

The Health Care Organization and Patterns of Nursing Care Delivery: Z-CH #15  
Online Content 1H

The following link discusses eight principles of patient-centered care. Read the article and explain each principle, in your own words. Then, pick what you feel are the most important three and explain why you feel this way.

1. Respect for patients' values, preferences and expressed needs.

People should be respected for who they are and what they represent. People shouldn't be discriminated against or treated unfairly based on ethnicity, religion, or culture. All people have a right to be treated equally and receive equal healthcare treatment. As a nurse I should provide treatment that is catered to my patient specific needs and values.

2. Coordination and integration of care

As a nurse it is my responsibility to collaborate with the appropriate members of the healthcare team to provide the best quality care to my patient.

3. Information and education

All patients have a right to have access to their charts, medical records, etc. and be educated on all treatment plans, medications and procedures that may be implemented during their hospitalization.

4. Physical comfort

As a nurse I am required to provide a comforting environment to my patient by dimming the lights, keep rooms clean and free of clutter, and keep items close in reach including the call light. I am also responsible to address any pain my patient may have and administer appropriate medications to control pain and discomfort. I also must implement interventions that ensure patient security and safety.

5. Emotional support and alleviation of fear and anxiety

It is my responsibility as a nurse to provide judgement free support to my patients by being caring, empathetic, and holistic with my approach. I am responsible to give my patients comfort and reassurance by providing detailed information of procedures and physician orders.

6. Involvement of family and friends

I am responsible to include family and friends in patient care as long as it is warranted by the patient. I will discuss and keep family and friends informed and also reassure and provide comfort to them as needed during the hospital stay.

## 7. Continuity and transition

Nursing doesn't stop at the hospital; it is my responsibility to ensure that patients have the needs they require at home to continue appropriate care and prevent future readmissions.

## 8. Access to care

All patients have a right to have access to healthcare and as a nurse I need to provide resources to help people who are unable to gain access by giving them information on transportation to and from appointments.

I feel like #1, #3, and #6 are the most important principles because they incorporate most of the other principles such as #1 if you treat a person respectfully that will make the person feel more safe, secure, and comfortable with you, which also helps you provide the best quality of care by communicating the patient's needs to the healthcare team. #3 is important because by continuously educating the patient and keeping the patient and family (friends) informed promotes healthy lifestyles that the patient can maintain at home which includes family and friends support thus reducing the recurrence of repeat hospital stays. Lastly #6 by involving the family or friends in the care assists the patient with all principles for example if a Spanish speaking patient ate a special kind of diet the family/friends could provide the food for the patient. Family/friends are able to help coordinate patient needs by voicing concerns for the patient in a timely manner. They also can help comfort and console the patient, address physical comfort by having the familiar faces in the hospital setting would bring comfort to a patient. Family/friends help transport patients to and from appointments, and assist the patient with following physician orders for follow-up care.

Submit to Z-CH15 Dropbox by 0800, March 2<sup>nd</sup>.

***In order to receive full credit (1H class time) for this assignment, it must be completed in its entirety by the due date/time assigned. Any assignment not completed in its entirety will result in missed class time.***

<https://www.oneviewhealthcare.com/blog/the-eight-principles-of-patient-centered-care/>