target group in the Netherlands for whom there is no nursing/care. So there is also a place for every caregiver where they fit best. Without nursing/care, society will break down in all areas.

Extra attention and care for vulnerable groups such as (chronically) mentally disabled, homeless, elderly people who still live at home.

Being able to participate in society despite the inconveniences.

We live in a society that is hardening and where there is more and more loneliness. What would this society look like to e.g. elderly people without social contacts and family? If no one came to help patients would no longer be nursed, no washing, no wound care. What a cold society we would have in which people would waste away.

Personalized response to social care issues such as aging, loneliness, loss of independence, grief, informal care.

No nurses, no care.

The value is that we help people regain their own lives and make people find life worth living again. Sometimes after walking a long road together with a mental health client.

Nursing and caring is valuable to society because it contributes to promoting public health. For example, there is continuous attention to prevention, lifestyle promotion and educational needs.

Relieving family caregivers, ensuring that people can continue to live at home longer.

Working towards a society where mental suffering is allowed to be part of it. Where people can be themselves. That is an important task we have. That there will be inclusion instead of stigma because mental suffering is often much more common than we want to admit. That we as mental health care contribute, a very important contribution, to a wonderfully diverse society where everyone feels at home.

That confused people need not live on the streets in crisis and danger can be prevented by our care.

That people can remain in their own environment as much as possible even with illness and/or disability with good support.

Without nurses and carers there is no care at all. The execution is largely done by nurses and caretakers. In addition, if I myself fall ill, I would also like to have someone with knowledge who can stand beside me and see me as a human being in addition to the medical treatment.

Looking at today's society where many people work and care has suffered from severe cuts, the value of nursing and caregiving is high. If a parent or child falls ill, you as a nurse or caregiver can support the loved ones/family. We take over the care that cannot be given by relatives. In other cultures you see the family taking care of the patient in hospital. I.e. they take care of the food, but also wash and dress the patient. In our society there is no room for that anymore and our culture is different.

A profession that connects us and sets the example of inclusion, regardless of creed or race, we are available to everyone.

Happiness and creating this by maintaining, restoring or promoting health or being allowed to die with dignity.

You bear so much that others don't see. Without nurses/caregivers, many people could not live at home, but neither could they go to an institution. Then family care would be greatly overburdened. Family members would only be able to support each other, which would tire out everyone or force them to give up their own dreams and development to be there for another. That is nice but not sustainable for people themselves and neither very favourable to the economic development of a country. In addition, without nurses, many other caregivers would be unable to do anything and thus care would be totally eroded on all fronts. Nurses are carriers, guardians and defenders of the basic rights, norms and values of the sick and vulnerable in society. They remind society again and again of the essence of living together; solidarity with protection of the weak.

A humane society with an eye to and care for each other.

More cohesion, caring for each other, living together, bearing together.

To offer clients a life of quality in the last phase of their lives.

To society, it is of great importance, because as a nurse, I not only practice my profession during my work but also in my immediate environment. I am a nurse and nurse specialist, it is not my profession. It is always me, caring, helping hand, for emergencies on the road or accidents.

Providing safety, equality, solidarity, tolerance and privacy.

Working toward recovery and participation within society.

Understanding that life is about health and happiness and not the biggest house, career or a fat car under your ass.

It is a pillar of society. By using the right care it will be more efficient, diseases may be experienced as less inconvenient and a patient can function and participate better in society.

Society comes to a standstill when there are no nurses, family caregivers become overburdened and medical treatments cannot take place.

I truly believe that becoming a nurse is a calling. Nurses have some character traits that are an asset to society.

We are caring, resolute, feel emotions unerringly, we are empathetic, adapt easily and have a warm heart.

Makes the world a little softer. Everyone needs care in their time.

Being close to the family and guiding them through one of the most difficult phases of life when a child is ill.

That life is livable and balanced for everyone.

That everyone can continue to participate in society.

Humanity becomes stronger.

To ensure that everyone can lead as normal a life as possible, whereby any illness is not seen as a limitation but is looked at in terms of possibilities. Giving everyone the right care in the right place!

What we (nurses/caregivers) need to do is to show courage, act as role models and 'influence public opinion' in our curricula.

In my opinion nursing and caring should be seen as the core of a healthy society. How we care for each other shows how we are connected. If we value caring more highly, I believe we will also learn to look out for each other more often and values such as individuality will shift to the background and connection and togetherness will gain more space.

