

**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>.

***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/>

Access to care- Providing patients with information on the nearest doctor's offices, hospitals and clinics that are in their insurance network and also to ensure ways for patients to get to these appointments. Giving clear instructions on how to get specialty services and how to get appointments scheduled when they are discharged.

Continuity and transition- Providing patients with the proper tools, devices, and resources to be able to function at home without difficulty. Setting up follow-up appointments before they are discharged along with outside resources that will be of benefit to them such as support groups. Making sure they are having a good teaching on how to use and get the resources they need before discharge.

Involvement of family and friends- It is important to include and accommodate for family and friends in the time of a person's illness. Also allowing them to help in the decision-making process and identifying their needs during these times and providing what we can for them.

Emotional support- As a caregiver it is important to pay attention to the patient's affect and how they are feeling about their diagnosis. Making sure to be supportive to help alleviate some of the anxiety that they may be feeling due to financials, family, and their prognosis.

Physical comfort- When in the hospital it is important that we provide a calming/welcoming environment for the patients, especially since the hospital is an unfamiliar environment. It is also important that their pain is managed as best as we can as well as assisting them with ADLs when they need it.

Information and education- Patients need to be given the whole story, diagnosis, or prognosis when they are receiving care from a healthcare worker. It is important that the patient feels autonomous in their care, understands what care they are receiving, and gets all of the information on their health status.

Coordination and integration of care- People on the healthcare team need to work together and communicate to be able to provide the services and care the patients want during times of illness and vulnerability.

Respect for patients' preferences- It allows for patients to make their own decisions and be autonomous in their decisions of the care that they receive and for the healthcare to respect their choices and beliefs.

I feel that the most important three are respect for patients' preferences, physical comfort, and involvement of family and friends. I think that is important to show respect to the patients and allow them to be autonomous with their care because when that is not possible, they no longer feel heard or like a person and it is very defeating. When this occurs, it can cause a person to not heal in the best way possible, if at all. When patient's expectations and needs are not met, it makes them feel as if they are a burden and not a person. In these instances, it is important to think and care for a patient the way that you would want yourself or a family member to be treated. Physical comfort is important because it causes a person to be in more distress resulting in longer healing time and makes the body become even more compromised when pain is experienced. The hospital is not home, so it is hard to adjust to the environment, with nurses coming into the room every 4 hours to get vitals and hourly to do rounds. Being in uncontrolled pain can make the stay even less bearable and make the time go by much slower due to never being in the comfortable state to heal. The involvement of family and friends is also important in the healing process. Having the company of those that you are close to makes it more comforting since it gives you some kind of familiarity. Family and friends are also a good support system to have when being diagnosed with an illness that you have never dealt with before, especially if you are having to make a decision about it and, have a limitation, Also, when being given discharge instructions, family is a good way to help you out with the care you need or the information that you may have missed during the stay. Overall, I think that basic needs of a patient need to be met, to heal properly.