



Nursing Level III

NTQF Level III

Learning Guide # 2

**Unit of Competence: Provide compassionate,
respectful and caring service**

**Module Title: Providing compassionate,
respectful and caring service**

LG Code: HLT NUR3 M01 L02-LG2

TTLM Code: HLT NUR3 TTLM 0919v1

LO 2: Apply humanistic care to clients



Instruction Sheet	Learning Guide #2
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

2. Apply humanistic care to clients

2.1.Humanistic care

2.1.1.Patients concern

2.1.2.Patient and clients feelings and emotions

2.1.3.Patients/clients innate needs

2.1.3.1.Personal feeling

2.1.3.2.Respect

2.1.3.3.Affection

2.1.3.4.Care

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to – .

✓ Humanistic care

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions
3. Read the information written in the “Information Sheets”. Try to understand what are being discussed.
4. Accomplish the “Self-check “
5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work.
6. Submit your accomplished Self-check. This will form part of your training portfolio.



2. Apply humanistic care to clients

2.1. Humanistic care

2.1. 1. Introduction

Humanistic care in the twenty-first century requires reflective maturity, global perspectives, interdisciplinary, technical information, and comfort with ambiguity. Health professionals face challenges everyday when offering their services to people. They know what they know and do not know, and have alternative methods to make clinical decisions. Health professionals also need to be reflective in the context of patients, families, and communities. It is very important that health professionals are enabled to be reflective, critical, flexible, and comfortable with humanistic care.

By focusing on the concept of humanistic care, health professionals will be able to understand the core values in their services. From the significance of the reflective, multidimensional approach to humanistic care, we realize that the health care arena is an extremely complex and dynamic process. Therefore, there are many ways in which humanistic care can be implemented in the care of individuals, families, and communities.

In addition, health professionals need humanistic care to provide their services as a multidimensional reflective experience. Self-reflection, history, legal and ethical issues, spirituality, culture, family, media, group, evidenced-based practice, economics, and health policy can all affect humanistic care, and need to be critically thought about as an important process to consider throughout humanistic care .

Being aware of the possibilities allows for fluidity and flexibility in thinking that the health professional needs. Health professionals touch the lives of people in every situation from birth to death, in health and illness.



- **Care**

Care is a human response to a particular situation. To allow for diversity of ideas, health professionals write from their own experience, use their own case studies, and develop their own thoughts on the caring situation

Care and Caring in Nursing Practice

The act of caring is foundational to the practice of nursing: “A great truth, the act of caring is the first step in the power to heal”

The dynamic essence of nursing is due to caring. Unfortunately, many different terms such as care, care-giving, care receiving, nursing care, etc. are used interchangeably which promotes confusion. Thus, the concept of care can be considered one of the least understood parts of nursing. It is important to note that because there are multiple ways to define caring from different paradigms, the frame of reference is imperative to understand the definition

- **Watson’s Theory of Caring**

Watson defines caring as: “the moral ideal of nursing whereby the end is protection, enhancement, and preservation of human dignity. Human caring involves values, a will and a commitment to care, knowledge, caring actions, and consequences.

Human care and caring is viewed as the moral ideal of nursing consisting of human-to-human attempts to protect, enhance, and preserve humanity and human dignity, integrity, and wholeness by assisting a person to find meaning in illness, suffering, pain, and existence. Human caring helps another gain self-knowledge, self-control, self-caring, and self-healing so that a sense of inner harmony is restored regardless of the external circumstances.

Human caring is not just an emotion, concern, attitude, or benevolent desire. It involves values, knowledge, caring actions, acceptance of consequences, a will, and a commitment to care. Human caring is related to intersubjective human responses to health-illness-healing conditions; a knowledge of health-illness, environmental-personal relations, and the nurse caring process; and self-knowledge in relation to both strengths and limitations.



Human caring follows a process consisting of antecedents, attributes, and outcomes of caring, which go on to affect future encounters of caring.

