

### 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.

1. **Autonomy** – ensure patient is educated properly so that they can be involved in decision making regarding their health care. Patients should be treated with respect, dignity, and consideration of their cultural values.
2. **Coordination of care** – communicate with patients and other departments involved in their plan of care to ensure complete care. Patients feel vulnerable when they are sick and a lack of coordinated care can make them feel powerless.
3. **Education** – Ensure proper education and resources are offered to the patient. Focus on educating the patient on clinical status, progress, prognosis, and processes of care to ensure that patients are able to make informed decisions about their care.
4. **Physical Comfort** – physical comfort is important to ensuring a positive patient experience. Offering pain control as the patient needs or requests it, assist patients with activities (bathing, ambulating, eating) as needed, and ensure the hospital environment is conducive to a healing environment (quiet times, restricted visiting hours, dimming lights at appropriate times, cluster care).
5. **Emotional Comfort** – Be able to offer patients emotional comfort as anxiety and fear can be just as impactful to care as physical discomforts are. Patients can experience anxiety in particular with their overall health, treatment, progress, impact of illness on family, and impact on their finances. Being able to offer proper education on treatment options, updates on their progress, and providing financial resources are essential to providing emotional comfort.
6. **Family and Friends** – Be able to accommodate the needs of the friends and family of the patient. The patient's family and friends can have great influence on their outcome by providing support during the hospital stay and assisting them at home on discharge. It is important that these people are provided accommodations, are included in decision making, ensuring their needs are met, and support is provided to them. This will ensure that they are ready to help be support persons for the patient.

7. **Continuity and transition** – ensure that patients are ready to care for themselves on discharge. Patients need to understand information about their medications, physical limitations, dietary needs, follow up appointments, etc. Provide resources to the patient to ensure they have access to clinical, social, physical, and financial support to achieve the best patient outcome.
8. **Accessing care** – Patients need to know how to access healthcare. This includes knowing hospital location, access to transportation to appointments, ease of scheduling appointments, etc. This is important to continuing proper care for patients to prevent more serious complications and outcomes.

I think that autonomy, education, and friends/family are the most important aspects to patient care. Autonomy ensures that all care is patient driven and gives the patient control of their care. When a patient is respected and given decision making authority over their care, it eliminates fear and anxiety. However, this can only be achieved with education.

Proper education is paramount to providing complete patient care. Patients need to be educated on several aspects of their health journey including treatment options, medications, financial resources, etc. Proper education can relieve fear of accessing care and continuity and transition of care following a hospital stay. Family and friends should always be involved in education plans.

Family and friends can have great impact on patient outcomes. They offer patients emotional support and comfort and can help them make important decisions regarding their treatment and care. Family and friends can help with activities of daily living once the patient has been discharged home and can assist them with making appointments and travel.

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/>