

Patient Quality Care Interview

Brylee Behrens

Introduction to Radiologic Science and Health Care

Jeremy Zamora

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This interview assessment was to further my knowledge and understanding of the importance of high-quality patient care. For the interview, I interviewed my aunt Jane Doe about her most recent medical appointment. She began to tell me, "I went in for a heart cath. My cardiologist had found that my carotid arteries has some blockage, so he wanted to check my heart. The procedure was scheduled to be outpatient." After she gave me some background about her appointment, I asked her if she felt like she was respected and treated with courtesy. She explained, "Yes and no, the girls visited with me while taking me in introduced themselves, and explained their jobs throughout the procedure. During the heart cath, you are not completely asleep. You can hear what's going on to a certain extent." She continued, "I am a breast cancer survivor and unfortunately my plastic surgeon did not do a very good job on my reconstruction. When we got to the operating room, they were prepping me, and one of the girls said "Oh another one of DR. Piskun's messes and they laughed." I then asked her if the staff made her feel as comfortable as possible. She said, "Yes Absolutely, He is the best. A no-nonsense brilliant cardiologist. He always treats on the side of caution and with the most respect." Then I asked did the caregivers explain in a way you could understand. She said, "Yes before entering the operating room they explained the procedure very well. They also explained what to expect in recovery and homecare." I then asked if directives were clearly addressed by the physician or any other caregiver. She said "Yes very good information was given by all staff."

Then, she explained, "My recovery did not go so well. Instead of my blood pressure rising, it would fall each time I would try to stand or sit. My recovery time was expected to be an hour; however, I was there for several hours because we could not get my blood pressure regulated. The recovery nurse was very attentive; she walked with me to the restroom and continually check my vitals until I was stable enough to be discharged.

The final question I asked was the facility clean and whether would you recommend the facility to friends and family. "Yes, the facility was very clean. I would definitely recommend this physician and facility, but I would remind all medical professionals to watch what they say."

This interview I had with my aunt was quite disheartening for me to hear. The disrespectful nurses played a huge impact in the way they made a (my aunt) patient feel. It is our responsibility as healthcare providers to be more considerate of the patients, and no matter what, the patient comes first. We are required to give high-quality care to our patients at their best interests.