

Patient Survey Questionnaire

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The patient I interviewed was my granddaddy who recently had a total knee replacement. He described his experience as both positive and negative. Affected by his interactions with staff and communication.

My granddaddy was pleased that the doctor and surgical team were respectful and ensured their pain was well controlled with medication, resulting in a smooth procedure and recovery without complications. However, his perception of the nursing staff was less favorable. He explained that nursing assistants were slow to respond to requests for help and made comments suggesting laziness, which made them feel disrespected and uncomfortable. He was impressed with the staff that kept him in check to turn and reposition him frequently to maintain comfort.

Communication was a major concern for my granddaddy. He said that caregivers used medical terms he didn't understand and seemed frustrated when asked for clarification. This created an intimidating environment, leaving him hesitant to ask further questions.

Post-visit instructions were communicated clearly by the physician, including medication guidelines, physical therapy, and home health arrangements. He shared that he felt pressured when nurses encouraged walking too soon after surgery, he knows that their intentions were about his recovery not dragging out but he didn't feel safe to be standing yet, so getting up to walk felt to him as if they weren't being empathetic towards his condition.

The facility was described as clean, with daily housekeeping and fresh linens. However, when asked if he would recommend the facility, he responded declaring that hospitals are a "last resort" rather than a place of comfort and care.

My granddaddy's experience shows that even when medical care is followed and successful that the emotional support and respectful communication play a vital role in overall satisfaction. The facility could improve by training staff in compassionate communication, using simple, clear language, and showing greater sensitivity to patients' physical and

emotional needs. Doing so would not only enhance patient trust but also strengthen the facility's reputation. I

I have a long history of working in direct patient care as well as being unfortunate enough to be a patient myself. I understand as a caregiver that fast recovery is important, sometimes giving patients extra time, especially for anesthesia to wear off more can help them feel safer and more confident in getting up and moving after surgery. Being careful not to make the patient feel as if they are "lazy" or not trying hard enough is also important. Patients are already in an uncomfortable and painful situation, having others putting them down emotionally can cause interference in their motivation and healing process. I have made many compromises with my patients through the years, and I feel I can honestly say that my patients trusted me and were relieved to see me as their caregiver for the day. Kindness and empathy go a long way. When there are complications or when communication is not clear, taking the time to slow down and be kind and take the extra minute to show kindness to a patient can change their attitude towards the facility.