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2/10/23

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AMSN 2023

Quality Patient Care-Z chapter 22

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

The seven categories that emerge from the content analysis are:

1. Symptom management
2. Activities of daily living
3. Encouragement'
4. Emotional support
5. Nurturing relationship
6. Respect for religious beliefs
7. 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.

Symptom management- This involved nurse assessment of the patient, and providing care to relieve or reduce physical signs and symptoms, and thus considered as critical nursing care quality. The patients reported gratitude because many of their physical problems disappeared after receiving treatments and good nursing care.

Activities of daily living- , the nurses confirmed that QNC involves providing an opportunity for patients to complete their daily physical activities independently as if they were healthy. The nurses' tasks involved a lot of hands on physical care such as: bathing, toileting, feeding, dressing and preventing bed sores for patient's. The patient's affirmed that essential primary nursing care was accomplished along with treatments from the nurses.

Encouragement- The nurses perceived that giving encouragement included inspiring patients to get well or administering self-care, and enhancing their self-confidence to assist in optimizing their health and managing their illness as an aspect of QNC. An example would be that patients get happy when I say you look nice today or you are getting better. So, I say many inspiring words to my patients to support them psychologically.

Emotional support- Participants confirmed that relieving a patient's negative moods could be assisted by a nurse showing empathy, giving indulgent care such as gently touching the patient, and giving particular time to patients to express their emotions while providing nursing care, for example: I always remain patient, tolerant and actively listen when patients are upset, then patients will calm down and things can improve shortly.

Nurturing relationship- Participants confirmed that the nurse helps the patient's ability to connect with family, friends and healthcare providers which is vital for delivering and receiving QNC: The contribution of the family is significant in contributing toward the patient's sense of well-being and is effective for enhancing care quality.

Respect for religious beliefs- participants perceived that nurses provide the patients and their families with opportunities to perform religious activities in the unit, and that respecting the patient's traditional and cultural beliefs is vital for providing QNC. Nurses were able to call a monk/spiritual leader to the unit in order to pray or perform a religious activity.

Concern for cultural differences- Participants believed that when nurses develop a nursing care plan, they should consider the patients' different health-related attributes, cultural needs and the need to discuss any restrictions with them related to their culture, religious and traditional beliefs, or dietary, hygiene or gender preferences.

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)**

The information from this article can be used as a registered nurse in order to provided respectful and quality patient care. The seven different categories of QNC really put into perspective the role of a nurse and how to put the patient first. Helping a patient control symptom and be comfortable all while providing essential care is important! However, other things such as providing encouragement, support, and respecting the patient as a person all must play an important part in nursing care as well. The quality of care a nurse provides will be better by keeping these categories in mind and being respectful of a patient's beliefs and cultural differences.