

**Online Content 1H**

**Unit Objectives:**

- Describe challenges facing health care that impact the delivery of nursing care. (4)
- Trace the history of the use of nursing care delivery models. (1,3,6)\*
- Consider ways to structure nursing services to improve care while reducing costs. (1,3,6)\*  
(\*Course Objectives)

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, February 29<sup>th</sup>.

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

One, the respect for patients' values, preferences, and expressed needs. This involves letting the patients have a say in their care, and treating them all equally. Two, coordination and integration of care. This can include connecting the healthcare setting with support services to encourage the patients to feel less powerless in their health. Three, information and education. This includes giving patients and families full education on each illness and the plan of care. Four, physical comfort. It is important to keep on top of pain control and assist the patient in ADLs so they can feel at home. Five, emotional support and alleviation of fear and anxiety. This includes paying close attention to the patients feelings and providing reassurance and comfort when needed. Six, involvement of family and friends. This includes allowing the patients loved ones to be involved with care, as this will help the patient be more comfortable and happy. Seven, continuity and transition. This includes providing the patient with adequate education at discharge as well as connecting them with outside resources to get any assistance they need once returning home. Eight, access to care. This includes transportation and financing.

I feel that the most important three are the respect for patients' values, preferences, and expressed needs, coordination and integration of care, and access to care. It is important to treat all patients equally, provide the best care possible to achieve the best health outcomes. It is also important to have good coordination of care, each department working together for the interest of the patient, and lastly it is important that citizens have access to care, including financial assistance if needed and transportation, as all people should have equal opportunity to better their health regardless of their life situation.