

Ms. martinez case study



Every day almost 4 million Americans receive health care services, but not all of it is of high quality as expected from health system that is supposed to be one of the best in the world. According to expert opinion, American system of health care is in need of basic reconstruction

As Ms Martinez case showed, American health care system is sometimes very inefficient. She has moved into new neighborhood, has chosen new health plan and new primary care physician. She delayed first examinations for a few months, so it was partially her fault too, but when she applied for examinations, she had to wait for 2 months. On first physical exam she did not bring her old medical records and patient history. Although the results of her examinations were all right, her physician noticed that she was due for mammogram. She had to wait next 6 weeks for it.

A week after the mammogram exam, results came. Dr. McGonagl, her physician told her that examination showed abnormal findings, and that she needs to visit surgeon for biopsy. First opening with the surgeon was 9 weeks later. For that period, Ms Martinez could not sleep from worry and fear. Old mammogram findings showed that there is a possibility of abnormal findings, but no one was noticed about it, nor her, nor her primary care physician. Biopsy showed that she has unusual form of cancer which had spread on lymph nodes and that Ms Martinez has to decide which kind of surgery to have. She decided for mastectomy, but when she arrived to hospital, some important laboratory findings were missing. Surgery was almost postponed, but hospital staff tracked down the missing laboratory results. Several lymph nodes were found during mastectomy, so Ms Martinez had to visit surgeon, oncologist, radiologist, as well as her primary care physician. Six months later, another lump was found, this time under her

arm.

Often irrational and unequal, American medical care system should be, according to recommendations of Advisory Commission on Consumer Protection and Quality in the Health Care Industry, improved in 6 basic elements. It should be more safe, effective, patient centered, more timely, efficient and equitable to all patients. During the time I spent in nursing home where I was working, medical care has really failed in all of those six elements.

Recommendation on safety improvement means that it injuries to patients from care that is intended to heal them should be avoided. Problem in the nursing house where I worked was that very often we were short handed. We risked injuries to residents since we did not have enough time to properly care about all of the residents. Problem could be solved by proper staffing of the nursing home, by increasing the number of the personnel. Effectiveness means providing services based on scientific knowledge to all patients who could benefit and refraining from providing services to those not likely to benefit, it means avoiding of underuse and overuse of medical care.

Unfortunately, that was not the case in nursing home I worked for. Services were given on routine, therapy was not really modified for every resident personally, taking in consideration their specific personal needs. Due to insufficient number of staff, health care in nursing home could not be patient centered, another element that is recommended for improvement. It was not possible at the same time to care for all 15 patients that I was responsible for in nursing home. Same thing happened to Ms Martinez, she needed prompt examinations but was forced to wait for months on different examinations. Due to waiting, cancer has spread on lymph nodes in case of

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Ms Martinez, which might have avoided if examinations were taken on time. This shows need for improving of time element in health care system. Same thing happened in nursing home i was working for, there was not enough time to undertake all necessary procedures on patients that needed them. Efficiency is another element that should be improved according to experts. It was hard to be efficient when we did not have enough equipment as in nursing home, Situation was so hard that sometimes we brought our own VS equipment and towels from home. Althrought all people are entitled to same medical care, very often that is not the case. Medical institutions provide care that vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socio-economic status. Very often patients of white race had priority. According to recommendations, health care system should be more equitable.