

Improving the quality of healthcare services by applying nursing theory to Behavioural Health Science

Margarita Madrid, MSN, APRN, PNP-BC, CCLS



ABSTRACT

Statement of the Problem: Nursing practice builds on theory and research. Theories guide the values and beliefs of nurses, yet can also be applied to healthcare systems overall. As values and beliefs evolve in the patient population being served, theories help nurses reframe their thinking processes to meet the unique needs of patient population. The purpose of this presentation is to describe the process of improving the quality of medical experience.

Methodology & Theoretical Orientation: Humans experience various phenomena throughout their lifespan. Research formally asks the question of the relationship, link, and connection between certain phenomena. Theories are derived from methods of deductive reasoning and inductive reasoning. Utilizing the conceptual framework idea is beneficial in describing experiences which are complex, yet valuable for communication among humans. Nursing research leans into behavioural theories and framework to study and answer questions related to healthcare experiences with more precision.

Findings: The central concepts of nursing include: person, environment, health and nursing. Healthcare homeostasis as a patient or healthcare worker has been tested during these trying times. The COVID-19 pandemic has moved the world through the levels of stress and anxiety as we try to grapple with the disequilibrium of basic medical access.

Conclusion & Significance: Stress is a natural phenomenon of existence. Both positive and negative stress can take a psychological and physical toll on the body. As healthcare providers, during the pandemic, it is important to recognize how stress looks like, build resilience, and coping skills (CDC, 2020). Being actively present in the coping process will aid in reaching equilibrium in the healthcare system. Empowering through effective coping skills and proper emotional support is part of providing holistic healthcare, thus improving the quality of healthcare services (Reed, 1998).

BIOGRAPHY

Margarita Madrid has a combined background in psychology, child life, respiratory and cardiac intensive care nursing to better serve the community as a pediatric nurse practitioner. Ms. Madrid never gave up on her dream to help heal children despite challenges growing up as the daughter of immigrant parents, having English as a second language, and living in economic disparity without easy access to medical care. Promoting child development and helping children cope during medical experiences is a passion of Margarita Madrid. She embraces her culture on a daily basis by speaking her native language and learning about her ancestors. During her time away from the clinic, Margarita enjoys spending time with her children, volunteering, and reading.

PUBLICATIONS

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MD Kids, MD Medical Group, United States (Email: mmadrid@clinciasmidoctor.com)

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