



## “The Importance of Patient-Centered Care in Medical-Surgical Nursing”

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**Abstract:** Patient-centered care (PCC) has become an essential framework in modern healthcare delivery, reflecting a shift from disease-oriented practices to holistic, individualized care approaches. In medical-surgical nursing, where patients often face complex treatment regimens, surgical interventions, and prolonged recovery, patient-centered care plays a vital role in improving outcomes. This model emphasizes respect for patient values and preferences, shared decision-making, effective communication, cultural sensitivity, and the inclusion of families in care planning. Research consistently demonstrates that PCC enhances patient satisfaction, promotes adherence to treatment, improves recovery rates, and strengthens nurse-patient relationships, while also reducing healthcare costs by preventing complications and unnecessary readmissions. Despite these benefits, the implementation of PCC in medical-surgical settings faces challenges, including staff shortages, time constraints, inadequate training, and systemic barriers. This article explores the principles of PCC, its relevance to medical-surgical nursing, associated benefits, challenges, evidence-based strategies for implementation, and implications for nursing education and policy. By adopting PCC as a standard of care, medical-surgical nurses can transform patient experiences, optimize health outcomes, and advance the quality and safety of healthcare delivery.

**Keywords:** Patient-centered care, medical-surgical nursing, nurse-patient relationship, shared decision-making, holistic nursing, patient satisfaction, nursing practice

### Introduction

Medical-surgical nursing represents the largest and most diverse specialty within the nursing profession, encompassing the care of patients with a wide range of acute and chronic conditions. Traditionally, this field was characterized by a task-oriented, disease-centered approach, where the emphasis was placed primarily on biomedical outcomes. However, with growing recognition of the importance of patient experiences and satisfaction, the concept of patient-centered care has gained momentum.

Patient-centered care (PCC) is not simply a philosophy but a guiding principle that redefines the nurse-patient relationship. It focuses on viewing patients as unique individuals whose values, beliefs, and preferences must be incorporated into clinical decision-making. In medical-surgical units, where patients often undergo stressful hospitalizations, surgeries, or complex treatment regimens, PCC ensures that recovery is holistic, addressing physical, emotional, psychological, and social dimensions of health.

The purpose of this article is to provide an in-depth examination of the importance of patient-centered care in



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medical-surgical nursing. It highlights its principles, relevance, benefits, challenges, and strategies for implementation while discussing implications for education, policy, and future research. By emphasizing PCC, nurses can not only improve clinical outcomes but also transform the overall healthcare experience for patients and their families.

### Defining Patient-Centered Care in Nursing

Patient-centered care has been defined by the Institute of Medicine as “care that is respectful of, and responsive to, individual patient preferences, needs, and values, and ensuring that patient values guide all clinical decisions.” Within nursing practice, this definition extends to include holistic attention to patients’ physical, emotional, psychosocial, and spiritual needs. Unlike traditional approaches that focus solely on diagnosing and treating diseases, PCC emphasizes partnership, communication, and collaboration between patients and healthcare providers.

In medical-surgical nursing, PCC requires a balance between technical competence and compassionate care. For example, while nurses must demonstrate expertise in wound management, medication administration, and post-operative monitoring, they must also provide emotional reassurance, address patients’ anxieties, and involve them in decision-making about their treatment. This dual role positions nurses at the forefront of delivering PCC in hospital environments.

### Principles of Patient-Centered Care

#### Respect for Patient Values and Preferences

Respect is the cornerstone of PCC. Every patient arrives with unique cultural, social, and personal values that influence their perceptions of illness and recovery. In medical-surgical nursing, respect for patient autonomy means acknowledging these perspectives and incorporating them into care planning. For example, a

patient’s preference for non-invasive pain management strategies should be considered alongside medical recommendations. By respecting these values, nurses build trust and foster a collaborative therapeutic relationship that empowers patients to actively participate in their recovery.

