

Online Content 1H

1. **Respect for patients' values, preferences, and needs**
This means really listening to the patient and treating them like an individual. Every patient is different, so their beliefs, culture, and personal wishes should be included when making decisions about their care. It's not just about what the provider thinks is best, but what matters to the patient too.
2. **Coordination and integration of care**
Healthcare can get confusing because there are so many doctors, nurses, and departments involved. This principle is about making sure everyone is on the same page so the patient doesn't feel overwhelmed or like they have to repeat their story over and over. Care should feel organized, not chaotic.
3. **Information and education**
Patients should understand what is going on with their health. That includes their diagnosis, treatments, medications, and what to expect next. When patients understand their care, they feel more confident and are more likely to follow through with the plan.
4. **Physical comfort**
This focuses on managing pain and making sure the patient is physically comfortable. That includes helping with things like positioning, hygiene, rest, and keeping the environment calm and safe. Comfort plays a big role in healing.
5. **Emotional support and reducing fear and anxiety**
Being sick or hospitalized can be really scary. Patients may worry about their health, their family, or even finances. Nurses and healthcare providers should provide reassurance, answer questions, and support patients emotionally, not just physically.
6. **Involvement of family and friends**
If the patient wants their family involved, they should be included in discussions and care planning. Family members are often a big support system and can help the patient understand instructions and feel less alone.
7. **Continuity and transition**
When patients are discharged or moved to another unit or facility, they shouldn't feel lost. They need clear instructions about medications, follow-up appointments, and who to call if something goes wrong. Good discharge planning helps prevent readmissions.
8. **Access to care**
Patients need to be able to actually get the care they need. That means reasonable wait times, transportation options, and knowing how to contact their provider. If patients can't access care easily, their health can get worse.

The three I feel are the most important are respect for patients' values, information and education, and coordination of care. I think respect is the most important because if a patient doesn't feel heard, they won't trust their healthcare team. Information and education is huge because patients can't take care of

themselves properly if they don't understand what's going on. Lastly, coordination of care matters because healthcare is already stressful, and if it's unorganized it can lead to mistakes and frustration. All three of these really impact patient outcomes and overall experience.