This process includes the care recipient and the nurse, both of whom are required in a human caring relationship. The nurse must possess competence, professional maturity, interpersonal sensitivity, a moral foundation that supports caring actions, and access to a setting that is conducive to caring, while the care recipient must possess a need for and openness to caring

Caring is

- ✓ Grounded in ethics, beginning with respect for the autonomy of the care recipient,
- ✓ Grounded, as a science, in nursing, but is not limited to nursing,
- ✓ An attribute that may be taught, modeled, learned, mastered,
- ✓ Capable of being measured and analyzed scientifically,
- ✓ The subject of study within caring science institutes/academies worldwide, and
- ✓ Central to relationships that lead to effective healing, cure, and/or actualization of human potential

• **Client-Centered Care**

What is patient-centered care?

Patient-centered care is: 'is an innovative approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families. Patient- and family-centered care applies to patients of all ages, and it may be practiced in any health care setting.

✓ **Some definitions of associated terms**

Several terms are used interchangeably or associated with 'patient-centered care'; these are described below.

- ✓ Consumer-centered care



The term 'consumer-centered care' is sometimes preferred to 'patient-centered care' to acknowledge that care should focus on people who are actual or potential users of healthcare services.

For some, the term 'patient' has passive overtones. In contrast, the term 'consumer' is seen as a more active term, encompassing the need to engage people as partners in health service delivery. The term 'consumer' also aligns with 'client' and 'user' in business and management models of service delivery.

✓ Person-centered care

The term 'patient-centered care' is often used interchangeably in primary care settings with terms such as 'person-centered care', 'person-centeredness', 'relationship-centered care' and 'personalized care'. This term appears more frequently in literature on the care of older people, and focuses on developing relationships and plans of care collaboratively between staff and patients. This term values the needs of patients, carers and staff, with emphasis on the reciprocal nature of all relationships.

✓ Personalized care

'Personalized care' is the integrated practice of medicine and patient care based on one's unique biology, behavior and environment. Personalized care uses genomics and other molecular-level techniques in clinical care; as well as health information technology, to integrate clinical care with the individualized treatment of patients.

✓ Family-centered care

This term emerged in the US in the 1980s in response to the needs of families with children who could not leave hospital. These families sought to work more collaboratively with healthcare professionals and successfully advocated for changes to enable them to care for their children in home and community settings.

✓ What is patient and family centered care?

Patient- and family-centered care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care professionals, patients, and families.

It redefines the relationships in health care by placing an emphasis on collaborating with people of all ages, at all levels of care, and in all health care settings. In patient- and family-centered care, patients and families define their "family" and determine how they will participate in care



and decision-making. A key goal is to promote the health and well-being of individuals and families and to maintain their control.

Patient- and family-centered care leads to better health outcomes, improved patient and family experience of care, better clinician and staff satisfaction, and wiser allocation of resources.

✓ How do you provide patient centered care?

They will acknowledge you for who you are and will not discriminate based on your background, beliefs or preferences.

1. Actively participate in your care. ...
2. Respect in a healthcare setting. ...
3. Good communication with patient-centered care. ...
4. Providing a safe environment. ...
5. Speak to your healthcare professional first.

✓ What are the benefits of patient centered care?

While the primary goal of any patient-centered care plan is to improve individual health outcomes, healthcare providers also stand to benefit through improved patient satisfaction scores, higher staff productivity and morale, reductions in the overall cost of care, and more..

- How do you provide good patient care?

Ten strategies to provide good care for the patient

1. Start seeing patients as customers. Taking care of patients is what healthcare is all about. It may be hard for some people to think of patients as customers, but they definitely are. Their choices bring thousands and even millions of dollars into a hospital's coffers.

2. Be courteous and respectful. Always, always, make sure patients are treated with courtesy and respect. I know executives who pretended to be patients inside their own



institutions and were shocked by the lack of focus and concern they received. Treating patients has become simply a job for many healthcare professionals. They manifest boredom with their jobs by treating patients indifferently. That's not professional and it's bad business!

