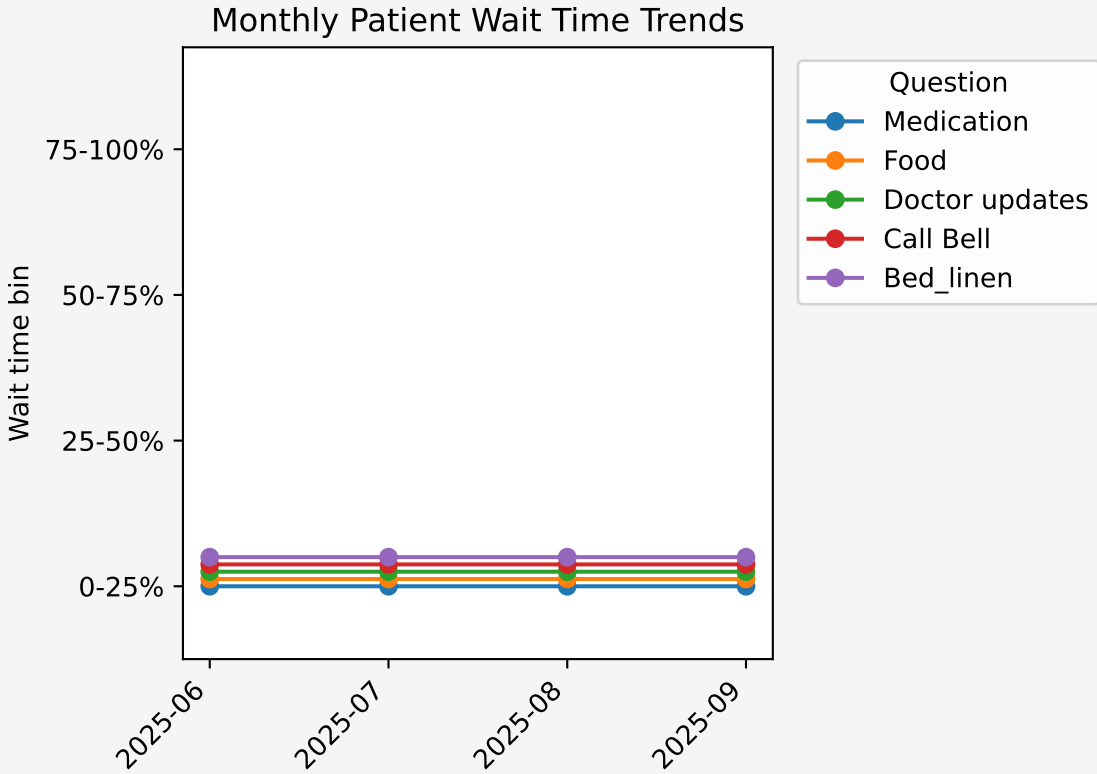
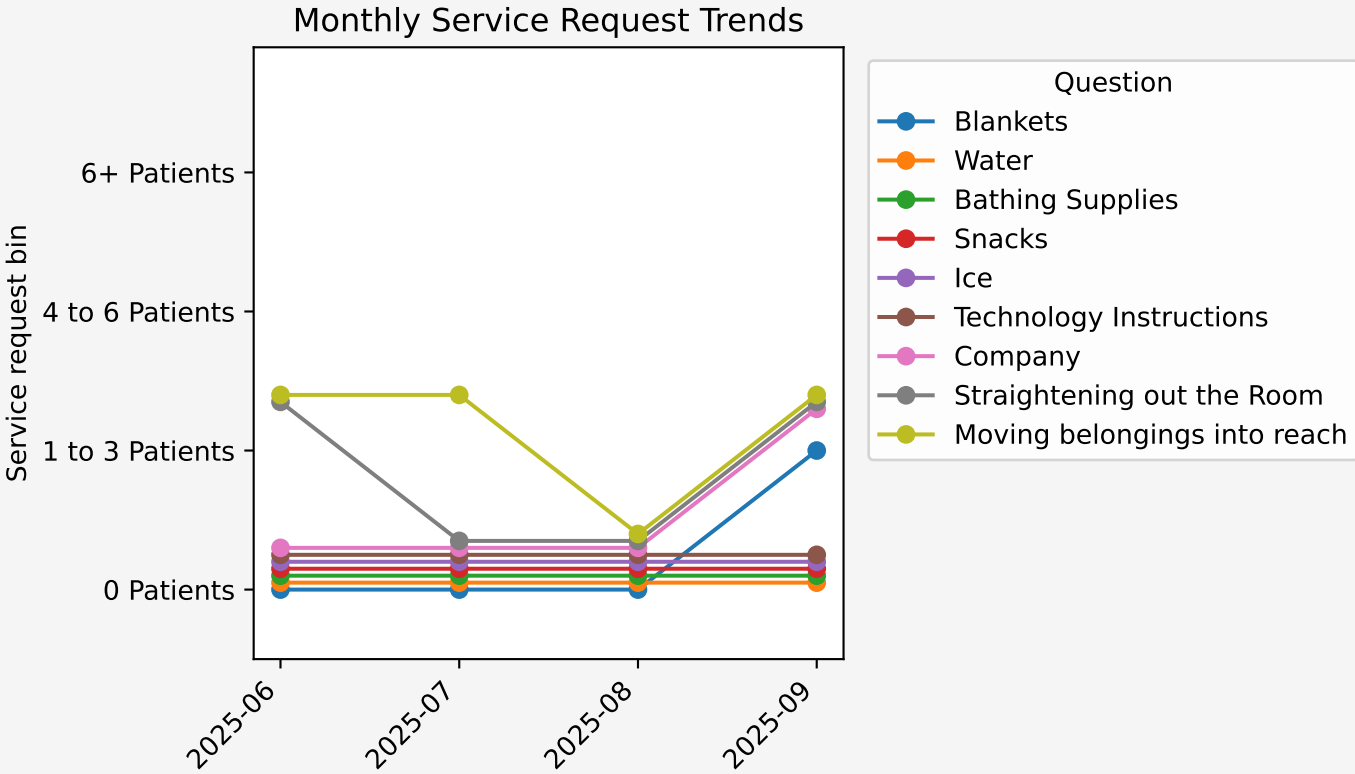
