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Quality Patient Care-Z chapter 22

1. What are the seven categories that emerged from the content analysis?

The seven categories that emerged from the content analysis were symptom management, activities of daily living, encouragement, emotional support, nurturing relationship, respect for religious beliefs, and concern for cultural differences.

2. For each category provide an explanation of what was confirmed, reported, perceived, expected, or believed by nurse's or patient participants.

1) Symptom Management-

Assessing the patient and treating any physical signs was considered a vital trait in nurses according to this study. Nurses that underwent an in-depth interview stated that an in-depth head to toe assessment should be done upon admission to the unit to detect any treatable signs and the other nurse stated that relieving the patient of any sufferable manifestations such as pain, nausea, etc. is greatly appreciated by patients. Patients on this topic discussed thankfulness for nurses that provided treatments that relieved their symptoms. One patient that underwent a focused group discussion stated how a nurse took care of them by asking if they were in pain and another stated that good nursing care involving treatments was appreciated because without it, they were unable to eat due to an acute gastric ulcer. Patients confirmed that recognition and adequate care of signs and symptoms were a priority for quality care.

2) Activities of Daily Living-

Allowing patients the opportunity to partake in their daily routines as if they were not acutely ill was deemed beneficial based on nurses and patient opinions. A nurse that was interviewed talked about how on their unit they provide nursing care for patients including bathing, toileting, feeding, and dressing as if the patient would every day without assistance. Another nurse spoke about this stating that a nurse's day is full of physical care such as feeding, changing patients, repositioning, and bathing. Patients that were interviewed stated these things were being done. Two patients shared their personal experiences. One stated how when they got thirsty the nurse would help them get a drink and eat and even took the extra step of moisturizing their lips with a wet cloth following. The second patient shared how a nurse helped him with toileting when they could not manage to get up themselves. Overall patients and nurses

perceived that basic care such as toileting, feeding, bathing, repositioning, and dressing are vital when suggesting quality care.

3) Encouragement-

Inspiring patients, supporting them in regaining health, aiding in self-care, and enhancing patients' self-esteem are all key points that nurses in this study found to be important in the category of encouragement. During their in-depth interviews nurses spoke about encouragement by stating that patients are happy when complimented by saying statements such as "you look nice today or "it looks like you're getting better". Another nurse said that it's important to engage in conversation with the patients to allow them to express anxieties and fears to reduce these aspects. Taking care of the patient psychologically is just as important as physically. The patients on the other hand spoke about encouragement stating that they expected nurses to engage with them to build their confidence to overcome the illness they were facing. One patient shared their experience where a nurse had said to them "You're looking so much better; your treatment is working well" while smiling. The patient explained how nurses sincerely mean these words and how it is appreciated. Mongolian nurses reported awareness of their verbal affirmations and how they positively affected the patient and promoted quality care. Patients found that being supportive and patient education was two main topics that must be met to receive quality care.

4) Emotional Support-

Emotional support was described by nurses and patients as nurses relieving a patient's negative mood, showing empathy to their situation, providing therapeutic touch, and allowing time for the patients to express their feelings. One nurse spoke about how she always makes time for her patients in this aspect. She said that she remains patient and actively listens to patients when their mood is down and most of the time things improve, and the patient will calm down. Another nurse stated how she takes the patient to a separate room to allow their emotions to be talked about. A patient's perspective on this was that nurses most of the time seem overwhelmed but that in their experience they always have kept a constant kind and cheerful attitude. Due to nurse's large workload emotional needs may be overlooked by physical needs. To provide quality care patients and nurses both agreed that emotional needs must be met. Listening to patients and offering gentle body contact such as hugging or softly touching their hand/shoulder are two great ways to show support. It has been shown that lack of emotional care from nurses has affected quality care in a negative way and that empathetic nursing care has improved quality.

5) Nurturing Relationship-

In this category the participants in this study said that the nurse helps the patient in their ability to connect with others in their plan of care. Nurses in this study noted that the families role is huge when thinking about the patients' health and helps improve quality care. The patient's perspectives shared how sometimes they need the nurses help in advocating for them in relation to their doctors and social workers. Nurses are perceived as helpful when they aid the patient in connecting with their doctors, loved

ones, and other team members. A caring relationship and established rapport are considered vital to delivery of quality care. But nurses have found that their job is so taskful they are not always capable of providing this to patients which is shown in Mongolia.

6) Respect for Religious Beliefs-

On the topic of respect for religious beliefs participants believed that nurses provide opportunity for patients and their family to take part in religious activities with respect. The statement made by a nurse during their in-depth interview stated that in many situations she's had patients and family ask her to involve a monk in their plan of care in order to call their spirit back or use spring water from a monk and she always does this. A patient when proposed with this topic stated how nurses help make religious practices available in the hospital setting. This category was shown to be of high importance for these participants. Nurses are helpful in this way if they volunteer to aid patients and their families with their desires in relation to religion practices. Nurses can do this by finding them a suitable area to perform religious activities or getting in contact with a monk to visit them. If a nurse does not show respect in this category the patient's perception of quality care diminishes.

7) Concern for Cultural Differences-

In this category participants perceived that when nurses go about making their plans of care for patients they should involve patients' differences in health-related attributes, cultural needs, and the need to address restrictions to care based on their personal culture preferences. A nurse stated how she remains neutral in relation to patients' beliefs and practices. Another nurse noted how some patients from the countryside do not take part in baths during their treatment because of their culture and needing to stay warm while their care is in action or else their treatments will fail. Nurses must be careful in their practices and education and keep in mind patients differing cultural regulations in order to provide quality nursing care to patients.

3. How can you use the information obtained from this article as you become a registered nurse? How will this affect the quality of care you provide? (explain)

This information can help me become a well-rounded registered nurse as I begin my career. This article had a lot of helpful tips from both the patient's perspective and from experienced nurses. The information I was able to take in and learn from was very valuable moving forward into my career. I am now more aware of extra steps I can be taking as someone's assigned nurse in order to improve their quality of care. Some things I can do are be aware of any new symptoms I can help manage and be on top of my assessments in order to relieve my patients as soon as possible. I can also make sure I am taking the time to listen to my patients concerns and worries regarding their treatment or current illness. Something I learned from this article is that a patient's emotional needs are just as important as their physical when promoting quality care. Another thing I can apply from this article is advocating for my patients in order to promote nurturing relationships. One last thing I believe I am more aware of now is being on top of my patients religious and cultural beliefs in order to incorporate these into my plan of care and aid them in following and taking part in any needed activities to satisfy their beliefs and customs. This will

affect my quality of care in a positive way. Keeping these seven categories in mind when going through my shift will help ensure that all my patients, I am assigned are well taken care of in all aspects and leave their hospital stay feeling as though they received quality nursing care.