Problem: PCC, known as individualized patient-care/negotiated-care, focuses on patient’s right to have his/her values/beliefs respected as an individual. This is viewed as part of a commitment to build a deep understanding of patients as a thinking and feeling individual with the ability to change/develop. IOM has listed PCC as one of six national quality aims for improvement. Evidence is lacking to support nurse’s impact on patient’s outcomes using PCC. The principles of person-centeredness must be adopted in research designs that have the intention of understanding the key relationship between nursing practice and the quality of patient care.

Evidence: Literature search, findings pilot study

Strategy: Pilot-experimental study was conducted with control vs. experimental groups

Practice change: Patients called prior to scheduled admission and post discharge, patient and family actively participating in planning care prior to admission and daily, nurses received 10 hours of education focused on improving communication/negotiation skills

Evaluation: Differences between Baxter-Taylor-Measures-Scale (BTMS-measures overall satisfaction), Schmidt-Perception-of-Nursing-Care-Survey (SPNCS-measures perception of nursing care) and 3-quality indicators (LOS, Infection, Falls) measured to assess impact.

Results: Subjects were 45.89 ± 14.52 years of age, predominately female, white and married. No statistical differences were noted between groups in age, gender, race or marital status. Subjects in the experimental group had slightly higher incidence of diabetes 6(33.3%) as opposed to control group 4(22.2%). Significant differences were seen for two of the three subscales within the BTMS. Patients in the experimental group rated their satisfaction (P= 0.042) and quality of services (P= 0.026) more positively than control subjects. Alpha for BTMS and SPNCS was >0.90. Pearson correlation total scores of inter-subscopes within BTMS and SPNCS were r >0.90.

Recommendations: Nurse Administrators need to begin exploring how PCC can be incorporated into current process. Larger study (to begin March, 2007) needed to further validate findings.

Bibliography