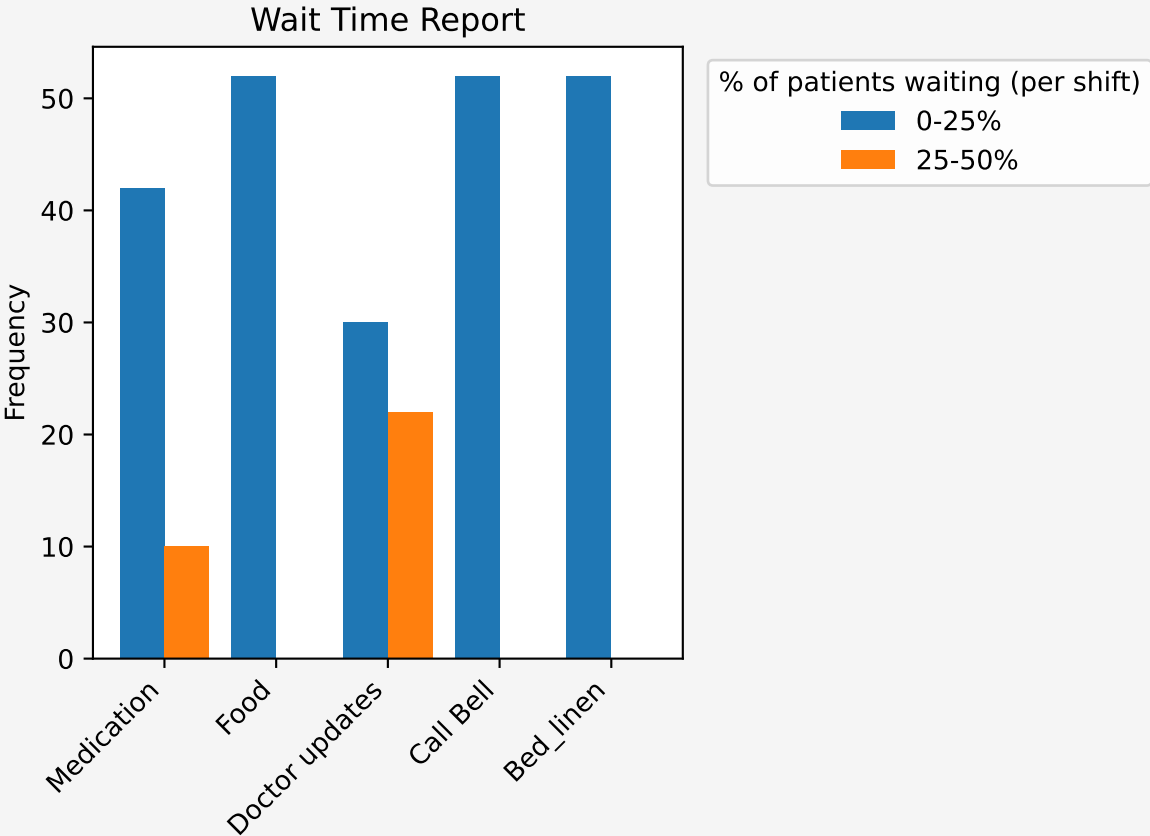
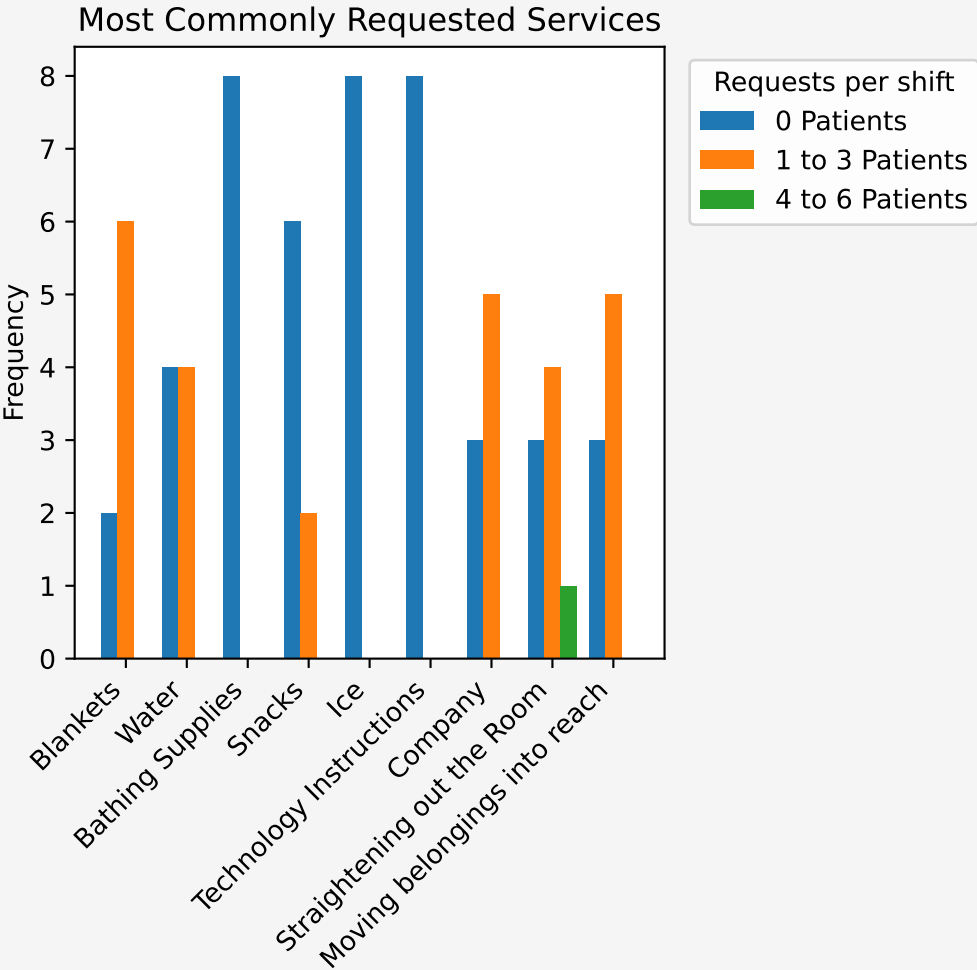
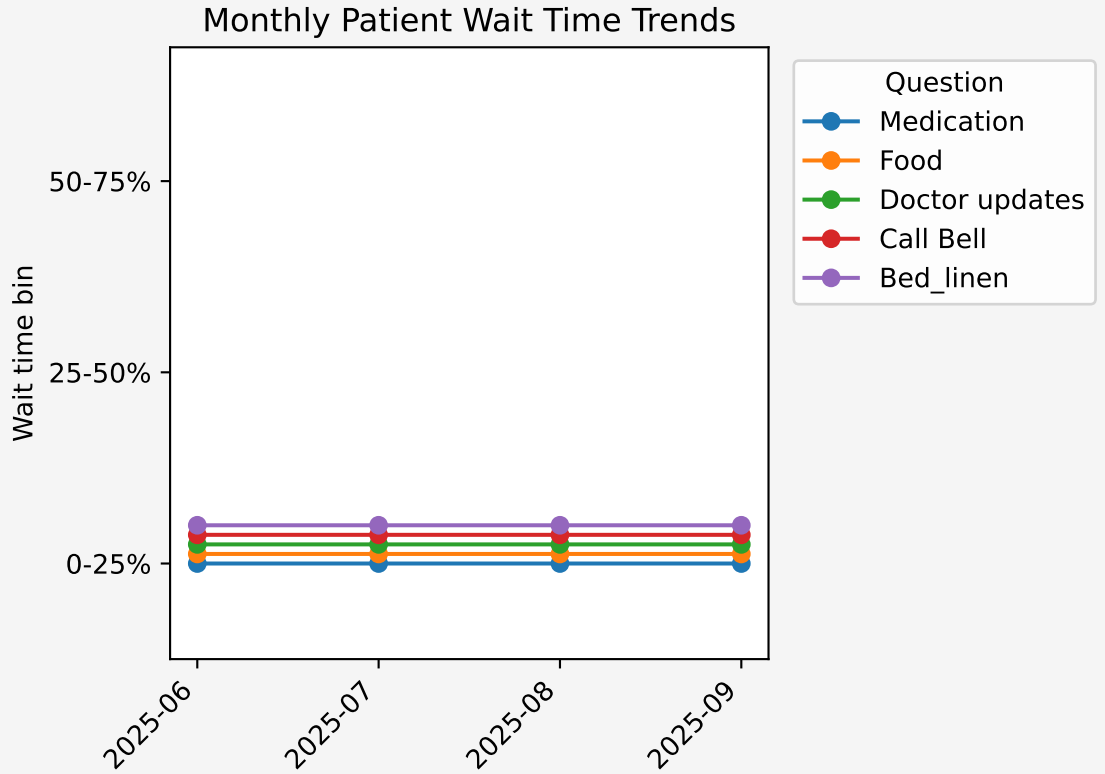
