

Advanced Concepts for Geriatric Nursing Assistants provides information about age related changes individuals may experience. The book is geared toward nursing assistants, providing a theoretical basis for practical actions for which they are responsible. The first section of the book provides an overview of aging persons and services which are available to them. This section describes a variety of service options for older adults, nursing homes (including a short capsule on recreational therapy), the nursing assistant's role, and physical aging (outlining a variety of system characteristics). The second section provides an introduction to basic anatomy and physiology, with an emphasis on age related changes. The third section addresses observation and physical assessment. The fourth section covers mental status changes, strategies for creating an optimum environment, and death and dying. The fifth section discusses alterations and diseases, grouped together according to body systems, which may potentially affect older adults. Special topics on nutrition and diet, sexuality and aging, first aid, and decubitus ulcers complete the sixth and final section.

This easily readable text provides a general overview of various age related concepts. If you are looking for a book that provides in-depth information on any of the aforementioned topics, this is not the book for you. This book does, however, provide a quick reference for basic information about the aging body, and the changes that may impact involvement in recreation and leisure activities. The book is available in softcover from Venture Publishing, Inc.'s Long Term Care Series for \$28.95.

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Through the Patient's Eyes: Understanding and Promoting Patient-Centered Care.

Edited by Margaret Gerteis, Susan Edgman-Levitan, Jennifer Daley, and Thomas L. Delbanco. San Francisco, CA: Jossey-Bass Publishers, 1993.

Popular buzz-words for businesses in the '90s are quality improvement and customer satisfaction. The same rings true for the health care industry. *Through the Patient's Eyes* examines the crucial need for health care professionals, administrators, and policy-makers to incorporate the unique, subjective, and qualitative nature of patients' experience of the health care system into the objective and rationalist framework of the medical model. The editors view patients as consumers who desire an experience of quality as the "heart" of health care provision.

Quality in health care may be measured through two dimensions: one objective (the technical knowledge and advances of medicine) and another subjective (the patient's experience of illness and the degree of suffering). Quality must be achieved on both levels to be legitimate in the eyes of those the health care industry serves. Addressing consumers' subjective perception of quality is no easy task. The editors examine this dilemma through research conducted by the Picker/Commonwealth Program for Patient-Centered Care. A "patient-centered" approach deliberately incorporates patients' values, preferences and needs; prioritizes coordination and integration of care; emphasizes information, communication and education; enhances physical and emotional comfort; involves family and friends; and creates transition and continuity.

Three questions guided the research including (1) how interactions with care providers, institutions, or systems affect patients' subjective sense of illness/well-being; (2) how systems meet or do not meet patients' needs; and (3) how care can be improved. The editors arranged individually authored chapters to address specific dimensions of patient-centered care. A useful and applicable aspect of this book is its explicit recommendations for health

care professionals, administrators, and policy makers to improve services and respect personal values and preferences. Bullet points, subtitles, and italics throughout chapters enhance readability and easy retrieval of suggestions and major topics.

Every reader can identify with the research and opinions offered; anyone in a hospital bed knows what NOT to do when seeking quality in patient services. Each chapter attempts to improve service through gathering and comparing opinions of patients, thinking about quality from patients' perspectives, summarizing thoughts in a one page format at the end of each chapter, and listing suggestions for improvement to be used by the reader.

Although the book generally focuses on health care in hospital settings by employing opinions of patients with medical illnesses, the information is relevant and applicable for therapeutic recreation professionals in a variety of settings. The editors pointedly encourage readers to set aside professional frames of reference to obtain a clearer patient perspective. Graduate students in an Administration of Therapeutic Recreation course were required to read and review this book in the challenge to be collaborative and to focus on consumers' voices in the health care continuum. It is not a text, but a sourcebook of ideas—for administrators, department heads, direct care providers, and students as the next generation of caregivers—to make health care more patient-centered.

Through the Patient's Eyes is divided into two parts. Part One examines the dimensions of patient-centered care with unstated implications for therapeutic recreation. Communication was identified as one of the critical and necessary ingredients in patient-centered care and essential to patient satisfaction. Identified forms of communication are influenced by cultural beliefs. This includes verbal communication of the diagnosis, recommended treatments, and likelihood of recovery, as well as non-verbal patient perceptions through touching, listening, facial expressions, and tone. Consistency of information provided by the entire team and perceptions of "front line" care is essential; these reviewers found the section on patients' understanding of roles of team members especially relevant to therapeutic recreation. Ideas for improvement may be new such as using open medical records and having patients and families write goals. Pain management, assistance in basic activities of daily living, and emotional support from caregivers rank highest among expressed needs of patients and their families. Finally, therapeutic recreation specialists should be intrigued with a concise section on transition and continuity inviting heightened involvement with discharge planning.

Part Two promotes a patient-centered health care environment. The therapeutic recreation specialist already using therapeutic touch, guided imagery, aroma therapy, and animal-assisted therapy might learn to promote a healing environment through the use of soft furniture, lighting, and appropriate stimuli. Taking a broader focus, chapter authors address inclusion of patient-centered care into the already existing environment through greater involvement of physicians, and changes in current standards and regulations. The shift from "general practitioner" role to "specialist" is interestingly presented as a contemporary context that has eroded patient confidence in the system. Changes in technology, payment systems, and generational values are cited as resulting in a 40% drop in consumer confidence within the last 30 years. Technological changes now allow consumers to compare price and morbidity rates on their home computers. Payment systems and insurance coverage changes motivate patients to question the value of services provided. The need for satisfied customers in health care has never been greater. Recommended strategies for improvement may involve a complete reorganization of current hospital practices through changing staff roles and responsibilities, work priorities, and interpersonal styles.

Through The Patient's Eyes is a useful guide with simple, relevant, applicable, and affordable suggestions for incorporating a patient-centered approach. Though at times too specifically medical in nature and statistic ridden, this book provides knowledge, awareness, and evaluation into new areas in need of attention. The book could be a remarkable evaluation tool for agencies or departments to assess their current level of patient-centered care and to target areas in need of improvement. In addition to researched opinions of patients, each chapter is supported by extensive references for readers to review.

Quality improvement and customer satisfaction must be addressed in today's consumer conscious society. The editors and chapter authors offer a solid and thorough case for patient-centered care. Better information systems, choices for consumers, provider teams, and demand for quality must be stressed to enhance health care. The discussion presented is very relevant to the trend of quality improvement and a managed care emphasis on efficiency and effectiveness. Patients and family members may find this book educational and affirming of their expectations for treatment and care in a refreshed role of consumer advisor. Therapeutic recreation specialists eager to empower patients, as they collaborate to coordinate care, may find this book a helpful tool for positive change. The book is available for \$31.95 in hardcover only from Jossey-Bass with substantial discounts on bulk quantities. Picker/Commonwealth is now extending patient-centered care concepts into out-patient arenas and may be contacted for newsletters or technical assistance at: The Picker/Commonwealth Program for Patient-Centered Care, Beth Israel Hospital, 330 Brookline, MA 02215-5491, (617) 735-2388.

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