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October 2, 2016

Independent Study and Mentorship

Interview Assessment #1

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Name of person interviewed: Cheneil Torbert

Profession: Pediatric Nurse Practitioner

Location and business name: Pediatric Urgent Care of North Texas, Frisco, Texas

Date of interview: September 29th, 2016

Time: 7:00 pm

Summary and Reflections:

My first research interview was with a Pediatric Nurse Practitioner at Pediatric Urgent Care of North Texas, an emergency care center located in Frisco, Texas. I had called and set up the appointment only four hours before the actual interview was scheduled to begin, so naturally I was nervous and unsure of what to expect for my first meeting with a professional. When I initially walked into the building, I was greeted by the receptionist who I had talked to on the phone earlier that day. She led me into the back of the office, to the area where I would conduct the interview with Mrs. Torbert.

For the interview itself, I used my list of prepared interview questions as the structure for our conversation. Topics we discussed included the educational background

required to enter the medical industry, benefits and disadvantages in working in a medicine, and the future for pediatric healthcare careers.

The educational plan that Mrs. Torbert took to get where she is today included obtaining a Bachelor's Degree in Nursing, a Master's degree in Nursing, and a Dual-degree certification to practice as a Pediatric Nurse Practitioner. One interesting thing I learned was that in order to enter into an advanced program to proceed with the path into medicine, such as medical school or a graduate school for nursing, a major in biochemistry or biology is not required. In fact, Ms. Torbert told me that my undergraduate degree should be in a subject that I am passionate about that doesn't necessarily have to strictly follow a pre-medical track. As long as I take the prerequisites to enter medical school, I will have the opportunity to major in the topic that I will enjoy most, even if it is unrelated to healthcare or medicine.

One interesting discussion that Ms. Torbert and I had concerned the best and worst aspects of working in a healthcare setting. She had a quick answer for my question of what the most rewarding part of her career was: it was the fact that she was able to ensure that every child who visited the urgent care center would leave in a better state than they had entered. Ms. Torbert shared that while almost 90% of the patients visited for strep throat, one of her favorite procedures was sewing lacerations. When it came to the worst aspect of working in a medicine, Ms. Torbert said that without a doubt the most challenging problem she has faced would be balancing work life and personal life. While she enjoyed coming to work everyday to help children who visited the center, she admitted that it was difficult to know that she would not be able to tuck her two own children into bed three nights a week. This statement made me step back and think about the sacrifices I would have to make in terms of family life if I chose to pursue a career in

healthcare. Ultimately, I realized that it really comes down to how passionate I am about bettering the lives of my patients. The difficulties that I would have balancing my personal and work life would be outweighed with the satisfaction I would have as a result of helping children through my daily duties.

While we were on the topic of the regretful downsides of working in the as a medical professional, I asked Ms. Torbert about her opinion on the way that careers in medicine have shifted in recent years. She mentioned the fact that in her personal experiences, the healthcare industry as a whole has shown trends towards patient satisfaction rather than actual treatment of the patient. Due to the business aspect of careers in medicine, more concern has been shown towards ensuring that customers are happy rather than actually focusing on the treatment of illnesses and injuries. This thought made me reflect upon this evident shift in almost all aspects of services to clients in society today. While this trend develops in medical careers, the same pattern can be seen in the food industry and any other service towards a customer base. In a majority of the careers that an individual can pursue in this day and age will see this issue, and it is up to my generation to work to reverse this reliance on focusing solely on the customer's opinion rather than the quality of the service or product.

As the interview drew to a close, Ms. Torbert and I discussed more facts and numbers relating to her current job duties. The entire experience was incredibly beneficial to my understanding of the healthcare industry as a whole, with a focus on the pediatric field. I learned many new facts and I gained so much insight into an actual workday of a professional in the pediatric medical career. After this research opportunity, I am so excited to meet different pediatricians and see their unique outlooks and opinions on their careers.

