



PATIENT-CENTERED CARE IN CLINICAL NURSING SETTINGS: A LITERATURE REVIEW

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ABSTRACT

Background: Optimal health services are one indicator of success in measuring the quality of health services. Patient-focused health services are a service model implemented in hospitals. This study aims to determine the concept of patient-centered care and its implementation in hospitals. **Methods:** The method of this study is a literature review. This study used electronic databases such as PubMed, Google Scholar, and Science Direct. Literature review was conducted on international journals published in the last 5 years, available in full text and not the result of a review. The keywords used are "Patient Centered care and hospital. **Results:** The results showed that patient-focused health services to contribute for improving patient-focused services by helping organizations target quality management efforts and can improve patient adherence in treatment so as to reduce healthcare costs. PCC also contributes to improving the performance of health service professionals and increasing patient and family participation in decision-making regarding the health services to be provided. The PCC method is very effective in palliative care and less effective in emergency care and intensive care units. **Conclusion:** Patient-centered care includes aspects of caring that respect values, patient needs, patient-based decision making, and patient preferences process of planning, and implementing care. Patient-centered care has advantages which include: reducing the length of stay thereby minimizing the cost of care incurred by the patient and increasing the trusting relationship between the health care team and the patient. The patient-centered care model is also an indicator to measure the level of patient satisfaction with health services.

Keywords: Patient Center Care, Patient Center care in the hospital

INTRODUCTION

A hospital is a health service institution that provides a complete service to a person, family, or group by providing inpatient, outpatient, and emergency services. In Indonesia, hospitals as one of the health service systems that provide services to the community in the form of health services including medical services, medical support services, medical rehabilitation, and nursing services

(Herlambang, 2016) . Hospitals as health service have an obligation to serve patients with complete facilities and fast and appropriate services. To achieve this, hospital management must be carried out properly (Rhesavani, 2013).

One of the health service concepts currently being implemented by hospitals in Indonesia, which has previously been implemented by many developed countries, is patient centered care (PCC). Patient-



Centered Care (PCC) is both a goal and a tool used to improve health outcomes (Cheraghi et al, 2017). Components of PCC include: respecting patient choices and judgments, providing emotional support, providing physical comfort, information, and education, coordinating related health services, and involving family and friends in decision-making. The goals of PCC include: increasing patient satisfaction, improving clinical outcomes, reducing redundant and unhelpful medical services, reducing the possibility of malpractice and complaints, increasing physician satisfaction, increasing consultation time, improving patient emotional state, increasing drug adherence, increasing patient empowerment, reducing symptom severity and reduce health care costs (Elyse, 2018).

PCC emphasizes that hospital managers need to see from the patient's perspective or imagine themselves to be patients to understand patient needs and become a patient-focused hospital. All components of the hospital, including clinicians, must apply the PCC concept and the mindset that the patient is the only patient there so that they are truly focused, and do not make decisions without involving the patient (no decision for me without me) (Elyse, 2018)

METHODS

Study design

This study uses a scoping review design outlined by (Arksey, H., & O'Malley, 2005) which consists of the following steps: (1) formulating research questions, (2) identifying relevant studies, (3) selecting studies, (4) mapping data, and (5) compiling, summarizing, and reporting results

Search Strategy

A literature search was carried out using various electronic databases such as PubMed, Google Scholar, and Science Direct, using the keywords "Patient center

care, patient center care in the hospital". The criteria for selecting articles were based on inclusion criteria based on PICO analysis (population, intervention, comparison, outcomes), with the provisions P: Population is a patient receiving treatment in a hospital I: Intervention is an intervention by providing patient-centered services; C: Comparison is an intervention given to patients in a hospital; and O: Outcomes are the results or effects of the intervention, namely satisfaction, reduced length of stay and total costs incurred by the patient.

Inclusion and Exclusion Criteria

Inclusion criteria in the literature search included articles reviewed which were research articles in international journals, published at least in the last 5 years, available in full text in English, and studies related to patient care centers in the hospital. The exclusion criteria were articles that were the result of a literature review. Appropriate literature selected based on topics related to patient center care in hospitals.

