

**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/>

1. Respect for patients' values, preferences, and expressed needs.
  - a. Patients have a right to make their own decisions about their care, and they should all be treated with respect despite if the healthcare providers has a different opinion.
2. Coordination and integration of care.
  - a. Patients often feel vulnerable and powerless when faced with illness, we should do our best to make them feel comfortable as a whole.
3. Information and education.
  - a. Patients feel as if they aren't getting all the information they need, we as nurses and the patients advocate we need to give them these resources to succeed.
4. Physical Comfort.
  - a. This may not seem like a big principle of patient centered care but it is very important for proper healing. We need to help manage pain and make sure they are comfortable.
5. Emotional support and alleviation of fear and anxiety.
  - a. Fear and anxiety are normal responses and needs to be recognized. We should focus on physical status, treatment, and prognosis to help determine what emotional support measures would be appropriate.

6. Involvement of family and friends
  - a. This is important for the patients physical and mental health. Having others that you can trust to lean on is very helpful during stressful medical event.
7. Continuity and transition.
  - a. This is just as important as the hospital stay. Discharge information needs to be provided to all patients before leaving to ensure they know how to properly care for themselves.
8. Access to care.
  - a. This allows patients to know that they have access to care regardless of socioeconomic status.

Top Three:

1. Respect for patients' values, preferences, and expressed needs.
  - a. This is very important because the patient needs to trust you because it could be a case where their life is in your hands if you are taking care of them. Showing the patient that you respect their values and preferences is going to help that. For example, if someone has religious needs and before their procedure, they request that their leader prays over them and does a ritual. Allowing them to do this is respecting their values and needs.
2. Information and education
  - a. This is another very important principle because without the proper education they could be very confused about their diagnosis and what is happening. People who are not in the medical field do not know some of the terms we think everyone knows. Taking the time to explain things in simpler terms helps patients understand things more clearly. Printing out packets of information for them to read is also helpful because it is coming from us and not google which could be misleading. Their knowledge about their diagnosis also helps with understanding treatment options more as well.
3. Involvement of family and friends.
  - a. This is extremely important, sometimes this is what can make or break people with medical issues. I have seen firsthand in long term care facilities how much having family visit effects the patient. They are so happy and know that they are loved whereas the others who are not as fortunate to have family come visit, are often more upset and less willing to socialize and want to try and improve their health. They often want to stay in their room and in bed. Having a good support system is very beneficial to help promote healing and the patient feels like they have a reason to succeed.