

**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, 2/27/2025.

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

1. Respect for patients' values, preferences, and expressed needs
  - Every patient is different. Their values, beliefs, and choices will guide their care, and members of the healthcare team should not assume they know what is best for them, but rather listen and respect their patient's wishes.
2. Coordination and Integration of Care
  - Good coordination between teams prevent confusion, ensures smooth transitions, and helps patients to feel supported rather than being overwhelmed during their hospital stay.
3. Information and Education
  - Pts need to understand their health, treatment options, and what to expect during their stay at the hospital and after discharge. Make sure to explain things in a way that is easy for them to understand and not use medical jargon.
4. Physical comfort
  - Ensure the pt is comfortable during their stay at the hospital. You can do this by managing pain, keeping the rooms quiet and clean, and respecting their personal space.
5. Emotional support

- Being in a hospital makes someone very vulnerable and scared. So you want to make sure you are reassuring them of everything that is happening, and giving them kindness and emotional support to help them through this tough time.
6. Involvement of family and friends
    - A pt's loved ones are a super important part of their recovery. Including them in discussions and decisions can provide extra support and improve pt outcomes.
  7. Continuity and transition
    - Moving from the hospital back home can be stressful, especially if the pt had a serious illness or procedure done. Give them clear instructions, follow-up care, and support to avoid feeling lost or confused.
  8. Access to care
    - Pt's should be able to schedule appointments easily, find transportation if needed, and receive care without unnecessary delays.

I think the most important three out of these eight would be respect for pt's values, preferences, and needs, information and education, and emotional support. Respecting the pt's values and needs is the main foundation of what patient-centered care is all about. Every person is different and has their own way of looking at things, and we as healthcare individuals need to respect that and support them whether we think it is right or not. When it comes to information and education, patients can not make good decisions about their health if they do not understand fully what is going on. Therefore clear, honest communication and education helps to reduce their fear and confusion when making decisions. Lastly, I chose emotional support. I think someone's emotional state can have a huge effect on how they recover, so it is important that we support them fully while they are in the hospital to reduce those heavy feelings such as fear, anxiety, and helplessness.