“Giving Our Patients A Voice and A Choice In Their Care”

No Financial Disclosures
No Conflicts of Interest
Our Vision Instead of Their Vision

Aristotle’s Ethics

“We study ethics in order to improve our lives, and therefore its principal concern is the nature of human well-being.”

“Lessons taught but never learned, all around us anger burns. Guide the future by the past. Long ago the mould was cast.”—Neil Peart
The Nurse Practice Act

*Legal provisions in each U.S. state regulating nursing practice; intent is to protect public and enforce acceptable standards of practice.*

Florence Nightingale

*May 12, 1820 - August 13, 1910*

- Founder of Modern Nursing
- Helped create a Profession that is both medically rigorous/imbued with a sense of vocation
- She was Nursing’s first Statistician
- She set an example for Nurses everywhere of compassion, commitment to patient care, as well as diligent/thoughtful hospital administration
Jean Watson’s Philosophy of Nursing

Watson’s theory and the four major concepts: Caring
1. Human being - refers to “a valued person in and of himself/herself to be cared for, respected nurtured, understood and assisted
2. Health - A general adaptive - maintenance level of daily functioning. The absence of illness
3. Environment/Society - According to Watson, caring (and nursing) has existed in every society. A caring attitude is not transmitted from generation to generation. It is transmitted by the culture of the Profession as a unique way of coping with its environment.

Watson’s Philosophy Cont’d

4. Nursing - Nursing is concerned with promoting health, preventing illness, caring for the sick and restoring health.
   She defines nursing as: “ a human science of persons and human health-illness experiences that are mediated by professional, personal, scientific, esthetic and ethical transactions.”
Katharine Kolcaba’s Comfort Theory

Kolcaba described comfort as existing in 3 forms: relief, ease, and transcendence.

A specific comfort need for example, would be relief of postoperative pain by administering prescribed analgesia. The person experiences comfort in the relief sense.

If the patient is in a comfortable state of contentment, the person experiences comfort in the ease sense—how one might feel after having issues that are caused by anxiety addressed.

Kolcaba’s Comfort Theory

Lastly, transcendence is described as the state in which patients are able to rise above their challenges.

Health Care Needs are those identified by the patient/family in a particular practice setting (fears, anxiety, pain)

Intervening Variables are the factors that are not likely to change over which providers have little control (prognosis, financial situation, extent of social support)

Comfort is an immediate desirable outcome of nursing care.
**Kolcaba’s Comfort Theory**

**Nursing** is described as the process of assessing the patient’s comfort needs, developing and implementing appropriate nursing interventions and evaluating patient comfort following nursing interventions.

**Kolcaba’s Comfort Theory** has real potential to direct the work and thinking of all healthcare providers within one institution.

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**Nurse or Cyborg? What Makes Us Different?**

Why Nurses need to give our patients:

“A voice and a choice”

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**Points of Interest**

- Bureaucracy increases as any institution becomes larger. (outside pressures on the Profession)
- This leads to decreases of Professional judgement by virtue of bureaucracy
- Standardization can lead to increased efficiency
- Standardization can also lead to “deskilling” of the Profession, use of auxiliary personnel performing Nursing duties that lack the proper training.
- The auxiliary personnel lack the Professional judgement earned by the rigor of training.Use of “scripting” (loss of Professional judgement) decreases the quality of care for patients/families
Why Being A “Stepford Nurse” Is Never A Good Idea

A script is a byproduct of mass production—mindless task to complete that lacks critical thinking and judgement

~ “Give your patient a voice and a choice in their care”

No one person is alike

A Remedy to Nursing in a Post Emotional Society
Procedural Pain Reduction and Comfort for Patients Undergoing Ophthalmic Surgery

A Comfort and Care initiative shared with Kellogg Eye Center from Mott Children’s Hospital - The University of Michigan – the “Poke Plan”

“Giving Our Patients A Voice and A Choice” in their care, (lifespan of the patient)

A Patient/Family Centered Care Initiative / Offering a comfort menu
Using Evidence Based Practice

Our satisfaction scores rose from 92.9% to 97.5% = 4% (8/2014 to 3/2015)
The Team!