Patient Experience Analysis

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For this interview assignment I chose my dad who was recently in the hospital for stomach pain. Before his interview and this analysis, I obtained permission from him to share details about his case. A few weeks ago, he was having very painful stomach pains. He waited a few days to see if his pain would get any better, however, it did not. So, he decided to go to a hospital in Dallas to get checked out. When he first arrived, he was greeted and checked in very quickly. He went in for his scan and the doctors found that his appendix ruptured and formed an abscess. He was then admitted into the hospital. He explained how all staff members, from the ladies at the front desk to the doctors and nurses were all very polite and treated him with respect. He really liked being addressed by his name and receiving formal introductions from everyone. He stated, “It definitely felt like they had my best interest at heart.” That statement alone reflects high quality service. Once he was admitted he was not allowed to eat for a while and whenever he was allowed, he ordered a chocolate chip cookie with this dinner, and he got an oatmeal one. However, one of the nurses went out of her way to go get him a chocolate chip cookie. Which really made his whole night. He explained that everyone introduced themselves to him, maintained eye contact and explained everything they did in dept, and they were not in a rush. He did not feel like he was just another patient which exceeded his expectations. They always made sure he was as comfortable as possible by bringing him extra blankets and pillows whenever he was cold, as well as making sure he wasn't in any pain. He did have to get surgery to remove his appendix, but the caregivers mostly explained things in a way he could understand, however, sometimes he said it was a little too technical. His pre-op instructions were very clear as well as his post visit. They even called a few days later to check up on him, which just added value to their service. He explained that every question he had was properly addressed and explained in full detail. Another big thing he was extremely impressed by was how clean and sanitary the whole hospital was. His room was very neat, and he did not feel

dirty at all. Overall, he explained how top tier his experience at this hospital was and would 100% go back there again if needed and would recommend it to any family and friends.