

## The patient-centred care process: New approach in clinical nursing

Maryam Esmailim<sup>1</sup>, Mohammad Ali and Nasrin Nazari<sup>2</sup>

<sup>1</sup>Tehran University of Medical Sciences, Iran

<sup>2</sup>Islamic Azad University Karaj Branch, Iran

**Background:** Patient-centred care is both a goal in itself and a tool for enhancing health outcomes. The application of patient-centred care in health care services globally however is diverse. This paper reports on a study that sought to introduce patient-centred care.

**Methods:** The study used grounded theory method. Data were collected on five critical care units in Tehran University of Medical Sciences. Purposive and theoretical sampling directed the collection of data using 29 semi-structured interviews with 27 participants (nurses, patients and physician). Data obtained were analysed according to the analysis stages of grounded theory and constant comparison to identify the concepts, context and process of the study.

**Findings:** The core category of this grounded theory is humanising care, which consisted of four interrelated phases, including patient acceptance, purposeful patient assessment and identification, understanding patients and patient empowerment. A core category of humanising care integrated the theory. Humanising care was an outcome and process.

**Conclusion:** Patient-centred care is a dynamic and multifaceted process provided according to the nurses' understanding of the concept. Patient-centred care does not involve repeating routine tasks; rather, it requires an all-embracing understanding of the patients and showing respect for their values, needs and preferences.

**Implication for Nursing and Health Policy:** Given the findings of the present study, health care providers should remember that they are the main advocates of the patients' interests and should therefore plan their care programs accordingly. The findings of the present study can be implemented as a framework for improving the quality of care.

**Keywords:** Critical care, Grounded theory, Nursing, Patient-centred care, Quality of care

### Biography:

I am an assistant professor in TUMS in the critical care department. I have 9 years of experience in clinical settings (Emergency, Cardiac Care Unit). My research lines are patient-centered care and critical care scopes. I am a member of the International Nursing Organization and Iranian Cardiac Society. I have published some ISI papers about my research line.