

Firelands Regional Medical Center School of Nursing

AMSN 2023

Quality Patient Care-Z chapter 22

1. What are the seven categories that emerged from the content analysis?  
The 7 categories that emerged from the content analysis are 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.
  - In symptom management, the patient "reported gratitude" because with good QNC, their physical problems disappeared because the nurse provided treatments after a good head to toe assessment and actually listening to a patient's subjective symptoms.
  - In activities of daily living, nurses confirmed that providing patients the opportunity to perform their ADL's was a part of QNC. Nurses provide primary care such as bathing, feeding, etc. but the nurses in this study believe that QNC involves patients trying to complete these ADL's on their own again.
  - In encouragement, the nurses perceived encouragement as inspiring patients to still have hope and encouraging them to get well by providing self-care and by enhancing their self-confidence. Even by just telling patient's they look nice today and asking them if they're getting better can help. Reassurance will help a patient overcome their illness.
  - Emotional support was confirmed by participants that the relief of a patient's negative mood can be easier done if the nurse shows genuine empathy, and showing "indulgent care." Always remain with the patient and actively listen when a patient is upset. Even though a nurse may be overwhelmed because there are so many tasks to complete, a nurse keeping a kind affect can help someone's day.
  - Participants confirmed that in nurturing relationships, that helping relationships flourish between staff and family and patients is vital for QNC.
  - Participants perceived that nurses respecting their religious beliefs and allowing them to perform religious activities within the unit is a part of QNC, such as bringing a religious figure to the hospital.
  - And lastly, participants believed that when nurses consider cultural needs and differences within their nursing care plan, they are providing QNC.
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)

I can use this information in this article when I become an RN to take in consideration that quality nursing care is beyond just completing all the tasks in the patient's worklist, and actually involves treating the patient with respect. It can be easy to get wrapped up in all these orders that need to be done, but at least keeping a positive affect and being kind to a patient instead of demanding can help improve their time at the hospital, and possible even help them heal quicker. And while providing total care to a patient yourself may be quicker, it's important to help a patient ease back into performing their own ADL's so they have a better transition once they are discharged. We as nurses have to respect that patients and families will not always agree with what we think is best for them, and ultimately it is not respectful of us to push our beliefs onto others. I do wish nurses had more time to provide empathetic listening and conversation with patients and families, but sometimes the reality is, it isn't always possible. But it is possible to always remain kind. We have to remember, these patient's in the hospital may literally be in the worst and lowest part of their life.