# User Stories

## Patient

As a patient I want peace of mind that if something were to go wrong, I know that I will receive the help I require. By having this sense of security, I can focus on the injury of illness at hand rather than worry if I will receive help when I need it. I expect nothing less than the best equipment and doctors/nurse at the hospital’s disposable. I speak for all the patients when I say, “I feel more at ease when I have a call nurse button”. I think this is just for a better piece of mind and can help me relax in an already anxious environment.

## Nurse Practioner

As a Nurse Practioner I want my patients to feel safe and well taken care of but also, I would like a system that is easy to navigate to that I can perform my duties as a nurse efficiently too. Should something happen to a patient in my care I would like to know as soon as it happens so I can get to them asap. I would also like the system to be clear about what needs my attention such as “pulse rate declining. Needs immediate attention.”. An alarm telling me who, what, where and when would be perfect.

## Matron

As a Matron I want my staff (nurses) to work as efficiently as possible and by using a system that’s reliable and easy to use, this can be a possibility. I get a lot of patients’ information like injury reports and diagnoses, so knowing that all the patients’ monitoring systems are easy to use and are functioning safely, I can then assign all my nurses to the correct stations. This helps the Paediatricians, Radiographers, Phlebotomists and Orthopaedic staff (and so on) receive the correct patients when a diagnosis is complete. As I mentioned before, this process can be sped up when we do not have to worry about having to figure out how to use the equipment provided which includes the monitoring system.

## IT Staff

As IT staff I want the best service I can offer and to do that I need the best monitoring system in place. By having a system that people who may not be “tech savvy” can utilise with ease, this give us a peace of mind. This is because we will not get multiple requests to come out and help staff at the patients’ bedside understand how to use the old monitoring systems. This frees up the team to work on updates for the new system whenever required and helps us keep the equipment working at the highest expectations and this includes maintaining the alarms on each monitor.

## Management

As a Manager all I want is the patients’ complete faith in our hospital and by them seeing the equipment we use is nothing less than “state of the art”, I can’t see this goal being unattainable. I already have the best staff who are highly trained and the support of the county administrators. The other aspect of my job is health and safety so I would like to analyse the amount of times the patient alarm goes off and the response time so that I can work with the ward staff to help get these times down.