

Human services: quality care agency

Business



Enough nurses will help improve the quality of our services and prevent scenarios of nurse frustration and burnout.

My agency is also in need of a counselor. According to Meier, Isaacs, and Hughes, counseling is an important element in palliative care delivery (Meier, Isaacs & Hughes, 2010, Pg. 312). Counselors will be charged with the role of providing supportive and confidential advice for patients as well as families that are facing the loss of their loved one. Most patients have raised the need to talk to someone, sometimes feel isolated, block their feelings, and have heightened anxiety with complicated family issues. These patients feel depressed. This is why we need community members who are professional counselors to join Quality Care Agency and lend a hand in this modest task. We have also learned that there has been increased attention to the religious dimension of our patients and families. Therefore, we request preachers from the community that are conversant with the patients' religious beliefs to step forward. They will help integrate the spiritual beliefs of the patients into the overall plan of care. Preachers intervene in cases where patients feel that our services have evoked a conflict between medical treatment goals and patient values (Knapp, Madden & Fowler-Kerry, 2012, Pg. 235).

Quality Care Agency is also in need of patient advocates. These are individuals that will aid in keeping abreast with any situations that may emerge after which they will build bridges (Alexander, Corrigan, Gorski, Hankins & Perucca, 2011, Pg. 36). This need arose after most of our clients wanted to know about the quality of services they are receiving.

We would also like the community to volunteer as foster parents and take care of children whose parents are under palliative care.

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Part 2: One of the community partners that can help in satisfying our needs is Stafford Nursing School. This institution can assign some of their internship nurses to our organization. We can also benefit from spiritual support from Full Gospel Church. RN Patient Advocates can also provide us with some advocate nurses.

Part 3: For us to gain support from the community, we will organize community seminars that will be aimed at educating the people on what palliative care is and why they need it. We will also send our members to various forums in the community such as churches, fundraising meetings, and public rallies to aid in selling our agency.

References

Alexander, M., Corrigan, A., Gorski, L., Hankins, J., & Perucca, R. (2011). *Infusion Nursing: An Evidence-Based Approach*. London: Elsevier Health Sciences.

Meier, D. E., Isaacs, S. L., & Hughes, R. G. (2010). *Palliative care: Transforming the care of serious illness*. 312

Knapp, C., Madden, V., & Fowler-Kerry, S. (2012). *Pediatric palliative care: Global perspectives*. Dordrecht: Springer. 235