Because we assist clients with illness and dependency in the home, we save on admission costs. Because we pay a lot of attention to prevention and preventing health problems, clients can live at home longer.

The past two years have shown that. The ICU is in the news every day and its importance is clear. There is an enormous amount of knowledge and expertise. We try to cooperate a lot with the nursing departments in my hospital. We follow up ICU patients when they are transferred to the department and support our colleagues there with knowledge and vision. As a result, knowledge improvement occurs that benefits our patients and as it is society. We are also concerned with prevention. Prevention is better than cure so passing on knowledge is very important.

We save lives.

Caregivers and nurses are able to work without stigma like no other. Not to see the disease but the patient behind the disease. Not to think in terms of problems but in solutions. Society should sometimes think a little more like brothers and sisters.

Everyone counts, including people who need care.

As a nurse, you are a role model for society. The calling card of your organization. It is always good to realize this.

Nurses connect all disciplines in healthcare. They ensure that care is concerned with people and not with records.

Good nursing care relieves family caregivers and contributes to a full last stage of life. People around the client can participate more fully in society as a result.

We apply the plasters needed for society, where the environment falls short. We provide the care demanded. Special to be there when people are vulnerable.

**An investment (not a cost!),
we all benefit from a good
health care system.**

Affordable health care by preventing disease, reducing hospitalization.

Sometimes it seems like society is hardening ever more, more and more people disagree with each other, more and more people are diametrically and violently opposed to each other. Everyone who falls ill is vulnerable and feels vulnerable. At that moment, the nurse is there for you and wraps the care that you need so desperately at that moment around you like a warm blanket, regardless of your background and regardless of your views, ideas and other beliefs you pursue and live by. Should the need arise, the nurse can also be stern, follow through, call you on something and give you a subtle nudge in another direction. If everyone could be a little more open to another person, show a little more empathy and see things from a different perspective, the world would look a lot brighter. Fortunately, we have the nursing profession; they already do enough of this.

Unburdening society. For example, in the case of dementia. As dementia progresses, more and more reliance is placed on the client's network. As a dementia case manager, I see those signals, put them up for discussion and take appropriate actions.

We work on all fronts, i.e. at home with the patient, hospital, in the neighborhood, clinics baby/children, administering vaccines, in schools. We can be deployed everywhere and also monitor care on all fronts.

With the right care, being able to be part of society again sooner. Less healthcare cost, back to work faster, sense of satisfaction ensures good health.

In addition, the value of nursing and care for society is also the anticipation of preventive care so that fewer people (will) need care and we keep it feasible and affordable together. Health is invaluable, but often you only notice it when it is no longer taken for granted. How good it is then to know that there are always people to take care of you and help you.

In many ways it keeps the economy going. That people are helped back on their feet. That family caregivers are taken care of. It also provides solidarity in a society. We live with each other and care for each other. Directing people to care for misunderstood behavior instead of police and the prosecution office.

Working together for a healthy world.

I see normalizing issues as an important function in society. Nowadays there is more and more attention for depression/anxiety and PTSS, but still it remains difficult to live with this. Think for example of employers. It is difficult to discuss having a mental vulnerability, there is still a world to be gained here. But also think about relationships: who is waiting for someone with mental health problems. More and more, the focus is on living as normal a life as possible, and I think we have an important contribution to make to that.

Imagine a world without nurses and caregivers or a day when they are all free. This provides the answer to the question of value.

Being there for fellow human beings.

Help and support to clients but also especially to a partner, family or relatives who encounter and support a loved one in the most vulnerable period of his or her life. We support not only the client but also partners and caregivers.

Just a very short time ago,
COVID showed that health
care was very important to
keep society running.

As human beings we are autonomous and at the same time vulnerable in our humanity. If we are aware of the fact that everyone is dependent on care at some point, I believe that nursing and caregiving will be more valued in and by society.

Spider in
a web

6

Can you indicate in one word what is the core or the beauty of your profession for you?

Below are all words that were mentioned more than four times by the respondents. These words speak for themselves and need no interpretation.