- 3. Never show indifference to patients.** Watch the way patients are treated when entering the ED. It can be quite disappointing at some urban hospitals and even at some suburban settings. If the illness is not life-threatening, patients are virtually given a number and told to sit down and wait.

Many otherwise competent and even brilliant healthcare professionals give patients the feeling they are an inconvenience and a bother. Patients should not be made to feel inferior and misinformed.

- 4. Don't contradict, argue or match wits.** Telling patients they are wrong about anything is just plain rude. Even when they have incorrect information, they still should be accorded respect. If you disagree with them, politely explain why their point of view isn't necessarily correct. Your goal should be to explain and communicate, and then to continue to explain and communicate. Help patients understand what is going on as treatment is being given.

Patients should feel they are just important, in the scheme of things, as you are.

- 5. Tell patients you appreciate their business.** Everybody likes to be thanked when purchasing an item in a retail store, but in all too many healthcare venues, saying "thank you" is seen as inappropriate. You know as well as I do that saying "thank you" has magic vibes for any kind of relationship. Go ahead and try it! It's a great way to receive your customers' repeat business.

- 6. Use plain terms and simple explanations.** It may be fun to throw around complicated jargon, but it results in misunderstandings and sometimes errors. Nobody wants errors in today's healthcare environment. Always make sure your explanations are not clouded with excessive and complicated verbiage. Be brief and to the point.

True professionals go out of their way to explain things in simple, declarative sentences.

- 7. Good manners will get you everywhere.** Good manners are part and parcel of confidence and competence. Don't hide the truth even if it creates problems for you. Treat patients the way



you'd want to be treated. Saying the appropriate words can show respect. Establishing eye contact is also part of good manners.

8. Keep seeing healthcare as a calling. Too many professionals begin to see healthcare as a job rather than a calling. There's a big difference between the two. When healthcare becomes a job, mistakes are not far behind. Today there are so many complicated variables in healthcare that it is easy to get off track. Remember who you are and what your core business is. It might help to recall what brought you into the healthcare field.

9. Stay in touch with patients. Many healthcare professionals don't think they have the time to stay in touch with patients after care is rendered. They tend to think it's unnecessary and creates too much stress. That rationale should never be tolerated.

10. Keep your promises. Many promises made to patients are never kept. Things like, "You'll get the best care here" and "We treat each individual who comes to us with dignity and respect" and also, "You'll be just fine in a week or so." The difference between empty talk and promises is that promises must be kept. And if it turns out you overpromised, own up to it.

Respect

Respect is a basic moral principle and human right that is accountable to the values of human dignity, worthiness, uniqueness of persons and self-determination. As a guiding principle for actions toward others, respect is conveyed through the unconditional acceptance, recognition and acknowledgment of the above values in all persons. As a primary ethic of nursing, respect is the basis for our attitudinal, cognitive and behavioural orientation toward all persons.

Respect: its relationship to dignity and the concept of professional respect

Definitions of respect all entail a person recognizing value in another person, that is, giving dignity to the human being, to the other. Respect for persons is a foundational principle of morality. Hence, demonstrations of respect a reapre-eminent normative construct of the moral existence of human beings.

Affection

A feeling of liking and caring for someone or something; feeling of love





Self check	written test
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Instructions: Answer all the questions listed below. Illustrations may be necessary to aid some explanations/answers. Write your answers in the sheet provided in the next page.



Score = _____

Rating: _____

Answer Sheet

Name: _____

Date: _____

Short Answer Questions

- 1.
- 2.
- 3.



List of reference Materials

1. Blasdel ND (2017) The Meaning of Caring in Nursing Practice. Int J Nurs Clin Pract 4: 238. doi: <https://doi.org/10.15344/2394-4978/2017/238>
2. Introduction to Professional Nursing and Ethics (LECTURE NOTES For Professional Nursing Students)
3. Nursing: scope and standard of practice, 3rd edition

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