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Interviewer: ³ What are major problems with the US health care system today from your perspective?

Nurse: One of ^{the} major problems in the US health care is the Opioid crisis. There is a very high rate of deaths everyday due to overdose of drugs. The main issue being that the health care givers have not been aware that some of the medicine is highly addictive. The addictive nature of these drugs has caused patients to end up misusing and abusing the prescribed medicine. There is also a negative view and attitude by the public in relation to the healthcare system. This is because of experiencing poor services in the past and feeling exploited due to the high cost of acquiring health care services and not getting the desired results at the end of the day. The patients therefore have developed a feeling of giving more than they receive to ⁴ the health care system. ("Major problems in the U.S. healthcare system: Can they be fixed," ²⁰²⁰). The coordination in ^{the} health care system has deteriorated and there is also a lot of miscommunication among the care givers with some having the wrong information or no information at all on said patients. This leads to the patients spending too much time in consultation with different care givers who are not even aware of the past medical history, leading to information about patients being issued wrongly by one care giver to the other, thus affecting the process and outcome expected for the patient. Wasteful processes in the health care system have resulted in oppressing the patients. This is because of the excess costs that the patients are left to bear. The health system has also been slow in investing in good technology. The health care system is therefore not able to make good use of the technology such as the ability to make real time data, which improves and speeds up the process of making decisions with regards to health. ("biggest issues facing healthcare today," ²⁰¹⁹). These among other issues, are some ⁷ of the problems in the US health care system.

Interviewer: ³ How effective has the affordable health care Act been in addressing these problems so far?

Nurse: The Affordable Care Act came in to place in 2010. It aims to provide health insurance that is affordable to the people. It also ensures that the medical insurance is easily accessible to the people. It also advocates to increase the Medicaid program to various disadvantaged groups and ensure that the delivery of the medical care is innovative and also that the cost of acquiring the health care services is lower and the people can afford (*HealthCare.gov*, n.d.).

This Act has transformed the American health care system since the health coverage is able to reach more people in the US and by doing so, ensuring that more lives are saved and death is prevented as well as preventing illnesses from developing into critical stages earlier. In addition, the Act has ensured that there are protections for people who have pre existing conditions and also eliminated cost sharing for high-value preventive services. It has also spearheaded the creation of the Prevention and Public Health Fund that centres for disease control and prevention. Under the Affordable Care Act, Medicaid has expanded in 36 states. It has ensured that it not only covers low-income parents, children and those who are elderly, but has also allowed the expansion of Medicaid to 138% of the Federal Poverty Level. This move has led to better access to health care for individuals with low incomes without struggling so much or becoming destitute. In addition, it has led to improvements in health outcomes and improved mortality rates as there is more utilization of health services and diagnosis and treatment of ailments (N R., & E G., 2020).

Interviewer: What major trends do you see occurring in the health care system in the next 5 to 10 years?

Nurse: Looking ahead, in a few years to come, the United States health care system will have evolved and undergone significant changes. There will be various improvements in the health care system. With the continuous advancement in research and education around health care, such as development in information technology around the health care system, there will be less mortality rates and more patients will be living longer. This is as a result of the ability to

treat patients with chronic diseases and other illnesses more effectively. By doing this, it will result to lengthening of the lives of patients. With information more and easily accessible to clinicians, better and more functional outcomes will be experienced. The presence of better, faster and less invasive treatments will yield better results to patients in the near future. Electronic technology will also improve efficiency in the health care system, therefore making it easier to understand the risk and costs of illnesses and in turn how to approach them. Having improved availability of data to the public from the physicians will result to better and improved processes and outcomes in the health care system. There will be greater self diagnosis and self care, since patients will be in a position to obtain accurate information from the internet. This will therefore bring about outstanding outcomes and instantaneous feedback with regards to health care (S K., 2019). Technology advancements are expected to play a great ¹¹ role in the health care system in the near future. These advancements will include artificial intelligence as well as emergence of other new and improved developments. There will be transformation of unsustainable health care system to sustainable. These improvements will ensure that solutions to diseases are come to faster, cheaper and will be effective(S K., 2019). Virtual care will be more present and will focus on those people that are hard to reach. The people in the remote areas and rural communities will be able to receive health care through this. It will also be of great advantage to the older population who are not in a position to travel to the health care facilities. The role of nurses and pharmacists will evolve in the near future. There will be development of innovative workforce solution and new and better strategies (J L. & K K., 2020).

¹ Interviewer: What changes would you like to see in the system and how could they be brought about?

Nurse: The issue of unequal access to healthcare is something that I would like to be looked into. ⁸ The unemployed and those that cannot afford insurance are left prone ⁸ to bankruptcy due

to medical crisis. This issue can be resolved by focusing more on the right of health care for the patients and reducing greed and the quest to gain huge profits with regards to delivering health care services.. There is also need to broaden the access to affordable health insurance coverage. In addition, there should be availability of health care system in rural areas and in the locations that are not easily accessible.. This can be achieved through improving adoption of tele-health opportunities and tools(C K., 2021).

Interviewer: ¹What do you see your role as ¹in improving health and health care?

Nurse: ¹As a nurse, I understand ¹that I hold ¹a huge role and responsibility when it comes to delivering efficient and accountable health care to the patients. I am ¹⁰directly involved in ⁵almost if not all, aspects of hospital and health quality. It is therefore my responsibility ⁵for ⁵monitoring and assessing patients and performing immediate interventions in order ⁵to reduce the ⁵risk of ⁵medical complications. In addition, ⁵it is my obligation to educate patients regarding health and the health care system. The creation of awareness will in turn improve the health care system. As a link between the patient and the physicians, it is my responsibility to understand both parties in order to view things in a new light and therefore provide a complete viewpoint to understand the healthcare system. It is my responsibility to provide valuable contributions in order to help improve the health system. I should provide professional skills in my field through research and more training in order ¹³to improve the ¹³health care system.

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