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CSOR

Patient Interview

Pam was admitted to Grace Surgical Hospital for a knee replacement. Pam needed a knee replacement due to her Osteoarthritis in her knee. Pam no longer had cartilage between her patella ones.

The departments Pam encountered during her stay were Registration, Intake, Patient Care, Anesthesia, Surgery, Orthopedic, and Recovery. Pam arrived at the hospital and first went through Registration to be checked in. Registration sent Pam to Intake where Pam was put into a room to undress and get ready for surgery. Pam encountered nursing staff and Patient care that prepared her for her surgery. Pam was able to meet with the Anesthesiologist and her orthopedic surgeon before the surgery began. After her surgery Pam was moved into a Recovery room where she encountered another team of Patient care. Pam finished her stay with her orthopedic team that helped her perform her excises to be able to go home.

Pam's expectations for going into a hospital are nice, courteous nurses who are accommodating. She expects the nursing staff to take care of her. She expects the cafeteria staff to bring her breakfast, lunch, and dinner. She expects for the facilities to be clean and sanitized. Pam states her nurses were very nice while preparing her for surgery. She says her experience was very pleasant throughout her stay. Pam says the staff met her expectations. Pam says the staff explained what they were doing very well and made sure she understood. Pam states she did not have any issues while at the hospital. An OR nurse made a good impression on Pam. Pam says the nurse sat in front of her before surgery and

reassured her he would be there the entire time to make sure she was ok. Pam says the nurse was very nice and jovial. Pam states she would seek treatment at this facility again.

Pam suggest that I be very gentle, courteous, and understanding when assisting patients in my career. Pam's experience would meet CHS's core values. She felt compassion, dignity, justice, excellence, and integrity during her stay.