Patient Centered Care: Where does the time go?

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Current Healthcare Arena
- Public expect the competent nurse to be caring, compassionate, communicative, and spend meaningful time in relationship with them.7,8
- Public acknowledges the competent nurse needs a strong theoretical knowledge base and proficient clinical skills.1,4,8
- Markets and payers place constraints on provider visits.
- How time is used may present a dilemma for the competent registered nurse (RN)/advanced practice nurse (APRN).3

Questions
- How does the academic setting prepare the RN/APRN to balance the qualities of caring, compassion, and communication with accountability to industry resources of time and cost of care?
- How does the academic setting prepare the RN/APRN to manage patient suffering (laments), in a therapeutic, time sensitive manner, with patient and provider satisfaction?

Preparing
- The open-ended communication (OEC) framework supports optimal communication in patient encounters.3
- A quality encounter translates to the impression of time well spent.4
- This quality encounter leads to optimizing patient outcomes.
- The CAMPS framework supports conversation where the patient have opportunity to find meaning and purpose in life.
- Specifically, the global migrant population can express their contextual beliefs and needs.
- The OEC and CAMPS framework integrated into RN/APRN education, provide support for communication and time management mastery.
- Likewise, continuing education in OEC and CAMPS provides the experienced RN/APRN opportunity to improve their communication and time management mastery.

References

Need
- It is known that patients identify satisfaction with RN/APRN provider experiences.1,2
- Studies show that Nurse Practitioners spend more time with their patients than General Practitioners.2
- It is also known that positive patient experiences in nurse-led clinics are related to therapeutic relationships, effective communication, collaboration, clinical skills, and patient engagement in plan of care.1,2,8
- The response noted from patient satisfaction has been mapped to a patient centered framework. “Time” matters to patients, whether it is time to discuss problems fully or “time” saved as a result of having issues resolved, and so that further visits are minimized.7,9

Environment
- Confluence of competing demands upon RN/APRN time.1,7,9
- More care in less time challenges therapeutic patient-provider conversation.
- Production model dominance thwarts expression of valid concerns.
- Changes to formational/continuing education are recommended to increase culturally competent, compassionate, patient centered care, for patient/provider satisfaction.

Expectations
- Experiential learning continues be identified as the primary means of acquiring “relational skills”, where “relational skills” demonstrate attunement to patient needs.6
- Communication skills have been identified as a skill set acquired “over time”, and “with experience”.8 Both require time management mastery.

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