

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.

- Respect for patients values, preferences and expressed needs.
 - Letting patients be involved in their care, making decisions and respecting their views and opinions, including cultural background.
- Coordination and integration of care.
 - Interdepartmental collaboration, coordination between caretakers to help reduce patient's uncertainty and stress.
- **Information and education**
 - Updating patients regarding their care, results, and plan of care. Allowing them to be updated so they can make educated decisions regarding their own care.
Educating patients regarding their diagnosis so they can make informed decisions.
- Physical comfort
 - Managing comfort to the best of your ability, including pain management, a welcoming hospital environment that nurtures healing, and help with ADLs that the patient cannot manage on their own.
- Emotional support and alleviation of fear and anxiety
 - Supporting patients to reduce the amount of stress related to their diagnosis and treatment. Financial stress and change of life/ impact on the family due to illness can also be a source of stress.
- Involvement of family and friends
 - Allowing family to be involved in the patients care, supporting family with education and emotional needs.
- **Continuity and transition**
 - Providing the best supportive care for discharge and continuation of healthy routines once the patient leaves the hospital. This can be successfully completed by coordinating with outpatient services, education during admission, and the importance medication compliance.
- **Access to care**
 - Providing equal access to healthcare resources for all patients. This is achieved through geographical access to hospitals and physicians, including specialists, ease of scheduling appointments, availability of physicians, and reliable transportation.

I believe continuity and transition, access to care, and information and education, are the top three areas of importance for patient centered care. From a preventative standpoint, these three combined empower patients to manage their care at home, without requiring a hospital stay. Managing your conditions proactively reduce the strain on the healthcare system when hospitals are overrun with high acuity patients due to preventable illness. Informed patients are healthier patients, which reduces the amount of chronic debilitating illness that could have been avoided. Access to care is improved when conditions are managed in the outpatient setting, allowing resources to be dedicated to patients who really require them. For patients that have had a hospital stay, continuity and transition assist them in reducing their chance of re-admission due to lack of management upon discharge.