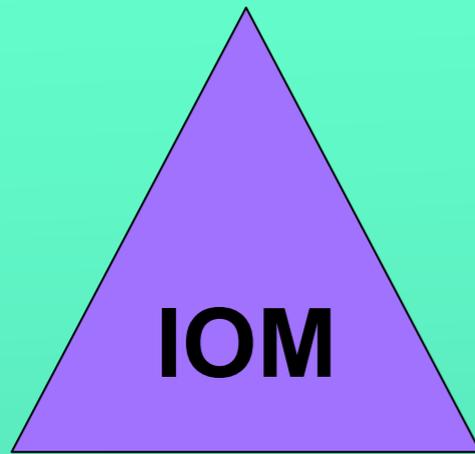


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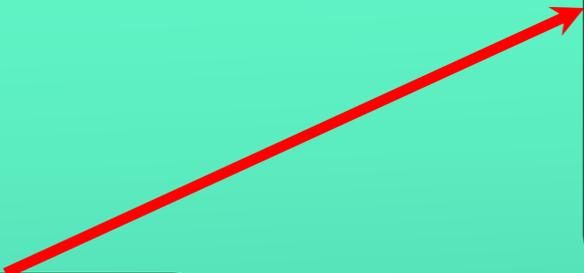
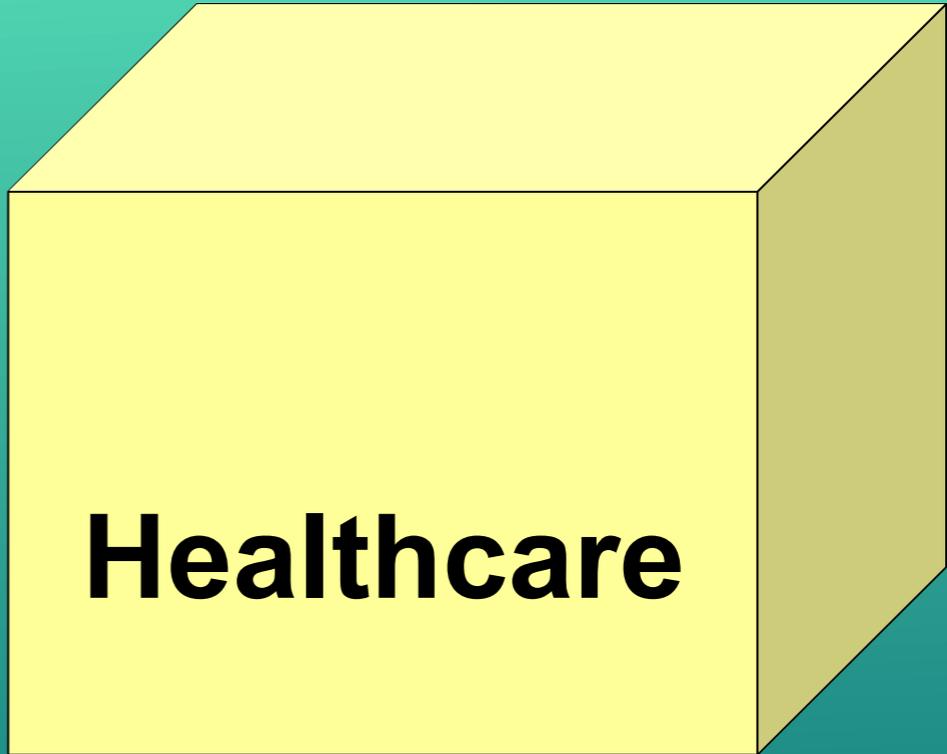


Patient Centered Care...
Redefined for Today's Environment



Safe
Effective
Patient Centered
Timely
Efficient
Equitable

1999 - To Err is Human
2001 - Crossing the Quality Chasm
2009 - PCC & Disparities
2010 - Future of Nursing