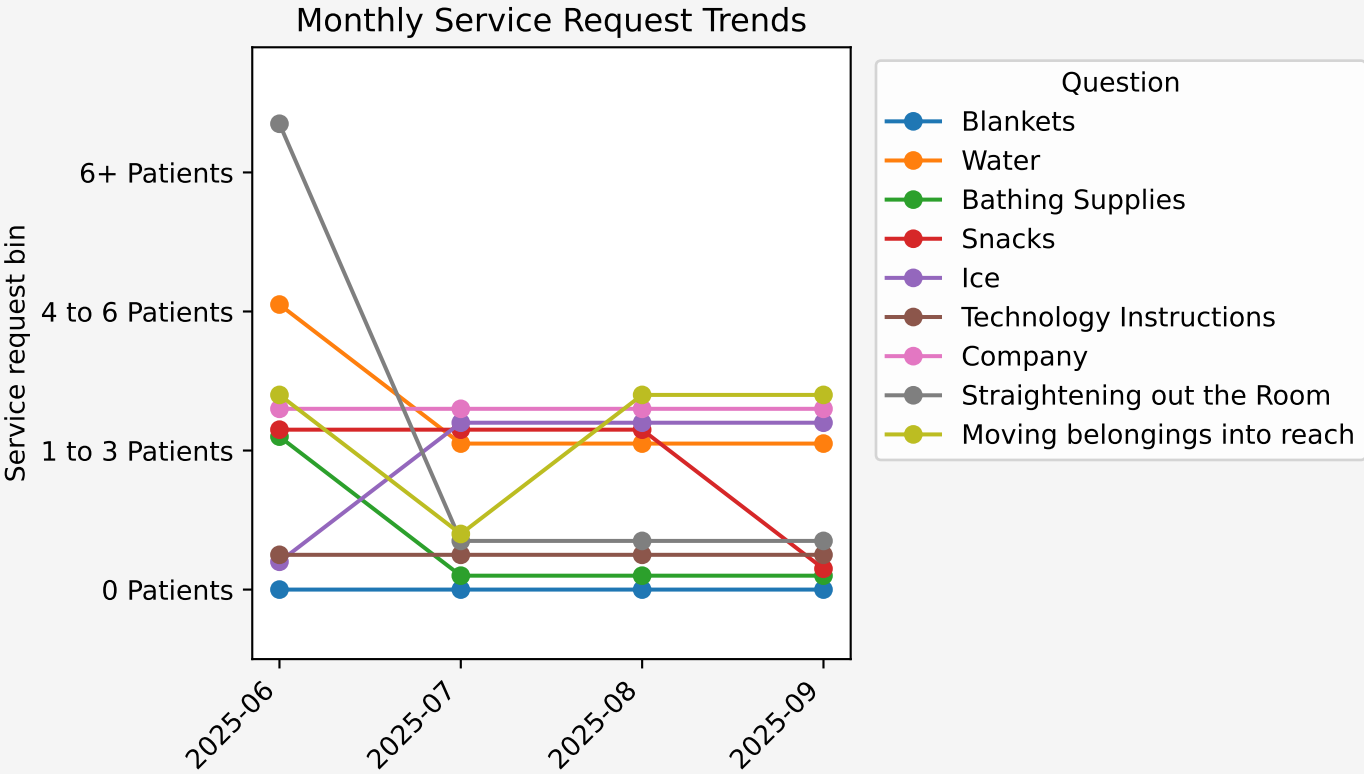
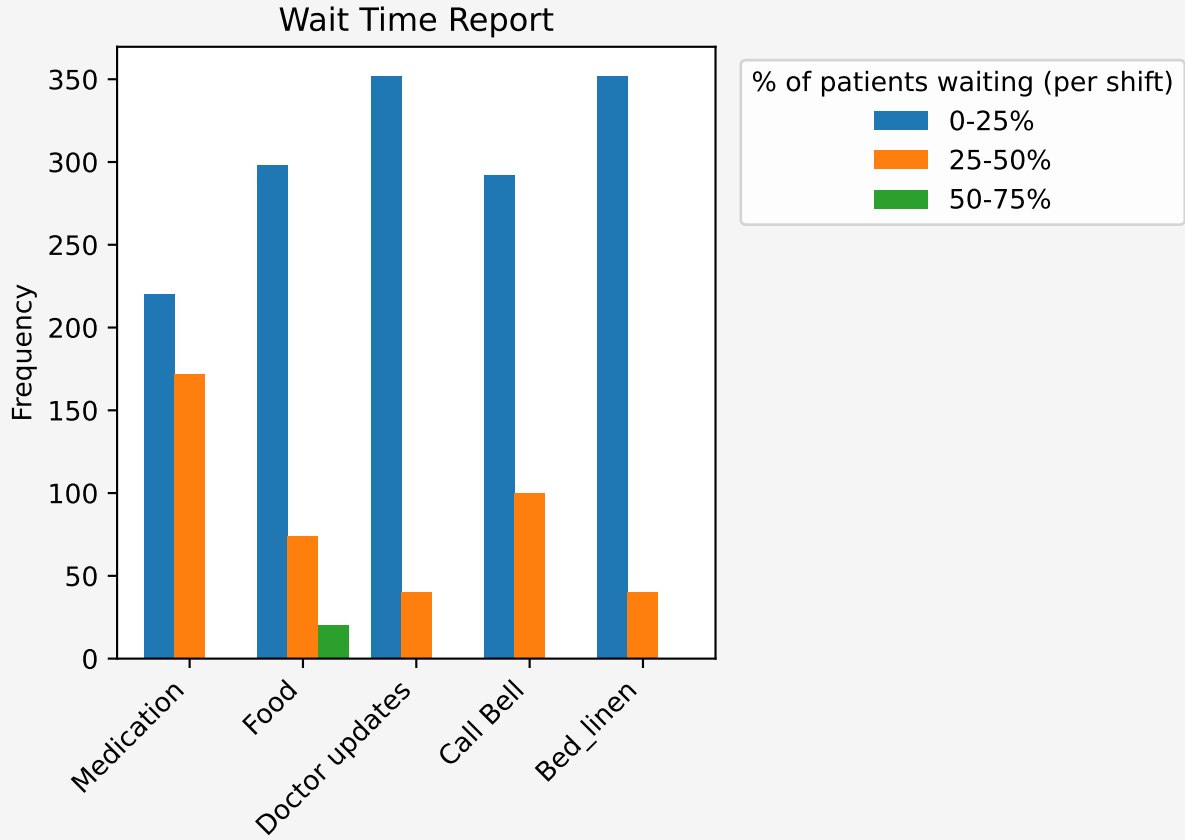
