

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.

Submit to Z-CH15 Dropbox by 0800, March 2nd.

1. Respect for patient's values, preferences and expressed needs: We should involve patients in their complete care, which means that they are allowed to make decisions for themselves. They have unique values and preferences that they live by. This principle shows that all patients should be treated with respect and dignity because they have their own values. They also have autonomy, which means that they can make and choose all decisions for themselves.
2. Coordination and Integration of care: When patients are sick they feel that they are vulnerable and powerless. To help with these feelings, nurses should learn proper coordination of care. Multiple patients stated that there are three areas that can help reduce these feelings: coordination of clinical care, coordination of ancillary and support services, and coordination of front-line patient care.
3. Information and education: Patients feel that they are not getting the complete or correct informed information about their condition or prognosis. They said that they are worried and need a new communication and education system. Some hospitals have focused on three kinds of communication to help patients not feel this way. These are information on clinical status, progress and prognosis, information on processes of care, and information on facilitate autonomy, self-care, and health promotion.
4. Physical comfort: Comfort plays a huge role in the experience for a patient. They must feel comfortable on different aspects to have a good experience at the hospital. There are certain areas that are important to patients and to make sure they are comfortable as well. Pain management, assistance with activities and ADL's, and hospital surroundings and environment are some of the areas that need to be met for patients to feel comfortable.
5. Emotional support and alleviation of fear and anxiety: Having fear and anxiety can be just as scary as the physical symptoms of an illness. Not knowing what is happening or not being informed about your illness can cause fear and anxiety. Pay attention to these things: Anxiety over physical status, treatment and prognosis, anxiety over the impact of the illness on themselves and family, as well as anxiety over the financial impact of illness.
6. Involvement of family and friends: Patients should be able to include their friends and family in their care. This can help make the patients experience more enjoyable and comforting. Patient-centered care should be providing accommodations for family and

friends, involving family and close friends in decision-making, supporting family members as caregivers, and recognizing the needs of family and friends.

7. Continuity and transition: Patients seemed to feel concerned for when they are discharged from the hospital. They feel that they do not have the ability to care for themselves. It is important to always provide detailed information regarding medications, physical limitations, and dietary needs. Also, nurses should coordinate and plan ongoing treatment and services after discharge.
8. Access to care: Care should always be available when it is needed. Patients should have access to hospitals and clinics as well as transportation. They also should feel that making appointments are easy and available. They also should be able to see specialists and get referrals for specific care.

Top 3:

1. Respect for patients' values, preferences, and expressed needs.
 - a. I feel that this is very important because sometimes patients can be seen as tasks and not as humans. We sometimes get in our heads that we have to check off all interventions on our list, but in reality they are just like us. They want to feel that they are in control of themselves and should be. Also they should be treated with respect at all times and should be able to share their values and preferences in how they want to be cared for.
2. Information and education
 - a. Information and education is very important in the healthcare setting because there can be so much information about one specific diagnosis. We are the healthcare workers, and we should know about the patient, but that doesn't mean they will fully understand their diagnosis. This means that education and good, fact filled conversations need to be talked about more with patients. Also, discharge education is vital to a patients health and care outside of the hospital
3. Emotional support and alleviation of fear and anxiety.
 - a. I know what this one feels like because I can become anxious and fearful of my health at times. Allowing patients to ask as many questions as possible and reassuring them is very important. Also, anxiety can happen from multiple things, so I think it is important for nurses to provide the best education and support we can.

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/>