Screening

Each abstract was checked twice by the authors using inclusion criteria. Studies were excluded if they were not relevant to the topic of patient center care in the hospital either quantitatively or qualitatively

Data Analysis

Data analysis in this study includes reading the entire contents of each article systematically, labeling meaningful pieces of a set of texts, analyzing and mapping each context, and grouping them into category. Combining the findings of the qualitative and quantitative studies (Q1) and (Qn) the authors analyzed the content of the qualitative and quantitative findings of the PCC-related studies and re-analyzed them to support the findings.

RESULTS

The selected articles are summarized and presented in table 1. Based on the results of a review conducted of the 15 articles, they are explained in the table

attached below. The results of the study search researchers concluded that PPC is an indicator to measure the level of patient satisfaction with health workers who provide health services.

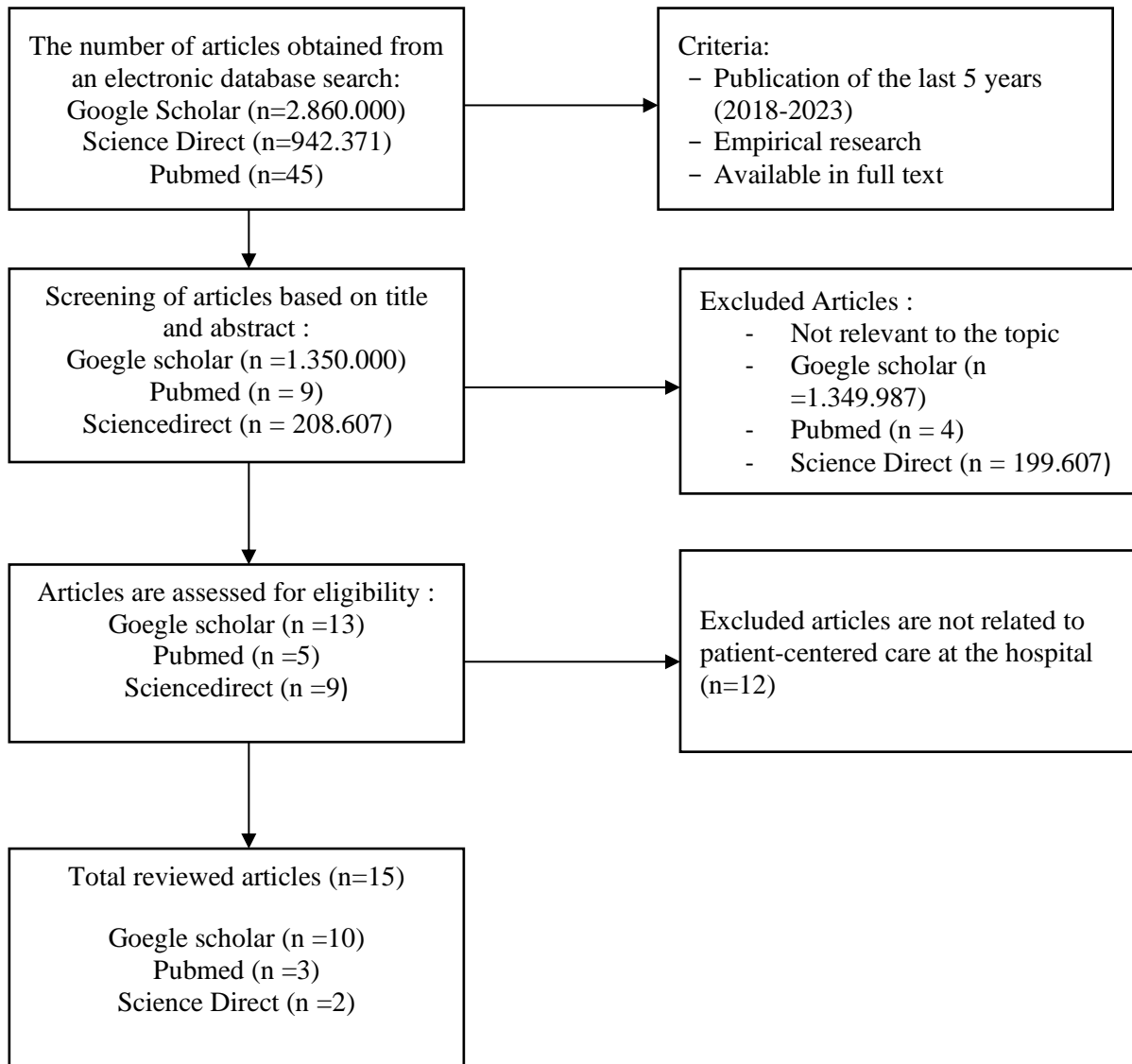


Figure 1. Prisma flowchart

DISCUSSION

Patient-centered care is a respectful model of care for patient values, needs, choices, and preferences in the process of planning and implementing care. The patient-centered care model has been proven to contribute to better outcomes for patients and organizations, cost reduction, and satisfaction improvement (Araki,