Table 5
The subject in one word

Gratitude	125
Supporter	80
Love	79
Variety	73
Meaningful	49
Connection	46
Fulfilment	44
Cooperation with patient	43
Caring	39
Appreciation patient	36
Contact	33
Attention	30
Valuable	30
Helping people	24
People	22
Passion	19
Trust	18
Making the difference	17
Involvement	15
Compassion	15
Being there	12
Meaningful	12
Challenging	12
Humanity	11
Close proximity	9
Proud	9
Relation	9
Meaning	8
Empathy	8
Support for vulnerable patient	8
Professionalism	8
Quality of life	7
Variation	7
Warm care	7
Spider in the web	6
Equivalence	6

Helpfulness	6
Challenge	6
Dynamic	5
Serving	5
Smile	5
Listening	5
Together	5
Safety	5
Enrich myself	5

End of life care

Accountability Whitebook 2023

In 1982, the Blackbook was published on the occasion of Nurses Day. This day was organized by Het Beterschap, an interest group for nurses and caregivers. About 2,000 nurses and caregivers came to the Casino in Den Bosch at the invitation of Het Beterschap on 12 May 1982. Nurses and carers put their concerns about work pressure and shortages of personnel on paper. Together with Theo Dassen, commissioned by Het Beterschap, I made a summary of the 1,500 pages of text that nurses and carers wrote on their daily concerns about their work.

On 15 June 1982, Het Beterschap presented the Blackbook to Dick Dolman, the chairman of the Dutch House of Representatives. Many national and regional newspapers wrote about the contents of this Blackbook. Table 1 shows a few headlines from the newspapers of June 16, 1982. Most notably, the center page of Privé, an outspoken gossip magazine, contained two pages of quotes from the nurses' and caregivers' responses.

Table 6
Headlines in Dutch newspapers
June 16, 1982

Blackbook 1982

Growing number of
mistakes in nursing owing
to lack of staff

(Trouw)

Disorder in nursing

(De Limburger)

Nursing staff demands an
end to cutbacks

(Volkskrant)

Nurses sound the alarm

(Algemeen Dagblad)

Blackbook denounces nursing abuses

(Parool)

Sisters often bathe the sick at 4 a.m. Report on abuses in nursing

(De Telegraaf)

Developments between 1982 and 2022

It is now 2022, forty years later. A lot has happened in nursing and care in those four decades. The professions in nursing and care have further professionalized. Since 2005 nurse practitioners are a legally recognized profession.

Professionalization should go even further in the areas of power position of care employees in health care institutions, involvement in national health care policy, presence of training opportunities, career paths, the presence of nurseries in health care institutions, salary and working conditions.

In the past 40 years many developments have taken place, resulting in a stronger position of nurses in their organisation. I will mention a few developments below.

Increased knowledge

Scientific research and innovation have become increasingly important. The flight that scientific research took, has a lot to do with the start of master of nursing science that started in the Netherlands in 1980 and the money that was invested in scientific research. As a result of this research, knowledge about nursing and care has increased considerably. This knowledge has been incorporated into many guidelines that have been developed over the past 30 years for nursing and care. This knowledge is made accessible through knowledge data bases. This knowledge also took an important place in textbooks for nurses, such as in the four volumes in the Effective Nursing series and professional magazines for nurses and carers.

There is a great deal of attention for evidence-based working. This involves using three sources of knowledge to determine nursing problems and interventions: scientific knowledge; experiential knowledge of healthcare workers and preferences (wishes and preferences) of patients. The position of the patient in decision-making has also become stronger.

Improvement of training

Programs have improved with the phasing out of in-service education, although there is again a desire for the positive aspects of in-service education (bringing school knowledge and practical knowledge closer together). The master's program in advanced nursing practice (MANP), a program in which nursing and medical knowledge are combined, has also existed for almost 20 years.

Legal powers

The legal powers of nurses and nurse specialists have increased. In addition to nursing diagnoses, nurse practitioners also make medical diagnoses. Certain groups of nurses, such as oncology and pulmonary nurses, are authorized to prescribe certain medicines.

Dominant position

Nurses and carers have organized themselves in greater numbers than before. Nurses and carers try to increase their positions of power in healthcare institutions, for example, by setting up advisory councils or staff conventions

For several years now a lot of attention has been paid to leadership among nurses and carers. Professional profiles have been developed for all types of nurses and carers that provide insight into their knowledge and skills (competences).

The above overview is by no means complete, but a complete historiography of the development of nursing and care is not the purpose of this accountability for this Whitebook.

Whitebook 2023

In November 2021 I realized that it had been 40 years since the Blackbook appeared. The media constantly wrote about what is not going well in nursing and care. Journalists' knowledge of nursing and care is often not based on current information. This is evidenced by the frequent use of the term 'verplegers (nurses)' instead of the modern term 'verpleegkundigen (nurses)'.

