

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, 2/26/2026.

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' preferences
 - Involve the patients in any decisions when possible. Ask preferences and understand each patient has their own specified values. Be respectful, sensitive, and maintain your patients dignity and autonomy when performing care.
2. Coordination and integration of care
 - Coordinate care between healthcare workers others to ensure the patients feel respected and can express concerns and feelings.
3. Information and education
 - Educate in ways the patient can understand and so they can be involved in their care knowledgably. Update patients throughout their stay and encourage involvement.
4. Physical comfort
 - Pain management, daily care, room/environment, bed/ comfort. How does the patient feel in their room.
5. Emotional support
 - Educate and comfort the patient when it comes to anxieties when it comes to treatments, pain, prognosis, financials, long term treatments, etc. Ensure the patient feels comfortable with you and you meet their needs.
6. Involvement of family and friends

- Ensure the family feels included (up to the patient themselves), comfortable, and not ignored. Provide education when needed, offer comfort items/ water to them, support them and provide comfort during tough conversations. Be kind and knowledgeable and offer self to the family to ensure they feel heard and cared for.
- 7. Continuity and transition
 - Ensure the patients' needs will be met following discharge. Education, materials, physical limitations, dietary needs, coordinate care at d/c, and include financial support resources.
- 8. Access to care
 - Educate on care following d/c. ER care, follow up appointments, transportation services, medications, and instructions for referrals. Ensure the patient knows how to get access to care when at home. Follow up appointments with specialties and pcps, and emergency services as well. Insurance and other financial resources as well.

The 3 most important in my opinion are respect for patient preferences, information and education, and physical comfort.

- Patient preferences are very important when caring for someone because it helps the patient to feel comfortable and connected to you as the nurse because it shows them you care what they want their experience to be.
- Information and education to ensure the patient knows how to care for themselves following discharge and to help promote healthy habits to prevent their conditions from worsening/ returning to the hospital.
- And physical comfort is in my opinion most important because people always remember how they felt and how you made them feel. If you don't care for someone's pain or not make sure, they're comfortable in bed they remember that. I always make sure my patients are comfy in the bed as much as possible with pillows, boosted, warm blankets, tray nearby with fresh water, and call bell/remote within reach. I make sure the room lights are on within reason, and their belly is full (depending on the situation), and their pain is controlled.