2021). The results of research conducted by (Berghout et al., 2015) state that the PCC system contributes to improving patient-focused services by helping organizations target quality management efforts and can improve patient adherence to treatment to reduce healthcare costs. PCC also contributes to improving the performance of health service professionals and



increasing patient and family participation in decision-making regarding health services to be provided (Borozdina & Novkunskaaya, 2022). Cost analysis should be pursued with consideration of how to implement home care as part of the patient's follow-up care planning (Provencher et al., 2020). Another advantage of implementing the PCC method is that it can also increase patient survival (Jerath et al., 2019). Trials carried out with IT simulations showed that the PCC method is very important to be applied in hospitals (Amato et al., 2022).

Instruments applied in developing countries such as those in Korea by adding 3 instrument constructs in PCC which include holistic care, collaborative care and responsive care which can be used for cross-cultural comparisons, national/international level (Lee et al., 2019). Patient-focused services can also be used as an indicator to measure the level of patient satisfaction with health services (Estri et al., 2018). Based on previous research, the PCC method was less effective in patients with chronic disease cases because it showed no significant changes during patient care compared to the implementation of general care service methods (Harriette G. et al., 2019). In contrast to patients who are treated in the ICU, it is very relevant to get the PCC method while in the ICU treatment room because the presence of patient colleagues helps family members hear from the patient's perspective about what their loved ones might face while being treated for a critical illness (Boehm et al., 2020). It is also equally important to apply the PCC method to pediatric patients who are treated in the pediatric room to change the perception of pediatric patients so that the feeling of trauma during the treatment process can be minimized (Dea Amantha, 2021).

The PCC method can also detect palliative needs in a timely manner and to assist them according to the goals and wishes of patients and their relatives

(Huang et al., 2022). The PCC method, in addition to increasing patient satisfaction levels, reduces patient care costs, this method can also increase an innovative work culture among health professionals (Park, Jeong, et al., 2021, Provencher et al., 2020). Through the PCC training program, there is an increase in the views of nurses in supporting individuality and compassion for patients when providing care (Park, Jang, et al., 2021). The transformation of patient-centered hospital care methods is a sequential process that takes years and continuous, teamwork and constant improvement (Shirley Wu, et al, 2019). Hospital management should increase PCC implementation, particularly in care coordination (Abubakar et al., 2020).

CONCLUSION

Patient-centered care includes aspects of caring that are respectful values, patient needs, patient-based decision making, and patient preferences process of planning and implementing care. Patient-centered care has advantages which include: reducing the length of stay thereby minimizing the cost of care incurred by the patient and increasing the trusting relationship between the health care team and the patient. The patient-centered care model is also an indicator to measure the level of patient satisfaction with health services.

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Table 1. results of literature review

