Instructions: This paper builds from another exercise which I have included here. Review the response to that exercise and then continue with these questions.

**Exercise to review**: Think of an instance in which you had or observed an experience of excellent quality. You may have had this experience as a customer, a patient, a provider, or an employee. Describe the factors that made this experience and how you felt as a result. Include a description of management's influence on your experience. Do the same for a situation in which you experienced poor quality.

**Response to review exercise**: One evening, I visited the emergency room in a nearby hospital to see a friend who had a cut on the hand and needed some stitches. Upon arrival, I realized that the emergency room was extremely busy, and nurses juggled between emergency calls to preparation rooms and attending incoming patients. I watched this go on for close to an hour before a nurse came to attend to my friend, who was not in a critical condition. My friend was bitter for waiting long before receiving a service. However, the nurse’s approach was the best I had heard at that moment. The nurse apologetically approached my friend, saying, “I’m sorry that we are very occupied this evening, but I promise we will get you checked out now.” This statement calmed my friend and assured him of receiving a service. Empathy is a critical virtue in nursing practice and contributes to patient satisfaction (Sinclair et al., 2017). From the nurse’s gesture, I was assured that my friend was in good hands.

On a different incident, I visited a local hospital for severe headache and fever. After explaining my situation to the attending physician, he said I needed a strong analgesic for the headache before a further exam. I explained to him that I was afraid of injections and if he could prescribe oral medicine. The physician responded rudely, “you can self-medicate once you’re out of my room.” This left me emotionally disturbed. A courteous approach to care by physicians and consideration of patient needs are critical to enhancing patient outcomes (Shahid & Thomas, 2018); in this case, the physician never cared. I felt that hospital management had failed to moderate caregiver-patient interaction, and I left a note by the suggestion box highlighting this incident.

Paper instructions to complete:

1. This exercise builds from exercise above. To begin, review your response to that exercise.
2. Review the model Socioecological framework
3. From this model review its excellent experience and poor experience, paying close attention to how you describe the manager’s role or influence.
4. Describe any additional insights gained about this experience by viewing it in the context of the systems perspective represented by the model.