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Nota di contenuto	ABOUT THE AUTHOR. INTRODUCTION. SECTION 1: PATIENT FIRST. CHAPTER 1 PATIENT-CENTERED CARE. CHAPTER 2 KEY TO ACCESS HEALTH CARE. CHAPTER 3 ADDRESS PATIENTS QUESTIONS AND NEEDS. CHAPTER 4 SHARING VISION OF CARE. CHAPTER 5 MEETING PATIENTS EXPECTATIONS AND SATISFACTIONS. CHAPTER 6 FEAR AND ANXIETY RELIEF: FAMILY CARE. CHAPTER 7 ENGAGING PATIENTS. SECTION 2: TEAM APPROACH. CHAPTER 8 BUILDING TEAM APPROACH AND COMMUNICATIONS. CHAPTER 9 COMMON GROUND WITH THE PATIENTS. CHAPTER 10 CONFUSION OVER CARE. CHAPTER 11 COORDINATE PATIENTS PARTECIPATION. CHAPTER 12 SCHEDULING. CHAPTER 13 DO PATIENTS WANT TO PARTECIPATE? SECTION 3: THE TRUE NORTH. CHAPTER 14 TRANSPARENCY AND HONESTY. CHAPTER 15 THE TRUE NORTH ALIGNEMENT. CHAPTER 16 QUALITY VALUES. CHAPTER 17 OPTIMIZED HEALTH CARE SERVICES. CHAPTER 18 HEALING RELATIONSHIPS. CHAPTER 19 INFORMATION POWER. CHAPTER 20 THE ROLE OF TECHNOLOGY AND TELEMEDICINE.. SECTION 4: LONG TERM AND CHRONIC CARE. CHAPTER 21 CONTINUITY OF PATIENTS CARE AND ADVANCE DIRECTIVES. CHAPTER 22 INVOLVEMENT OF FAMILY MEMBERS AND CAREGIVERS. CHAPTER 23 LONG TERM FACILITIES. CHAPTER 24 COMFORT LEVEL. CHAPTER 25 CHRONIC CONDITIONS AND PAIN MANAGEMENT. CHAPTER 26 DIGNITY IN DEMENTIA. SECTION 5:

BUILDING QUALITY SYSTEMS. CHAPTER 27 PATIENTS FLOW AND PRESS GAINNEY SCORE. CHAPTER 28 CLINICAL STAFF AND BETTER PATIENTS EXPERIENCE. CHAPTER 29 FALL PREVENTION: ENGAGING THE FAMILY. CHAPTER 30 HAND HYGIENE. CHAPTER 31 TIME OUT FOR BETTER QUALITY. CHAPTER 32 SET UP STRATEGIES. SECTION 6: HEALTH CARE CHANGE OF THINKING. CHAPTER 33 THE CHANGE OF THINKING. CHAPTER 34 PHYSICAL WELLNESS. CHAPTER 35 CIRCLE OF HEALTH. CHAPTER 36 DIFFICULT PATIENTS. CHAPTER 37 PSYCHOLOGICAL SUPPORT, DEPRESSION, SUICIDE. CHAPTER 38 RESPECT PATIENT CHOICES AND AUTONOMY.

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Sommario/riassunto

Patient-centered care is a way of thinking and doing things that considers patients partners in the development of a healthcare plan designed to meet their specific needs. It involves knowledge of the individual as a person and integrates that knowledge into their plan of care. Patient-centered care is central to the discussion of healthcare at the insurance and hospital-level. The quality of the service is evaluated more deeply from all the healthcare components, including insurance payments. It is the start of a new client- and patient-centered healthcare, which is based on a profound respect for patients and the obligation to care for them in partnership with them. Healthcare has been lacking a strategy to teach patients how to take care of themselves as much as they possibly can. In countries with socialized healthcare, patients don't go to the emergency room unless it is necessary; they have a physician on call instead. This affords more personalized care and avoids patients getting lost in the hospital system. This book advocates the critical role of patients in the health system and the need to encourage healthy living. We need to educate patients on how to be more self-aware, giving them the tools to better understand what they need to do to achieve healthy lifestyles, and the protocols and policies to sustain a better life. Prevention has always been the pinnacle of medical care. It's time to highlight and share this approach with patients and involve them as active participants in their own healthcare. This is the method on which to build the new healthcare for the next century.

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