

UNWELCOMENess and WELCOMENess

This is an extract from a paper publishing research in Toronto into experiences of people experiencing homelessness and their encounters with healthcare services.

[See bottom of the table for the reference.] This tabulation/ layout is a resource from the workshop: UN_ESCALATE.

UNWELCOMENESS		
“I – It” Encounters		
Coding category	Description	Examples from transcripts
Identity as object	When an individual feels as though they have been reduced to a thing or object	<ul style="list-style-type: none"> “It makes me subhuman almost, like that I don’t really belong in society” (Luke) “...she just didn’t care. It was like you were a piece of meat.” (Timothy)
Closed intellect	A closed way of knowing the other. An unwillingness to know the other and/ or the use of restrictive concepts to define the other (e.g. stereotypes)	<ul style="list-style-type: none"> “most of them automatically judge you and stereotype you” (Luke) “...it just seemed like she just wanted to be just, just sit down and wait. Like it seemed to me that she didn’t even believe me.” (Joe) “they didn’t even want to know who in the hell I was.” (Timothy)
Closed emotions	A closed way of relating to the other. An unwillingness or inability to empathize with the other.	<ul style="list-style-type: none"> “A lot of the problem is that doctors don’t have or won’t take the time to actually find out where you are or how things are affecting your life and why.” (Luke) “she made me feel like she was sympathetic...but I don’t think she was... I don’t know, it’s just the way I felt” (Matt) “like they heard you, but they weren’t really concerned as much” (Irene)
Closed communication	When an individual feels as if they are being ignored or not listened to.	<ul style="list-style-type: none"> “That’s it, I don’t want to talk to you,’ that’s the impression I got.” (Andre) “They ignore me completely. People only talk to me bad.” (Hernando) “They were a bunch of jerks... just because they are running a big hospital they should just take time to personally interact with the individual... you feel like they are snobs and they just don’t want to get to know you.” (Timothy)
Closed agenda	An unwillingness or inability to acknowledge the needs of the other, and preoccupation with one’s own agenda (e.g., functional or mechanical relationships)	<ul style="list-style-type: none"> “...they just gave me like that whole facial look, like, like I’m too busy and all this stuff, like... but that’s just how it is though right.” (Joe) “they’re very business-like I dunno... they want to get on with the next patient... their workday... basically” (Raj) “You serve the customer, get them out of the way, and go to the next one. That’s all it basically seemed like, was just an assembly line.” (Luke)
Power imbalance	When an individual feels disempowered by the other.	<ul style="list-style-type: none"> “...like you’re less than the working population.” (Christopher) “...like I had no sense of worth.” (Matt)

WELCOMENESS		
“I – You” Encounters		
Coding category	Description	Examples from transcripts
Identity as person.	When an individual feels as though they have been acknowledged or valued as a person.	<ul style="list-style-type: none"> “It makes you feel happier inside. It makes you feel wanted.” (Matt)
Open intellect	An open way of knowing the other. A willingness to know the other and the absence of restrictive concepts that define the other (e.g. stereotypes)	<ul style="list-style-type: none"> “They don’t really judge people. They just take all walks of life, whether you’re working or not working or where you live.” (Irene) “the person likes to get to know you or wants to know about you.” (Timothy)
Open emotions	An open way of relating to the other. A willingness and ability to empathize and be receptive toward the emotions of the other.	<ul style="list-style-type: none"> “To say, you know, I see where you’re coming from...” (Irene) [welcomeness is]: “Hi, how are you? How do you feel? Where have you been?” you know? That instead of just “where is the form I sign? Okay, here you go, go”. (Pierre)
Open communication	When an individual feels as if he or she is truly listened to.	<ul style="list-style-type: none"> “uh, they ask you how you’re doing, sort of thing and if you need any help... What am I looking for, what type of help or?” (Irene) “...with just the tone and the expression of how they talk to you. You know, a lot of times you get them asking how are you doing? Have a bit of a conversation” (Luke)
Open agenda	A willingness and ability to acknowledge the needs of the other, even at the expense of one’s own agenda. (e.g., caring relationships that are not purely functional or mechanical).	<ul style="list-style-type: none"> “they show that they care, its not just a job... they want to know you as well as a person, if you’re okay in general and any other treatments you might need.” (Irene) “We see you, you ask for help. We will get you the help you need. And basically didn’t abandon me.” (Luke)
Power equity	When there is a balance of power between individuals encountering one another	<ul style="list-style-type: none"> “[the doctor] didn’t talk down to me like some doctors do... they sometimes have a tendency to do that... I think, maybe doctors just think they’re smarter than the public on average” (Christopher) “He knows me, I know him... giving one another pointers, helping, I mean like working together right and not sort of just, just, just dividing ourselves.” (Joe)

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