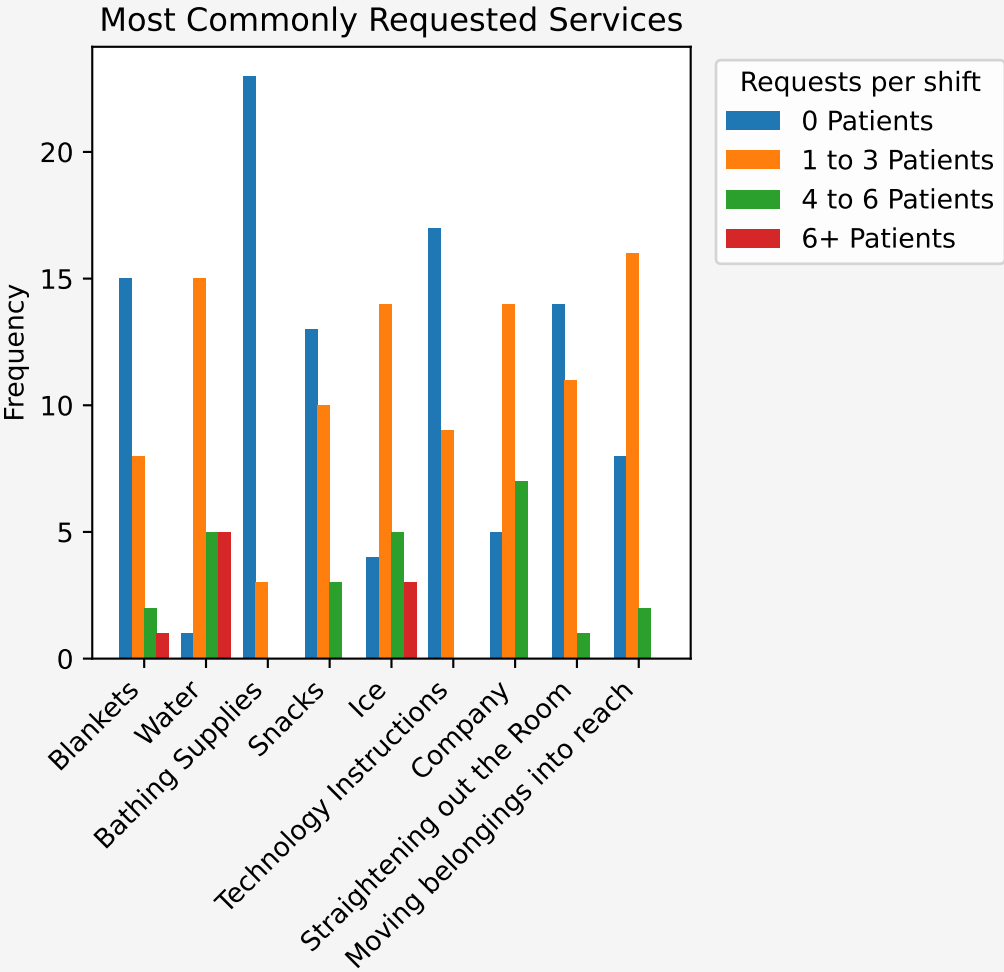


Monthly Report for 2025-09 | Window: 2025-06-30 → 2025-09-30: MGSB: Emergency Department

