The Relationship Between Person-Centered Care, Satisfaction of Nursing Care, and the Healthcare Environment

Stephanie Morgan, PhD, RN, FNP-BC
ssmorgan@nursing.utexas.edu

Background: The National Academy of Medicine, formerly known as the Institute of Medicine, identified person-centered care (PCC) as one of six critical elements needed in the redesign of our nation’s healthcare system. In response to the person-centered care movement, a new model of care in the post-acute care space has emerged. Skilled nursing facilities (SNF’s) are redesigning buildings that focus on a de-institutionalized and aesthetically appealing inpatient space. Evidence exists that the physical environment contributes to a more person-centered inpatient healthcare experience.

Purpose: This study explored the relationships among satisfaction with nursing care, perceived ambiance of the healthcare environment, and the perception of person-centered care from individuals recovering in short-stay SNF’s.

Methods/Analysis: The sample (n=71) included English speaking adults between the ages of 38 and 97 (M = 73.34, SD = 11.51) who received rehabilitation and/or nursing care in fourteen short-stay SNFs in Texas. The largest group represented was white (n = 62, 87.3%), married (n = 33, 46.5%) and female (n = 48, 67.6%). The participants completed the Patient Satisfaction with Nursing Care Quality Questionnaire, the Ambiance Measurement Scale-HC, and the Individualized Care Scale (a measure of person-centered care). Pearson’s r correlation was used to examine bivariate correlations between satisfaction with nursing care and perceptions of person-centered care, perceptions of person-centered care and ambiance, and satisfaction with nursing care and ambiance.

Results: A strong positive significant relationship was found between satisfaction with nursing care and PCC (r = .76, p < .001), perceived ambiance and PCC (r = .57, p < .001), and satisfaction with nursing care and ambiance (r = .52, p < .001).

Conclusions: Healthcare environments are rapidly changing to improve the delivery of person-centered care and these findings will allow for a better redesign of post-acute facilities. This was the first study to explore the relationship between perceived ambiance of an inpatient healthcare setting and the perception of person centered care. These findings indicate that the physical environment is an important element that can influence the perception of personalized care in a short-stay SNF setting. The study supports the importance of the healthcare environment and nursing care on the perception of personalized care and contributes to the body of literature on improving the person-centered care experience in the short-stay skilled nursing facility.

Keyword: Person-centered care, patient-centered care, environment, ambiance