

Hospitals Aren't Hotels

In the article "Hospitals Aren't Hotels", Theresa Brown talks about hospitals and how people feel about them. The article starts off with a senior surgeon telling someone "YOU should never do this procedure without pain medication, this is one of the most painful things we do." Theresa then gives an explanation of who this someone is and what treatment they are receiving. This was all just a little story, with the explanation of a medical process called pleurodesis, Theresa introduced her point. Theresa gets to her point that she hurts people because it's the only way she(they) know to make them (patients) better. Theresa herself is in the medical field and trying to explain this concept of hurting before healing to her audience/patients. In the beginning of the article, she talks about the painful, short-term, procedure called pleurodesis that she must do in order "to prevent long-term recurrence of a much more serious problem". She is very serious and analytical about getting the point "in order to heal, we must first hurt" to her audience.

Theresa used in the beginning of the article a short little anecdote to start it all off. With this, she got her audience in the right mindset. After her story of the pleurodesis witnessing, Theresa talks about how for several years now, hospitals have been collecting data of patient satisfaction. After her line of rhetorical questions from the surveys, she added "But implied in the proposal is a troubling misapprehension of how unpleasant a lot of actual health care is", and with this Theresa states that hospitals aren't meant to be a 'pleasant' experience. She goes on and uses similes, anecdotes and more surveys(statistics) to show that 'Hospitals Aren't Hotels'. In the last paragraphs, Theresa states that hospital patients may in some way be informed consumers, but "they're predominantly sick, needy people, depending on us, the nurses

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and doctors, to get them through a very tough physical time, they do not come to us for a vacation”, and this last statement is absolutely true. Patients are there to get better, and to get there, they probably won't like it but they will reach optimum health. So Theresa's point is basically not to expect being a patient in a hospital to stack up to being a customer in a 5 star hotel.