

## Editorial – Journal of Patient Care 2020

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### ABSTRACT

Patient care is a multidisciplinary process centered on the care recipient in the context of the family, significant others and community. The consumers are patients with complex needs. With increased awareness of health care, healthcare facilities and consumer protection act, patients are getting aware about their rights. Nurses also have now the expanded role. Issues which seem not feasible, and ideal, may become practice with change of time. These issues are base for the future trends in care. Nursing covers a wide range of disciplines and health-care issues that are always changing and at the forefront of what guides this career path. Technology has changed our lives in so many ways it is hard to perceive. If you look in the field of medicine alone, technological advances have allowed doctors to treat diseases and illness that were otherwise at one time fatal.

**Key words:** Patient care; Covid-19; Patient education; Social responsibility

### INTRODUCTION

Patient care is a multidisciplinary process centered on the care recipient in the context of the family, significant others and community. The consumers are patients with complex needs. With increased awareness of health care, healthcare facilities and consumer protection act, patients are getting aware about their rights. Nurses also have now the expanded role. Issues which seem not feasible, and ideal, may become practice with change of time. These issues are base for the future trends in care. Nursing covers a wide range of disciplines and health-care issues that are always changing and at the forefront of what guides this career path. Technology has changed our lives in so many ways it is hard to perceive. If you look in the field of medicine alone, technological advances have allowed doctors to treat diseases and illness that were otherwise at one time fatal.

#### Computer revolution in medicine

Using computers was one of the most important technological changes in 20<sup>th</sup> century medicine. They became central to medical care from the 1950's. They also enabled insurers and state-run health services to track patient records on a massive scale. More diagnostic tests were developed because automated laboratory machines performed tests quicker and more accurately.

Caring is a process which cures and heals a person's illness of any

kind and brings satisfaction on smiles in the face. The care may relate to anything in nature may be any creature either human or animal. The prime responsibility of a person is to care others in their tough times and provide required support and encouragement to kick out their illness and bloom with happiness. Incase of health care sector it is the prime responsibility of doctors, nurses, pharmacists and the medical staff concerned in the hospital to look after the patients admitted in their hospital due to illness.

The utmost care taken by all the medical professionals and health care workers will be observed in the patients faces and outcome is seen and measures using patient satisfaction. Healthcare sector is emerging as an important and essential component of the world's economy. The pandemic Covid-19 coronavirus which has attacked and spread all over the world has changed the lives of many people and their situations indulging many of them to suffer because of the virus and putting lakhs of them dead on hospital beds may be due to lack of immunity or previously involved with other co-morbidities or health issues existing earlier such as lung diseases and heart diseases.

Whatever the changes that has occurred due to technology has driven the medical field into a fastening and brightening era of all supplies related to all treatments and improving the quality of care and lives of people with illness and leading to a greater cause of patient satisfaction.

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## Patient Satisfaction

Patient satisfaction is an important and commonly used indicator for measuring the quality in health care. Patient satisfaction affects clinical outcomes, patient retention, and medical malpractice claims.

## ASSESSMENT OF QUALITY OF HEALTH CARE

### Patient as a consumer

Today the patient seems himself as a buyer of health services. Patient satisfaction is an important tool for the success of their organization and are regularly monitoring patient satisfaction levels among their customers.

### Service Excellence

Service excellence revolves around three factors: doctor, patient and organization.

**Doctor-** He should do following

See the whole person

Secure confidentiality and privacy

Preserve dignity and respond quickly.

**Patient-** Patients expect their doctors to keep up the timings, behave cordially, and communicate in their language. They expect care, concern and courtesy in addition to a good professional job.

### Hospital

There are certain areas where minimum requirements and standards have to be maintained.

Good telephone service

Good office appearance

Minimizing waiting time

More Doctor-patient interaction

Proper patient education

Feedback

## BENEFITS OF PATIENT SATISFACTION

Patient satisfaction leads to customer (patient) loyalty.

Improved patient retention.

Consistent profitability

Increased staff morale with reduced staff turnover also leads to increased productivity.

Reduced risk of malpractice suits.

Accreditation issues are resolved

Increased personal and professional satisfaction.

The emerging pandemic has created havoc in the entire world and making everyone disappointed with the deaths of the patients attacked by coronavirus. It is everyone's prime duty to be careful, alert and take necessary precautions regarding the covid-19 pandemic. During this time the health care sector is playing a prominent role in saving the lives of many people who are suffering and involving their life at risk and staying away from their families and all relations. The need has arrived for every citizen in the world to be cautious and educate everyone about the hygiene and safety precautions and use of nutrition rich foods which enhances the immunity for every age of individual.

We as editorial coordinators from the Journal of Patient Care are ready to serve in this pandemic time through various ways in providing the opportunity for researchers, scholars and scientists to publish their valuable work of research interest and spreading the knowledge across the world as our Longdom Publications is of Open Access type and everyone has free of access to submit their manuscripts and as well as to read the content of articles published in our journal.

We are glad that we are becoming one of the platform in spreading knowledge and awareness through our updated articles regarding burning topics and ongoing health care sector issues.

We cordially welcome and invite all the interested researchers, scientists and doctors to share their experiences through their valuable articles and participate in educating many of the budding students and upcoming young scientists and researchers.

We understand the situation of pandemic and even ready to offer the discounts in the processing fees and I request everyone to grab this wonderful opportunity.

Share the Articles in our Journal of Patient Care!

Spread the knowledge and light up wisdom!!

The complete details about the journal can be seen at: <https://www.longdom.org/patient-care.html> For contacting us, mail us or Whats App us.





