

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 29th.

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/the-eight-principles-of-patient-centered-care/>

- 1.) The first principle of patient centered care is to have respect for their values, and preferences. This allows the patient to have autonomy as well as includes their values and beliefs from a cultural perspective as well. It's the ability to cater to each patient differently by not looking at them as a number but rather as an individual who has their own needs and beliefs.
- 2.) The second principle is coordination of care. This is coordinating not only with interdisciplinary co-workers but with the patient as well as their family. This allows the patient and their family to be aware of what is going on, as well as allowing them to have autonomy within their care. The coordination of care with interdisciplinary co workers makes sure that each patient is obtaining the highest possible patient care.
- 3.) The third principle is information and education. Patients might be diagnosed with a new health condition and have little to no medical background. So, it is important as a health care worker to explain these conditions as well as what is expected of the patient. Also, what are the risks if the patient doesn't follow their regime like they should. Education is talking with the patient and educating them and providing them with handouts even to read at home, so that way they can still be autonomous in their healthcare decisions.

4.) The fourth principle is physical comfort. This involves things such as pain and mobility. If a patient is in pain, it can impact their overall health, so it is important to go over both pharmacological and nonpharmacological methods with the patient. So even when they are discharged home, they are aware of what they can do to help alleviate pain and discomfort. Most patients in the hospital can't move around and clean so it is important for health care workers to help promote a clean and safe environment for each patient.

5.) The fifth principle is emotional support and alleviation of fear and anxiety. It is important to talk with your patients and if they are anxious for you to find out why. It could be they are anxious due to a new diagnosis and some education might help alleviate that. It could also be a financial burden for them, so maybe setting up a meeting with case management and maybe finding ways for some of the costs to get taken care of if they are low income.

6.) The sixth principle is involvement of family and friends. Not only could the patient in the hospital be worried but their family and friends probably are too. So it is important if someone's mom is in the hospital and it has been approved to give them updates, to call their family and give them updates. Or if the family is in the room and they are primary care givers maybe see if they want educated on their loved one's new illness or help/watch you change a dressing. It is important to recognize that family members often want to be involved in their loved ones care usually to make sure they are receiving the highest quality of care.

7.) The seventh principle is continuity and transition. It is important to understand that care doesn't end when a patient leaves the hospital. They still have that illness and if they are having concerns about caring for themselves then it would be beneficial to get them set up with maybe home health and get them extra care. Or they might just need more education/time to learn how to take care of themselves.

8.) The eighth principle is access to care. This is knowing do your patients have access to care if/when it is needed. Do they have transportation, and if not do they know of public resources that are available to them? Are they able to make appointments for themselves or do they need home health or a skilled nursing facility to help look over them?

2, 7, 8. I picked principles 2,7, and 8 as the ones that I felt were the most important. To start principle 8 access to care is important because if someone lacks access to healthcare they are putting themselves at risk for health complications. Or maybe they work all day and the times they need to see a healthcare provider isn't an option so having a survey or a discussion with the patient could go a long way in improving their overall health. Principle 2 and 7 coordination of care and continuity and transition I felt go hand in hand. Let's say you have a patient who has a family member who helps take care of them. It is so important to educate not only the patient but the family members as well. Along with education, talking with them about their plan of care with both patient and family present and allowing them time to discuss anything if needed or

answers questions as needed. It's knowing that the information you provide to them that they are fully understanding it, it fits with their lifestyle and that they will still be able to accomplish these goals when they are discharged home. Understanding their healthcare needs will continue after they are discharged and giving them the adequate information and resources needed to care for themselves or their loved ones. This can also involve principle 2 coordination of care. If someone doesn't fit their lifestyle as an RN it is important to contact either case management, charge nurse, or even the doctor, to help come up with a different plan of care that fits with the patients healthcare needs and their lifestyle.