#### Emotional and Psychological Support

Hospitalization and surgery are often accompanied by fear, anxiety, and uncertainty. These psychological stressors can hinder recovery if not addressed appropriately. Nurses, through empathetic communication and supportive presence, play a critical role in providing emotional comfort. Active listening, validation of patient concerns, and compassionate reassurance can alleviate distress, enhance coping, and contribute to improved mental well-being. Addressing emotional needs alongside physical treatment is a hallmark of PCC and is particularly crucial in medical-surgical contexts.

#### Coordination and Integration of Care

Patients in medical-surgical units often encounter care from multiple professionals, including surgeons, anesthesiologists, physiotherapists, dietitians, and social workers. Without effective coordination, care may become fragmented, leading to confusion, duplication, or errors. Nurses serve as coordinators by ensuring seamless communication between teams and aligning treatment goals with patient preferences. This integration of care not only enhances efficiency but also reassures patients that their care is comprehensive and well-organized.

#### Information, Communication, and Education

Clear and accessible communication is essential to PCC. Patients and their families must be informed about diagnoses, treatment options, risks, and recovery expectations in language that is easy to understand. Nurses act as interpreters of complex medical information, breaking it down into practical advice. Effective patient education empowers individuals to make informed choices, adhere to treatment plans, and take responsibility



for their own health. In surgical care, for instance, patients who receive thorough education on wound care and infection prevention are less likely to experience complications after discharge.

### **Physical Comfort and Safety**

Addressing patient comfort and safety is another core principle of PCC. Pain management, prevention of pressure injuries, fall prevention, and infection control measures are essential aspects of nursing care. When nurses prioritize comfort and safety, patients feel cared for and secure in their environment. This contributes significantly to recovery, particularly in surgical patients who may be immobilized or vulnerable to complications.

### **Involvement of Family and Caregivers**

Families often play a vital role in supporting patients through hospitalization and recovery. Engaging family members in care planning and decision-making provides emotional support to patients while enhancing continuity of care after discharge. Nurses can encourage family participation in discussions, provide education about home care practices, and support caregivers in their roles. This involvement creates a collaborative approach to healing that extends beyond hospital walls.

### **Relevance of Patient-Centered Care in Medical-Surgical Nursing**

The relevance of PCC in medical-surgical nursing lies in its ability to humanize care within technologically advanced hospital environments. Patients admitted to these units frequently undergo invasive procedures, face lengthy recoveries, and navigate complex treatment regimens. A patient-centered approach ensures that care is not only clinically effective but also emotionally supportive and respectful of individual preferences. By focusing on personalized care, medical-surgical nurses can alleviate anxiety, improve adherence to treatment, and foster resilience. In addition, PCC aligns with global healthcare

goals of improving quality, safety, and patient satisfaction, making it a critical standard in modern nursing practice.

### **Benefits of Patient-Centered Care Improved Patient Outcomes**

One of the most significant benefits of PCC is its positive impact on health outcomes. Patients who feel involved in their care demonstrate greater adherence to treatment regimens, reduced rates of complications, and quicker recovery times. For instance, involving patients in surgical planning and post-operative education has been linked to improved wound healing and lower rates of hospital readmission.

### **Increased Patient Satisfaction**

Patient satisfaction is a key indicator of healthcare quality. When patients perceive that their values, preferences, and concerns are respected, they report higher satisfaction levels. In medical-surgical settings, satisfaction is often influenced not only by clinical outcomes but also by interpersonal experiences. Nurses who communicate openly, provide emotional support, and respect patient dignity significantly contribute to positive healthcare experiences.

### **Enhanced Nurse-Patient Relationships**

Strong therapeutic relationships are central to effective nursing practice. PCC fosters trust and rapport between nurses and patients, creating a supportive environment for healing. Patients who trust their nurses are more likely to share concerns, follow medical advice, and engage actively in recovery. For nurses, these relationships provide professional fulfillment and reinforce the value of compassionate care.

