

In the current context of rising population, increase in number of patients, and limited available healthcare facilities, there is a growing pressure on nurses and physicians to prioritise their healthcare services. There is also an increased emphasis placed on patient-centred care where healthcare providers merely provide information and leave the final healthcare decision on the patients and their families. Thus, negotiation between healthcare providers and patients is a voluntary process where patients are empowered to take care of their healthcare needs (Buetow, 1998).

In the current scenario, Judy's story is unique because the final healthcare decision is not in her hands; rather it is taken by her son. Also, the decision is not taken keeping the patient's preferences in mind at all; rather it revolves around her son's convenience. The process of negotiated outcomes involves taking healthcare decisions keeping the patient's comfort, needs, and requirements in mind. However, in this case, the patient's needs were not considered at all in her son's decision to keep her in a residential care home.

The newly graduated nurse was aware of the patient's wish to return to her own home upon discharge. She also knew that this was the main motivation in her recovery at the rehabilitation centre. However, she didn't reveal this information at the time of the case conference meeting when the nurse manager revealed the need to move her out of the facility and Judy's son suggested transferring her to a residential care home. After the case conference meeting too, instead of talking to her nurse manager, the care nurse shared her concerns with her colleague who didn't handle the information appropriately. The care nurse should have voiced her opinions during or after the case conference to the nurse manager to ensure that the patient's preferences were considered in all her healthcare decisions. It was also the responsibility of the nurse's colleague to whom sensitive information was revealed to talk to the nurse manager rather than the patient. Telling the patient that she was being shifted to a residential care home rather than her own home brought out feelings of confusion and aggression in the patient.

Overall, this case study is an example of insensitivity regarding patient needs and preferences on the part of her son as well as her care nurses as their actions and decisions do not uphold the principles of patient-centred care.

Reference

Buetow, S. (1998). Four strategies for negotiated care. *Journal of the Royal Society of Medicine*, 91(4), 199-201. doi:10.1177/014107689809100407