ID	Author(s)	Journal title	Objective	Population and sample	Research methods	Results and discussion
CD1	(Berghout et al., 2015)	Healthcare professionals' views on patient centered care in hospitals	This research was conducted to determine health services that focus on serving patients	The study population was 16 from the geriatric department, 15 from the surgical intensive care unit. The research sample is 3 4Respondents were health professionals working in large teaching hospitals in New York City were interviewed	Mix method	The results of this study can contribute to improved patient-focused care by helping organizations target their quality management efforts . Patient satisfaction , an outcome of patient center care has been shown to be related to medication adherence, such efforts can then contribute to better health outcomes, consequently, reduced health care costs Therefore, healthcare organizations wishing to improve PCC should consider examining the importance of the PCC dimensions in their specific context in terms of care provision, which can improve service efficiency.
CD2	(Borozdina & Novkunskey a, 2022)	Patient-centered care in Russian maternity hospitals: Introducing a new approach through professionals' agency	This study aims to investigate how healthcare professionals introduce patient-centered care in Russian maternity hospitals	The population and sample of the study were 15 respondents at the Maternity Hospital in Russia	Qualitative study with interview techniques	this study demonstrates that models resulting from patient-centeredness contribute to empowering healthcare practitioners, rather than increasing patient participation in decision-making
CD3	(Lee et al., 2019)	Psychometric Evaluation of the Korean Version of Patient-Centered Care Scale for Hospital Nurses	This study aims to construct a Korean version of the PCC Scale (K-PCC) using international translation guidelines and systematically evaluate its psychometric properties.	The study sample was 424 nurses from 2 university hospitals in South Korea.	Cross sectional study through a descriptive approach using a questionnaire data collection tool	The K-PCC scale is stated to have a three-factor construct which includes holistic care, collaborative care and responsive care. The K-PCC scale can be widely adopted as a useful tool for assessing perceptions of PCC among Korean hospital nurses. In addition, the Scale can serve as an acceptable instrument for cross-cultural comparisons at the national or international level.
CD4	(Harriette G. et al., 2019)	Effect of Patient-Centered Transitional Care Services on Clinical	Effect of Patient-Centered Transitional Care Services on Clinical Outcome in Patients	The research sample is 1104	Case control	The results of the study concluded that there was no effect Among patients with heart failure in Ontario -



ID	Author(s)	Journal title	Objective	Population and sample	Research methods	Results and discussion
		Outcomes in Patients Hospitalized for Heart Failure The PACT-HF Randomized Clinical Tria	Hospitalized for Heart Failure The PACT-HF Randomized Clinical Tria			Canada, using the implementation of a patient-centered transitional care model compared to usual care did not result in an improved patient outcome.
CD5	(Provencher et al., 2020)	Supporting at-risk older adults transitioning from hospital to home: who benefits from an evidence-based patient-centered discharge planning intervention? Post-hoc analysis from a randomized tria	patient-centered service-based patient discharge interventions	Until the research as many as 400 respondents	Case control	The results of this study state that patient-focused services are very effective in reducing care costs during patient inpatient care at the hospital . Cost analysis should be pursued with consideration of how to implement home care as part of the patient's follow-up care planning.
CD6	(Park, Jeong, et al., 2021)	A predictive model of the perceptions of patient-centered care among nurses in long-term care hospitals: A cross-sectional study	This study aims to propose and test a predictive model of the organizational and individual impact of patient-centered care (PCC) perception factors among nurses working in long-term care hospitals.	187 research respondents	The research method is a cross sectional study	Based on the extent to which the elements of the PCC model influence, potential specific strategies for the implementation of the PCC Model especially to improve perceptions about PCC can be developed effectively. This strategy should emphasize interventions aimed at enhancing teamwork and promoting an innovative organizational culture. In addition, methods for fostering nurse compassion should also receive more attention from policy makers and health managers.
CD7	(Park, Jang, et al., 2021)	Walking in the patient's shoes": An innovative training method using storytelling to promote knowledge transfer of patient-centered care in hospital: A quasi-experimental study	To evaluate an onsite patient-centered care (PCC) training program for nurses using a digital patient storytelling approach.	88 nurses working in research university hospitals consisting of 49 control groups, and 39 case group respondents	A quasi-experimental	Through the PCC training program, a perceived increase in nurses' view of supporting patient individuality and compassion while providing care was revealed. This program also has the potential to promote the transfer of PCC knowledge into nurses' daily activities. Therefore, such a PCC training program could be a good start in developing a patient-



ID	Author(s)	Journal title	Objective	Population and sample	Research methods	Results and discussion
						centered culture in the healthcare system.
CD8	(Boehm et al., 2020)	Implementation of a Patient and Family-Centered Intensive Care Unit Peer Support Program at a Veterans Affairs Hospital	To evaluate the PCC program in the ICU room of the Veterans Hospital	268 respondents	Cross Sectional Study	The PCC method can give families the opportunity to tell patient stories in a warm environment while in the ICU treatment room. the presence of a companion helps family members hear from the patient's perspective and provides great insight into what their loved one may be dealing with while being treated for a critical illness. A multidisciplinary approach has a chaplain, social worker, and nurse present to lead group support and can provide a holistic, team-centered approach to care. Ultimately, peer support groups add significant value by providing family members of patients while in the ICU with opportunities to share their stories while giving and receiving support.
CD9	(Shirley Wu, et al, 2019)	Using Lean Performance Improvement for Patient-Centered Medical Home Transformation at an Academic Public Hospital	To knowperformance of medical personnel using patient-focused service improvement transformation in an Academic General Hospital	The research sample is 214 respondents	Cross-sectional	Hospital Transformation is a sequential process that takes many years and is ongoing . teamwork and continuous improvement. Visual management has been made transparent in the PI process and supported alignment with institutional objectives. Easy to manage- assessments (PCMH-A, HRSA survey and project log) provide feedback to the team on the success or failure of the PI's efforts in implementing and changing concepts in the PCMH transformation. The results show that



