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2012 HSC - Human Services

Band 4/5

Sample 1 Question 21

After completing many work placements within both aged care facilities and hospitals, and comparing thoughts with members of my class, nursing staff, patients, visitors and the general public; I found that one of the major issues within those health care environments was the lack of emotional care to the patients.

Looking back into history, a nurses' job has always been to provide sympathetic, emotional and loving care to their patients, whilst giving them the physical care they needed. Too often have I witnessed patients' emotional needs not being met. This is a problem which is easily fixed or minimised. Although a nurse is extremely busy; all of them should be finding time within their shift to talk to their patients. This also helps them to have a better understanding of the patients emotional wellbeing which further will increase better patient care. Aggressive patients can be minimised if a patient has trust in their care giver. By taking the time to talk to patients and sympathise with

them, health care providers are creating a trusting and comfortable environment. This will minimise the amount of complaints, the emotional discomfort of the patient, whilst also minimising the amount of injuries to both staff and themselves.

Another strong point to mention is the cost of health care. Although it is the governments that control this, some ~~health~~ environments do have control over this. For example, A patient was a 16 year old girl with abdominal pain. After numerous bloodtest, x-rays, ~~and~~ ultrasounds and other scans, the gynecologist instructed she needed surgery to remove the unknown lumps in her lower abdomen. ~~The surgery had to be done~~ As he was unsure about what these lumps were, the doctor gave his advice, that the sooner these were removed, the better. To go through the public health system, the wait for surgery was over a year. The private health system was a 2 week wait. The family did not have private health insurance, so the operation cost them an unbelievable amount of money. The family struggled

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to pay this. Although as the surgery was deemed urgent, they went with the private health system. The gynaecologist knew of the families financial status and reduced his charge dramatically, as did the anaesthetists. This helped the family pay the costs. As it turned out, the lumps were a birth defect in which her fallopian tube was about to burst. ~~If~~ If she had chosen the public health system, it would have exploded and poison would have filled her system. By notifying patients of the risks of choosing public over private health, it can reduce injury or further illness. ~~Governments should be~~

~~promoting~~ By finding exact diagnoses of patients, before operations, this could determine whether ~~to~~ or not the patient can wait for public health insurance.

~~Health~~ Health and/or aged care facilities need to first identify the issue. Then work at minimizing or completely getting rid of it, by planning, assessing, surveying, etc.

← Tick this box if you have continued this answer in another writing booklet.