

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 time 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?**



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 to 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”.⁶ Both require time management mastery.



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.^{1,2,6}
- 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}



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 CAMPS⁴ framework supports conversation where the patient has opportunity to find meaning and purpose in life.
- Specifically, the global migrant population can express their contextual beliefs and needs.
- The OEC and CAMPS⁴ 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.

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