Healthcare Reform

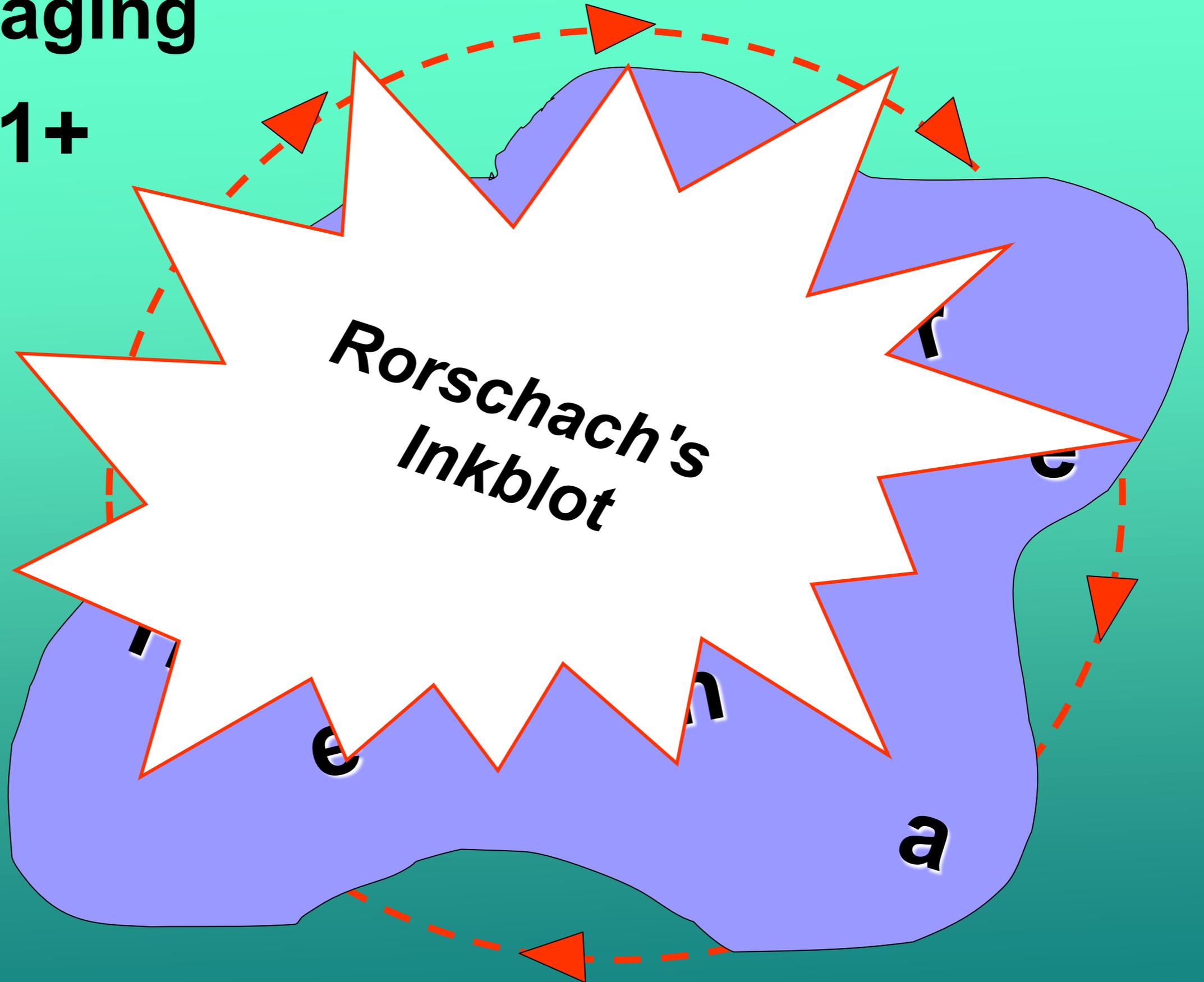
||| **March, 2010** →



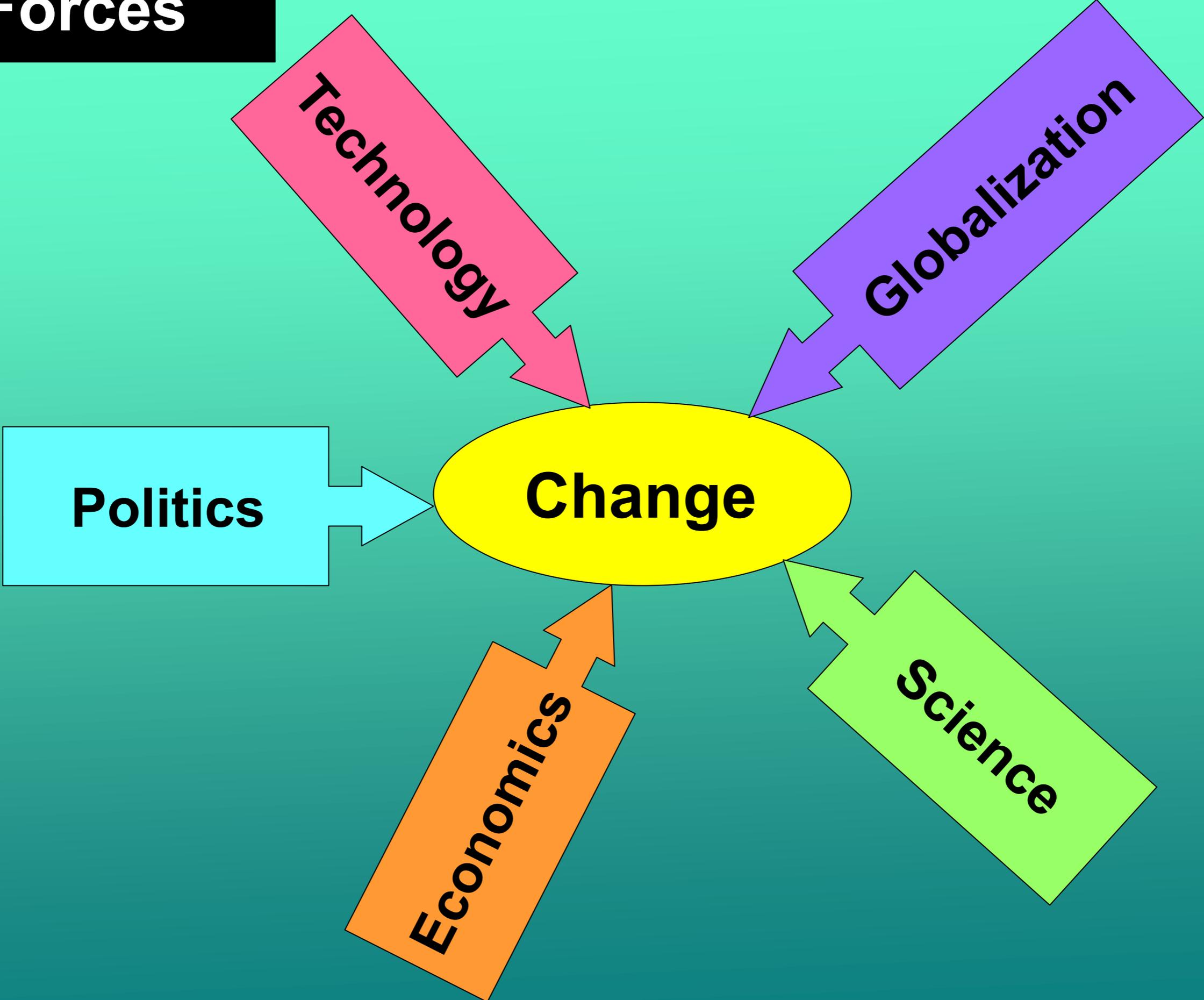
Healthcare

Repackaging

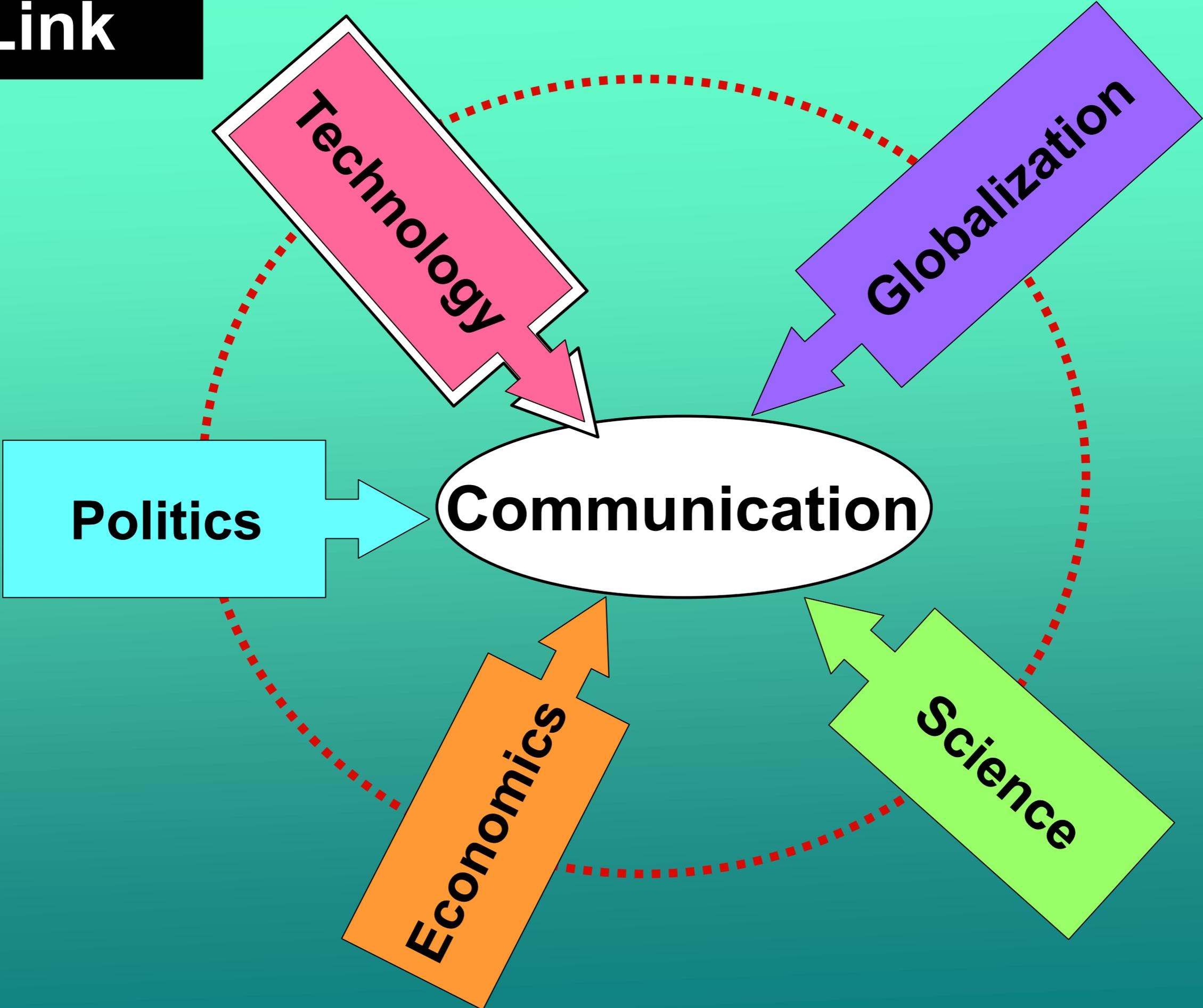
2011+



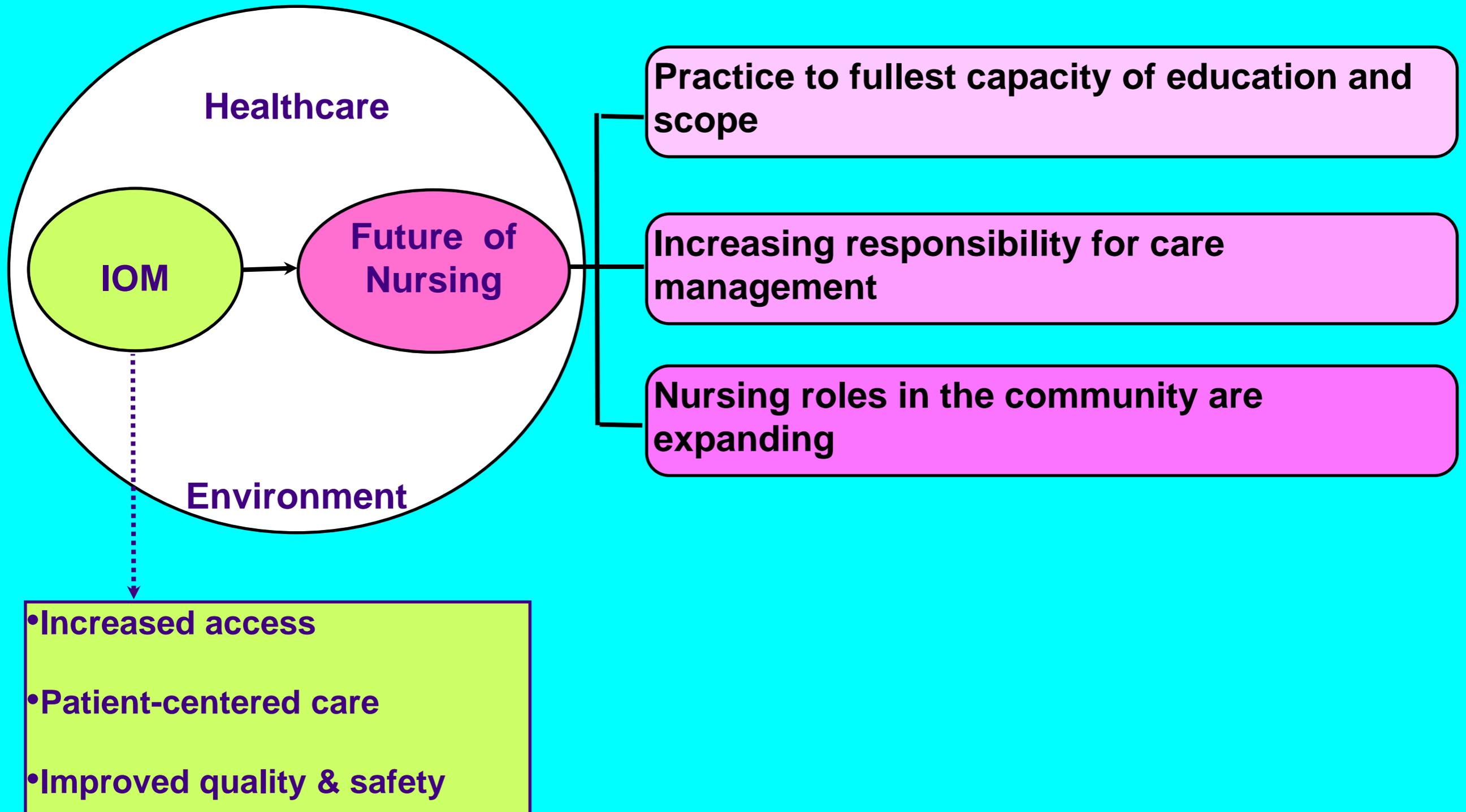
Forces



Link



Futuring



Challenges

- Management of chronic conditions
- Primary care (coordination and transitional care)
- Prevention and wellness
- Prevention of adverse events (ex. hospital acquired infections)

Demand for

- Mental health services
- School health services
- Long-term care
- Palliative care (end-of-life)

Where does healthcare happen in the new paradigm?

Community

Who coordinates care among multiple providers and settings? How?

?

Who is the head of this healthcare team?
Who is the decision-maker?

The Patient

- Do patients have the knowledge and skills to:
- Choose the best treatment option?
 - Identify effectiveness of medications?
 - Select the appropriate health resources?
 - Advocate for yourself or others?
 - **Navigate** the new healthcare system?

The New Nurse...

...is a change agent!

...focused on...

...patient centered care!

...new skills are needed!