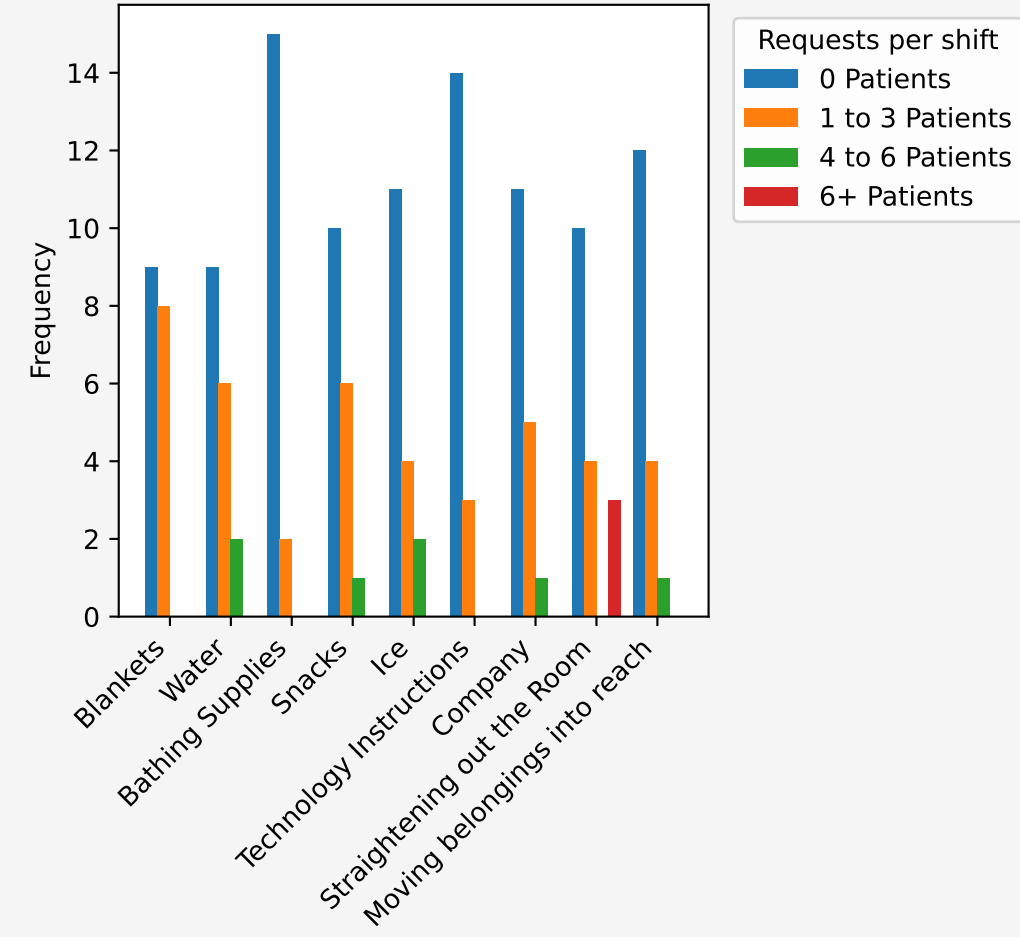


Monthly Report for 2025-09 | Window: 2025-06-30 → 2025-09-30: MUMH: 8th Floor

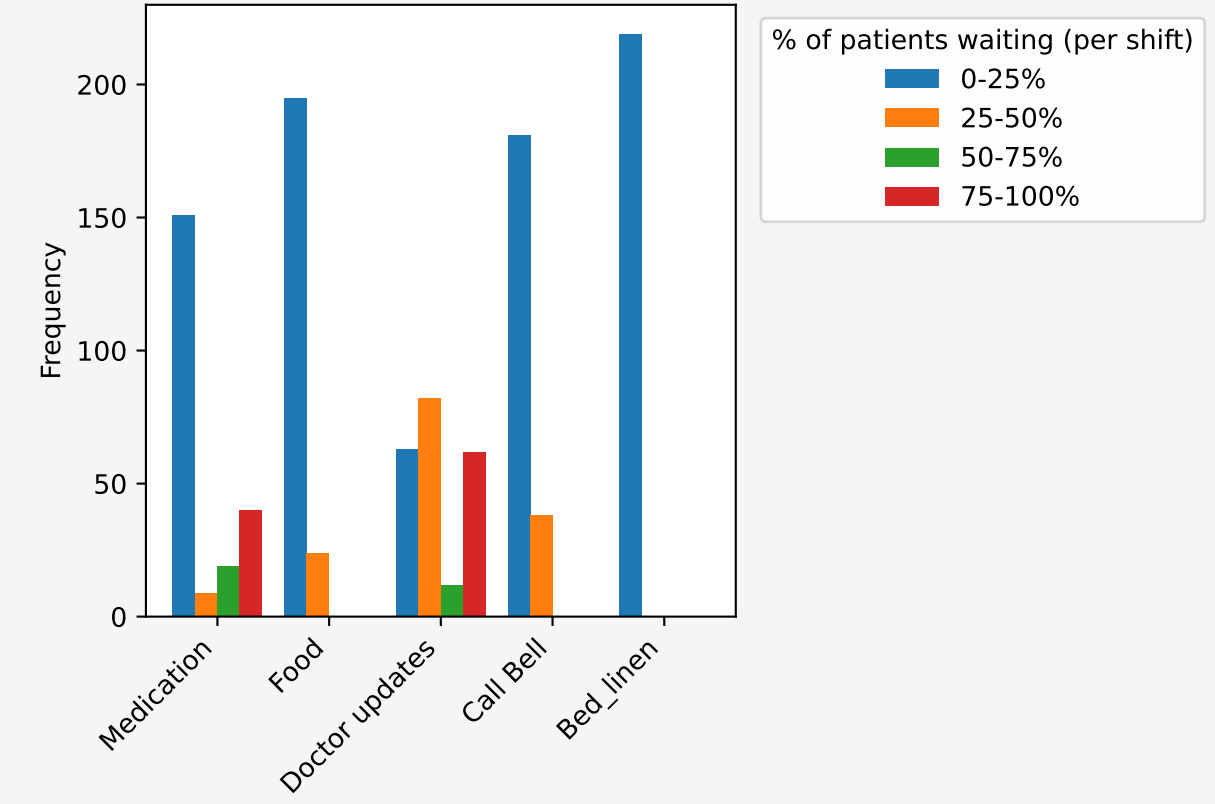


Monthly Report for 2025-09 | Window: 2025-06-30 → 2025-09-30: MUMH: Emergency Department

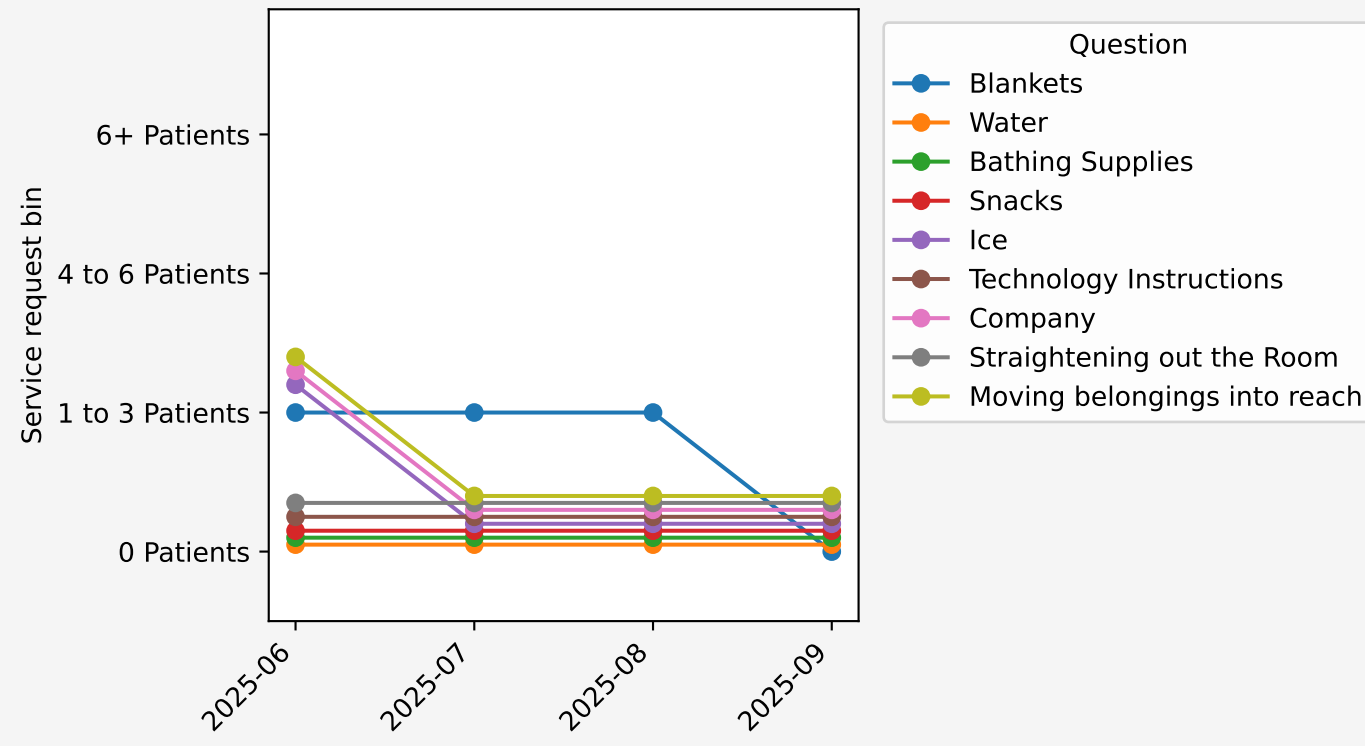
