

Dayna Romero

RAD101

29 November 2022

Patient Quality of Care Interview

Olivia was hospitalized for five days from an open appendectomy procedure after sustaining a ruptured appendix. An open appendectomy is a major procedure. This procedure involves making a cut or incision in the lower right side of the abdomen that is typically two to four inches long. The incision is used to remove the appendix.

The nurse, x-ray tech, phlebotomist, and physicians treated Olivia with respect. The staff made Olivia feel comfortable during her visit. The nurse assisted Olivia with a shower after the procedure since she had an unbearable amount of pain. The physician and nurse also provided Olivia with an accurate amount of medications to relieve the pain. This allowed Olivia to have trust and confidence within her providers.

The staff always answered Olivia's questions clearly and effectively. The physician explained the procedure and treatment in layman's terms, allowing Olivia to have a complete understanding. The physician also made sure to be straightforward on risks and side effects. Olivia was also informed by the physician that she would have to return to the hospital three weeks after surgery to remove sutures. When returning to the hospital, the suture removal went as expected making it a painless experience.

The facility has a few improvements that could be made. Olivia was not pleased with the food which resulted in Olivia having to eat fast food during her entire stay. Olivia wished that the hospital food could have tasted better so she could have eaten healthier food rather than greasy

foods immediately after surgery. Olivia also did not like that she had to continue to repeat herself to physicians, nurses, and students when they repeatedly asked why she was in the hospital.

Olivia's experience at the hospital was very pleasant. Olivia was thankful for the wonderful staff that made her feel comfortable and respected. Every staff member gave Olivia efficient information that made her treatment smooth. The physician continued to be positive and realistic during the entire treatment. Olivia is pleased to say that she recommends this hospital and the physician to family and friends.