Patient Centered Care (PCC)

Treating the patient as a unique individual

Individualized patient care that involves the patient in the care through information and shared decision-making (Robinson, 2008)

Process Model of PCC (Gerteis et al., 1993)

Patient is at the center of the delivery of care care

Empowers patients through autonomy

Dimensions of PCC

- **Respect for patients' values, preferences, & expressed needs**
- **Coordination & integration of care**
- **Information, communication & education**
- **Physical comfort**
- **Emotional support & alleviation of fear & anxiety**
- **Involvement of family & friends**
- **Transition & continuity of care**

PCC Knowledge & Skills

Knowledge

Clinical Practice

Clinical Problems

Skills

**Data gathering &
assessment**

Procedural skills

Communication skills

Relationship skills

**Reporting & Recording
skills**

What's different?

To engage in the PCC process, nurses will evolve in their use of...

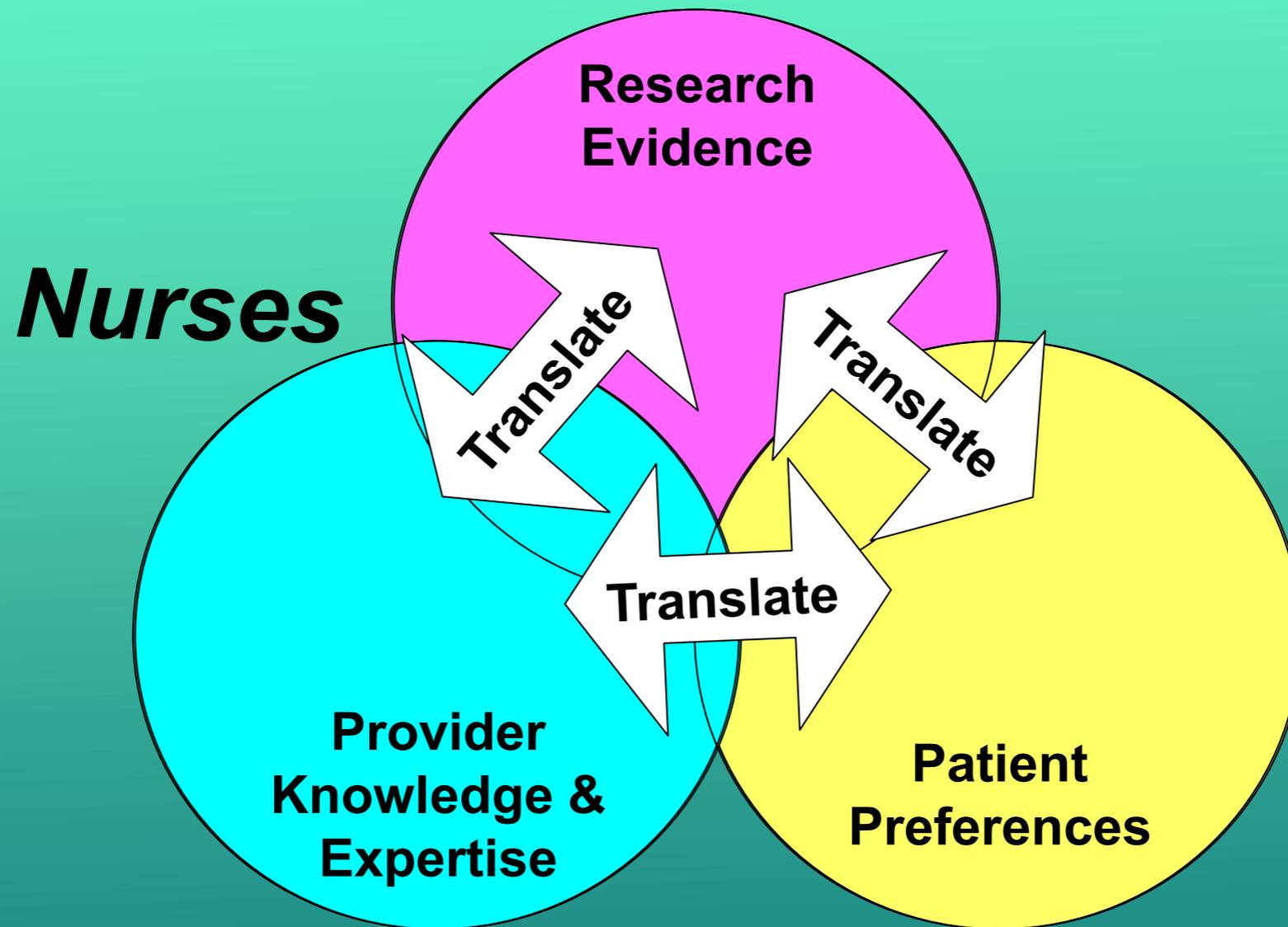
Evidence-Based Practice

Informatics

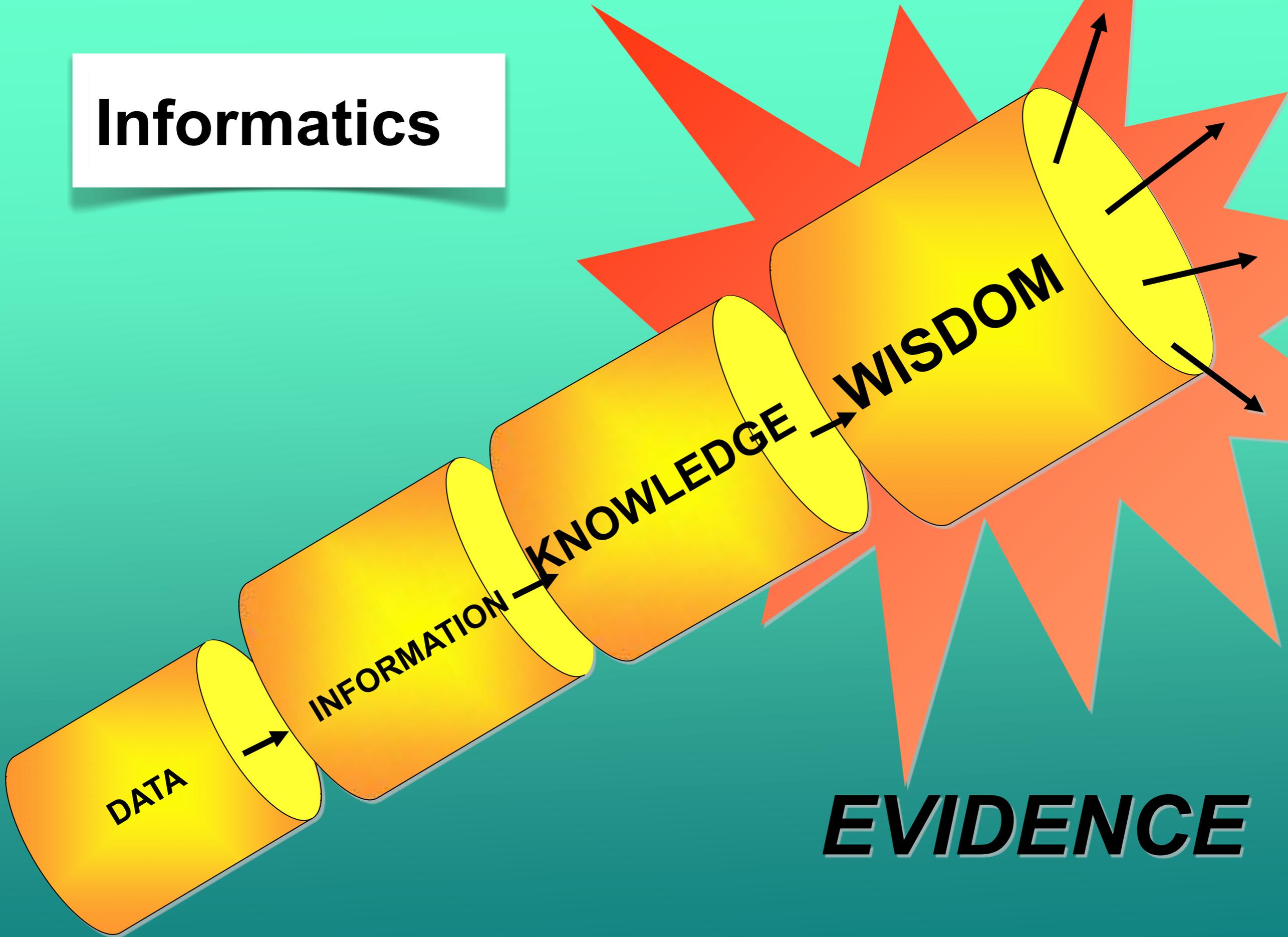
Information Literacy

Research Literacy

Evidence-Based Practice



Informatics



EVIDENCE

Technology Literacy

Recognize generational differences

Use computers ubiquitously--like the stethoscope!

Integrate social media

Incorporate remote tools

Monitor the environment for new tools--but,
select tools because they enhance your ability
to do your job!

Information Literacy

Recognize the need for information

Seek & retrieve relevant information

Appraise the information for reliability, validity, accuracy, authority, timeliness, point of view, bias

Integrate the information into practice

Evaluate effectiveness of information in practice

Association of Colleges & Research Libraries (ACRL)

www.ala.org/ala/divs/acrl/issues/infolit/index.cfm

Research Literacy

Understand the steps of the research process and the language of research

Know how to effectively use bibliographic databases to locate relevant research to address clinical issues

Be able to determine credibility and clinical significance of qualitative and quantitative research articles

Define methods to integrate research & evaluate effect of implementation of findings in your practice setting

Evidence-Based Practice

Formulate a researchable clinical question

Search for relevant, best available, current evidence

Appraise the evidence for credibility, clinical significance & applicability

Make a clinical decision based on the evidence

- Practice change
- Search for more evidence

Evaluate the effect of the change or the information seeking process

Rethink

...practice using the concepts of:

(1) Information Management

(2) Technology

...as your guiding framework

Embrace

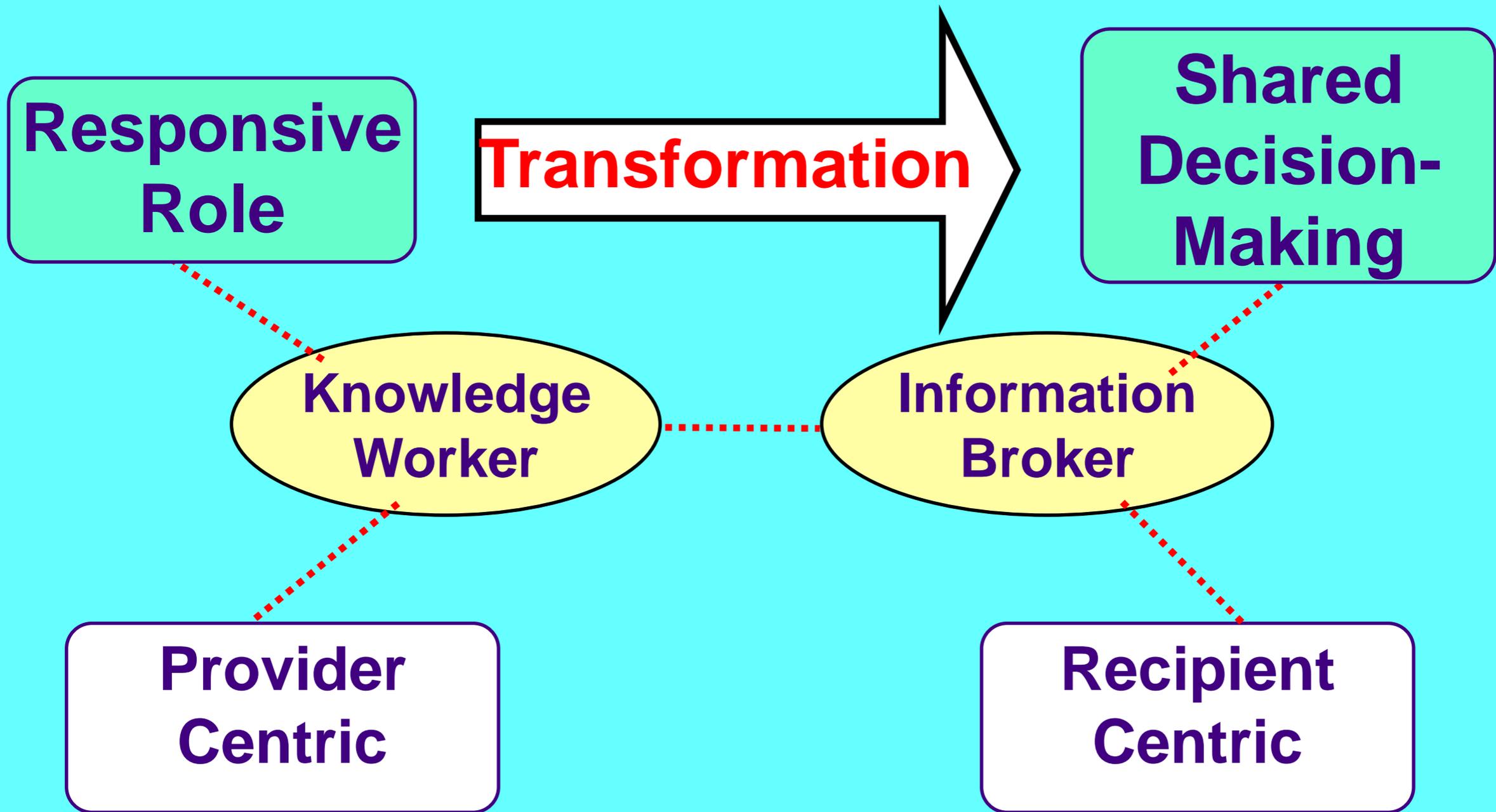
Informatics

• Information Literacy

• Technology Competency

Research Literacy

Evidence-Based Practice



Nurses are empowered!

The New Nurse

Healthcare
Delivery

Patient
Educator

Patient Empowerment

- Critical Access Hospitals
- Home Health
- School-Based Health Clinics
- Long-Term Care
- Improvised (Disaster) Settings

Care
Coordinator

Nursing brings to the future...

"...steadfast commitment to patient care, improved safety and quality, and better outcomes."

"Nurses have key roles to play as **team members** and **leaders** for a reformed and better integrated patient-centered health care system

The Future of Nursing: Leading Change, Advocating Health

--Robert Wood Johnson Foundation & IOM (2010)

Health care reform speaks to the

traditional

and

current

strengths of the nursing profession..

- ❖ **Care coordination**
- ❖ **Health Promotion**
- ❖ **Quality Improvement**

Transformational Change...