ID	Author(s)	Journal title	Objective	Population and sample	Research methods	Results and discussion
						improving the clinical care process by producing modest global improvements inpatient.
CD10	(Jerath et al., 2019)	Validation of a Patient-centered Outcome for Perioperative Medicine	To validate the results of patient centers on perioperative medicine	540,072 adults undergoing 1 of 12 main options noncardiac surgical procedures between 2006 and 2014.	Retrospective Cohort study	appropriately measurable patient-centered outcomes that are linked to patient characteristics clinically, surgical complexity, hospital complications, and long-term outcomes. Improved survival rates so this can shape new patient-centered outcomes for future clinical trials and observational studies for adult surgical patients
CD11	(Amato et al., 2022)	The hospital of the future: rethinking architectural design to enable new patient-centered treatment concepts	To design patient-focused concept-focused apps	-	Cross-sectional study	The simulation results are very promising, showing clearly advantage of the Patient Center service layout across benchmark parameters. We see this as our proof of concept ideas and as important validation before implementing Patient Center in the real world.
CD12	(Dea Amantha, 2021)	Readiness Patient Centered Care (PCC) in Child Department	To identify the implementation of PCC in the pediatric department at Central Java Hospital	Until the research as many as 40 child respondents	Case control	study proves that there are differences in patient perceptions in the pediatric department before and after PCC implementation in the control group at a hospital in Central Java and there are differences in patient perception in the pediatric department before and after PCC implementation in the intervention group at a hospital in Central Java.
CD13	(Huang et al., 2022)	Evaluation design of the patient-centered pathways of early palliative care, supportive ecosystems and	to evaluate the acceptability, feasibility, effectiveness and cost-effectiveness of early palliative	A total of 320 participants (80 at each study site and a total of 4 sites)	Randomized control trial	patient needs, support from relatives can enhance the experience for both and possibly reduce maintenance costs. In line with this,



ID	Author(s)	Journal title	Objective	Population and sample	Research methods	Results and discussion
		appraisal standard (InAdvance): a randomized controlled trial	care intervention in older Europeans with complex chronic conditions			InAdvance's intervention aims to detect palliative needs in a timely manner and to assist them according to the goals and wishes of patients and their relatives
CD14	(Estri et al., 2018)	Effect of patient-centered care on service quality and satisfaction level of bpjs in patients in baptist hospital batu	To determine the effect of patient-centered care on service quality and level of satisfaction pt stone hospital	participants were women, aged 46-65 years, graduated from lower secondary education, and in the middle class income	Cross Sectionals	Based on the results of this study, Overall, functional service quality has the greatest effect on BPJS patient satisfaction in the inpatient unit Stone Baptist Hospital. Patient Centered Care should be implemented with attention to the quality of service in the framework to be able to create patient satisfaction, in particular in the form of coordination of care, which is the most influential factor for PCC. PCC also has to pay attention to the quality of functional services, i.e. professionalism, high quality, courtesy, friendliness, responsiveness, responsiveness, honesty, repair, and maintenance maintaining the good image of Stone Baptist Hospital
C15	(Abubakar et al., 2020)	Effect of Patient Centered Care Application on Inpatient Outcomes in Rskdia Pertiwi and Rsia Ananda (Woman and Child Hospitals)	To find out the Effect of Patient Centered Care Implementation on Inpatient Outcomes at Rskdia Pertiwi and Rsia Ananda (Mother and Child Hospital)	163 respondents	Cross-sectional	It can be concluded that the implementation of PCC is associated with patient satisfaction, but has no effect on the clinical outcome of inpatients at RSKDIA Pertiwi and RSIA Ananda; nor was there any difference in PCC implementation between the two hospitals. Hospital management should increase PCC implementation, particularly in care coordination