Negative publicity in the newspapers gives healthcare professions (helpers, caregivers, nurses and nurse practitioners) a negative image. This negative image restricts the inflow of young people into education and practice. Why would you start an education in a profession that is portrayed so negatively in the media? The negative image contributes to an unnecessarily large outflow of experienced colleagues. This has major consequences for the future. After all the demand for care is constantly increasing and an enormous shortage of care employees is a threat to good quality and accessibility of care and treatment and the sick and vulnerable people's quality of life.

The idea arose to create a Whitebook. A Whitebook in which helpers, carers, nurses and nurse practitioners and students for these professions are given a voice to spread their message about professional pride thus contributing to a better image of the care professions. In December I shared this idea with eight colleagues in various health care positions. They embraced the idea of making a Whitebook.

Collection of data for the Whitebook 2023

The aim was to collect data for the Whitebook with a short questionnaire. These questions are:

- 1 What is great about your profession and what are the reasons why you as a healthcare worker or student are satisfied with your profession?
- 2 What is the value of nursing and care for the patient / client?
- 3 What are the benefits of nursing and care for the professional groups (doctors, dieticians, physiotherapists, etc.) with whom nursing staff work?
- 4 What is the value of nursing and care to society?
- 5 Can you indicate in one word what is the core or the beauty of your profession for you?

In addition, the respondents were asked whether they have a diploma or training, where they work and which (further) education they completed.

Distribution of questionnaire

In December 2021, nursing advisory councils, study programmes, departments of V&VN (national council for nurses) and colleagues in my network were approached with the request to complete a questionnaire. This call was also shared on social media. The willingness to distribute the questionnaire was high.

In mid-January 2022 the questionnaire was sent via a Word version and via Google (online survey) and distributed via LinkedIn.

Response to the questionnaire

Within four weeks, 1,000 helpers, carers, nurses, nurse practitioners and students for these professions completed the questionnaire. The final response was 1,162. There is no attempt to be representative in any way. It is nice to see how many institutions the respondents come from. Table 2 contains an overview of the type and number of organizations from which the respondents come.

Table 7 shows the numbers and percentage of respondents per sector and the distribution between students and qualified employees.

Table 7
Sort of organisation

Organisation	Aantal
Nursing homes / Homecare	48
Hospital	37
Psychiatry	15
General practitioner practice	9
Rehabilitation	3
Hospice	3
Care for mentally retarded	2
Nursing schools:	
Level 3 and 4 programs	14
Bachelor of nursing	14
MANP	4

Analysis questionnaire

The answers given by the 1,162 respondents were reviewed. For each question, the answers are grouped in categories based on their similarity. Comparable answers that were mentioned less than 5 times were not included in the analysis.

Selection quotes

The answers per question were examined and a selection was made based on the following criteria: duplications are avoided, originality of the answers, distribution of the answers over the settings where work is done. As a result, the number of quotations has been reduced from approximately 80 pages per question to approximately 25 pages. The quotes were then presented to eight colleagues for each question. They were asked to make a selection of the quotes. There are about 7 pages of quotes left for each question.

Layout Whitebook 2023

The core of the Whitebook 2023 consists of the answers to the five questions. A chapter is devoted to each question. Each chapter contains a text summarizing the answers to the relevant question. The introduction is followed by the most striking, beautiful and catchy quotes.

The Whitebook brims with professional pride and expresses the great significance of nursing and caring for our society very well. The creation of Whitebook 2023 will be successful if it contributes to a positive image of healthcare professions.

Table 8
Where do the respondents
work?

Werkomgeving	N	%
Home care	278	23,9
Hospital	396	34,0
Nursing home	204	17,6
Psychiatry	139	12
Mentally retarded	17	1,5
Revalidation	43	3,7
Practice general practition	20	1,7
Hospice	10	0,9
Other	55	4,7

Table 9
Students and graduate

Education	student		graduate	
	N	%	N	%
Nurse aides	6	0,5	41	3,5
Caregiver level 3	13	1,1	109	9,4
Nurse level 4	61	5,2	218	19,0
Bachelor of nursing level 6	106	9,0	312	26,8
Nurse practitioner psychiatry	9	0,8	60	5,0
Nurse practitioner general care	31	2,7	11	9,5
SPV	3	0,25	22	1,9
Teacher	6	0,5	54	4,6
Total		235		927

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