### **Reduced Healthcare Costs**

PCC also contributes to cost savings by preventing avoidable complications, reducing hospital stays, and lowering readmission rates. For example, providing tailored discharge education on medication adherence and lifestyle modifications can prevent relapses and reduce the





financial burden on healthcare systems. Thus, PCC benefits not only patients but also healthcare providers and policymakers.

### Challenges to Implementing Patient-Centered Care

Despite its advantages, implementing PCC in medical-surgical nursing is not without challenges. One of the most significant barriers is time constraints. Nurses often manage large caseloads and may struggle to balance technical duties with patient-centered interactions. Staffing shortages further exacerbate this issue, limiting the ability to provide individualized attention.

Another challenge lies in inadequate training. While nursing curricula emphasize technical skills, less focus is often placed on communication, empathy, and cultural competence. This gap makes it difficult for nurses to consistently deliver PCC. In addition, systemic barriers, such as rigid hospital policies, resource limitations, and emphasis on efficiency over empathy, can undermine patient-centered initiatives. Overcoming these challenges requires organizational commitment, staff training, and structural reforms to prioritize PCC in daily practice.

### Strategies for Promoting Patient-Centered Care

To promote PCC, healthcare institutions must adopt evidence-based strategies. First, training programs should emphasize communication, empathy, and cultural competence alongside technical expertise. Simulation-based learning can help nurses practice patient-centered interactions in controlled settings.

Second, fostering interdisciplinary teamwork is essential. When nurses, physicians, and allied health professionals collaborate effectively, patients experience more coordinated and holistic care.

Third, patient feedback mechanisms should be established to evaluate and improve care practices. Regular surveys, focus groups, and patient advisory councils can provide

valuable insights into patient experiences and guide quality improvement initiatives.

Finally, healthcare organizations must create supportive environments by ensuring adequate staffing, reducing nurse-patient ratios, and adopting policies that prioritize patient dignity and respect. Integrating PCC into institutional culture ensures that it becomes an inherent part of nursing practice.

### Case Scenarios and Applications

Case studies highlight the practical application of PCC in medical-surgical nursing. For instance, a post-operative patient recovering from knee replacement surgery may experience both physical pain and emotional distress. A nurse practicing PCC would not only administer pain medication but also provide reassurance, involve the patient in setting mobility goals, and educate them on self-care strategies for recovery.

Similarly, in managing a patient with chronic kidney disease, nurses can implement PCC by tailoring education about diet, dialysis, and medication to align with the patient's cultural practices and lifestyle. Such individualized care fosters adherence and empowers patients to take an active role in managing their health.

### Implications for Nursing Education and Policy

Nursing education must integrate PCC principles into curricula to prepare students for holistic practice. Simulation, role-play, and reflective exercises can enhance communication and empathy skills. Continuing education programs should also reinforce these skills among practicing nurses.

At the policy level, healthcare systems should adopt standards that promote patient engagement and satisfaction as key performance indicators. Accreditation bodies and hospital management must emphasize the integration of PCC into everyday clinical practice. Policies supporting adequate staffing levels, professional



development, and patient rights are essential for creating environments where PCC can thrive.

## Summary and Conclusion

Patient-centered care represents a transformative approach in medical-surgical nursing, shifting the focus from disease-centered models to holistic, individualized care. By respecting patient values, providing emotional support, ensuring coordinated care, and involving families, nurses can significantly enhance outcomes, satisfaction, and trust. While challenges such as staffing shortages, time constraints, and inadequate training hinder its full implementation, evidence-based strategies including staff education, interdisciplinary collaboration, and policy reforms can promote PCC in practice.

As healthcare continues to evolve, patient-centered care must remain at the heart of nursing practice. For medical-surgical nurses, this approach not only improves recovery and reduces complications but also strengthens the therapeutic nurse-patient relationship, creating meaningful and compassionate healthcare experiences. The adoption of PCC in medical-surgical settings thus represents both a professional responsibility and a pathway to advancing healthcare quality and safety.

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