

Case study

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What did you learn about health care quality from Mr. Roberts story? Grade December 3, What did you learn about health care quality from Mr. Roberts story?

Healthcare quality according to Mr. Roberts's story is largely dependent on teamwork and effective communication and coordination among healthcare practitioners. It is very unbelievable that Mr. Roberts survived at all let alone get healed considering the shortcomings within the medical fraternity a problem compounded by bureaucracies, communication breakdown, poor record keeping, sloth, tardiness and ignorance among patients.

Mr. Robert notes that although his overall experience in the healthcare system was favorable, many are the times that he found the same healthcare system to be less than ideal. This is because there was a lack of team approach and communication deficits among the doctors and most healthcare workers. The different specialists who treated his various ailments lacked concern about what their counterparts did and this only compounded Mr. Roberts's problems. He also notes that although there were ample medical records, consultants hardly reviewed the information within meaning that prescriptions they made and treatment they offered was questionable and not comprehensive enough. This resulted in wastage on valuable resources due to replication of prescriptions and reproduction of ineffective therapeutic plans.

Physicians and patients hardly communicate well and this only exacerbates a medical situation. Treating all patients equally is said to have cost Mr. Roberts's brothers life. Moreover, lack of assertiveness and ignorance among patients is a factor that contributes to untimely death and worsening of

medical conditions. Ability for patients to ascertain true qualifications of physicians is very important (Gillies, 2003). Mr. Roberts we are told had to travel for more than 100 miles to get treated by the right physician. Hence, patient's knowledge play a very important role in enhancing their treatment.

Reference

Gillies, A. (2003). What makes a good healthcare system?: Comparisons, values, drivers.

Abingdon: Radcliffe Medical Press.