1840.....2011

Hospitals



Community

Schools



Clinics



Home Care



Critical Care

Transport



Neonatal Intensive Care

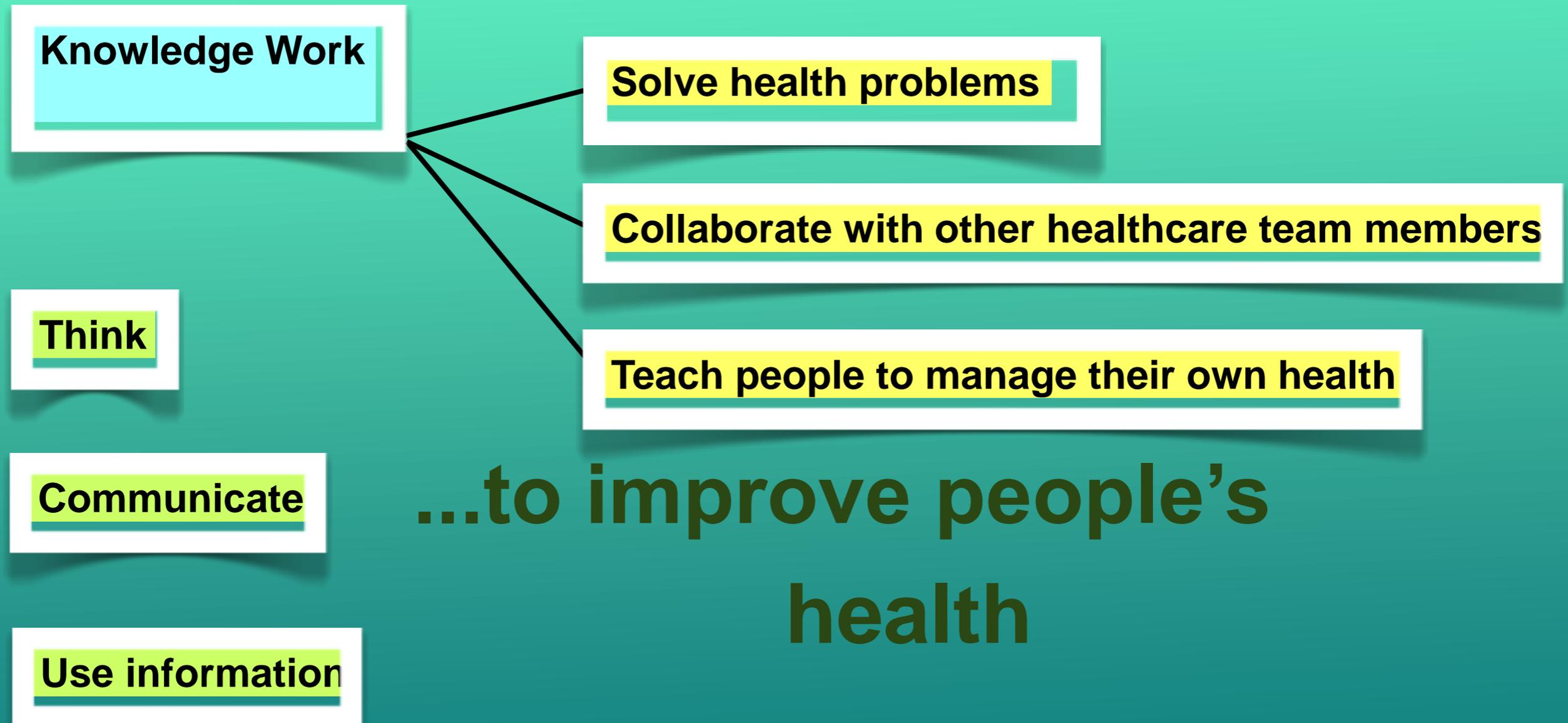


Pediatric Intensive Care

Adult Intensive Care



What do NURSES do?



Improve the health of all people...



Children



Men



Women



Older Adults

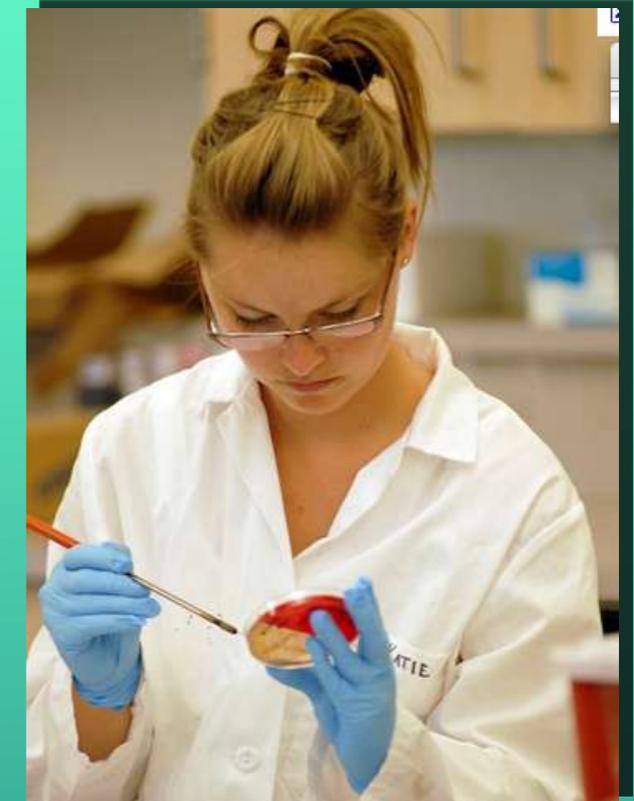


Collaborate with other health care providers...

Physicians



Radiology



Laboratory

Pharmacists



Meet the needs of individuals and families across settings

The nursing meta-paradigm does not change...the nurse evolves into an independent clinician

Patients realize a better standard of care and quality of life

Be... an information broker!

Thank you...

pierces@nsula.edu