Most Commonly Requested Services



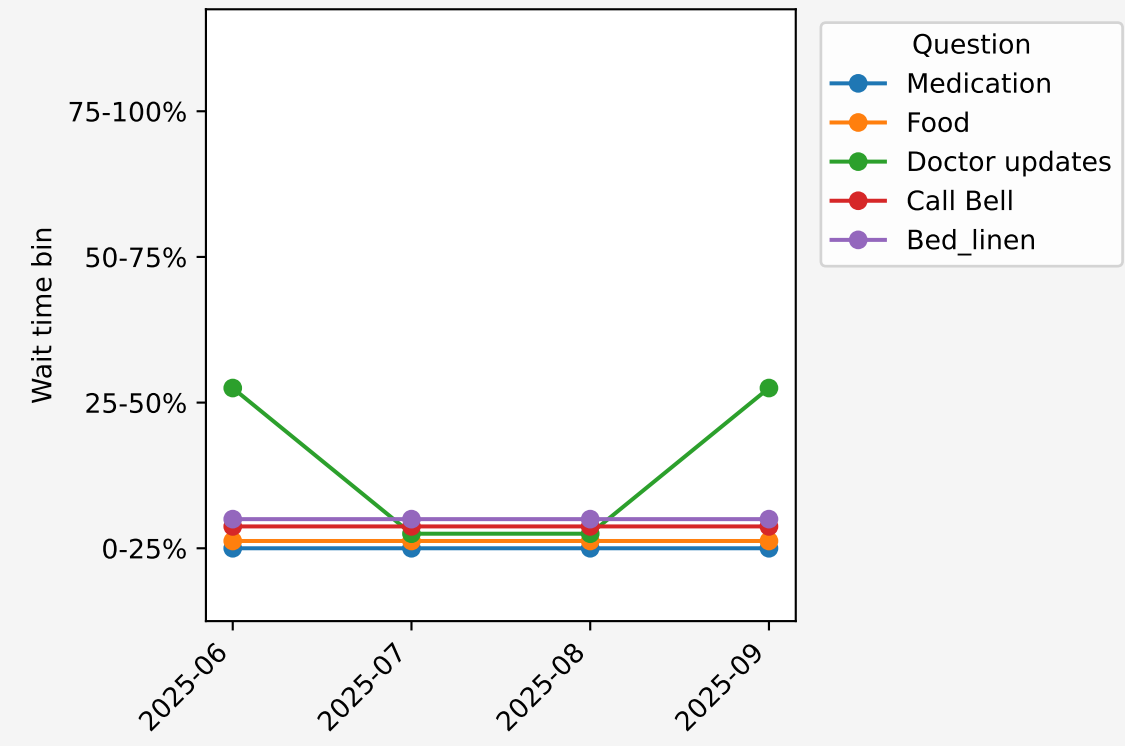
Wait Time Report



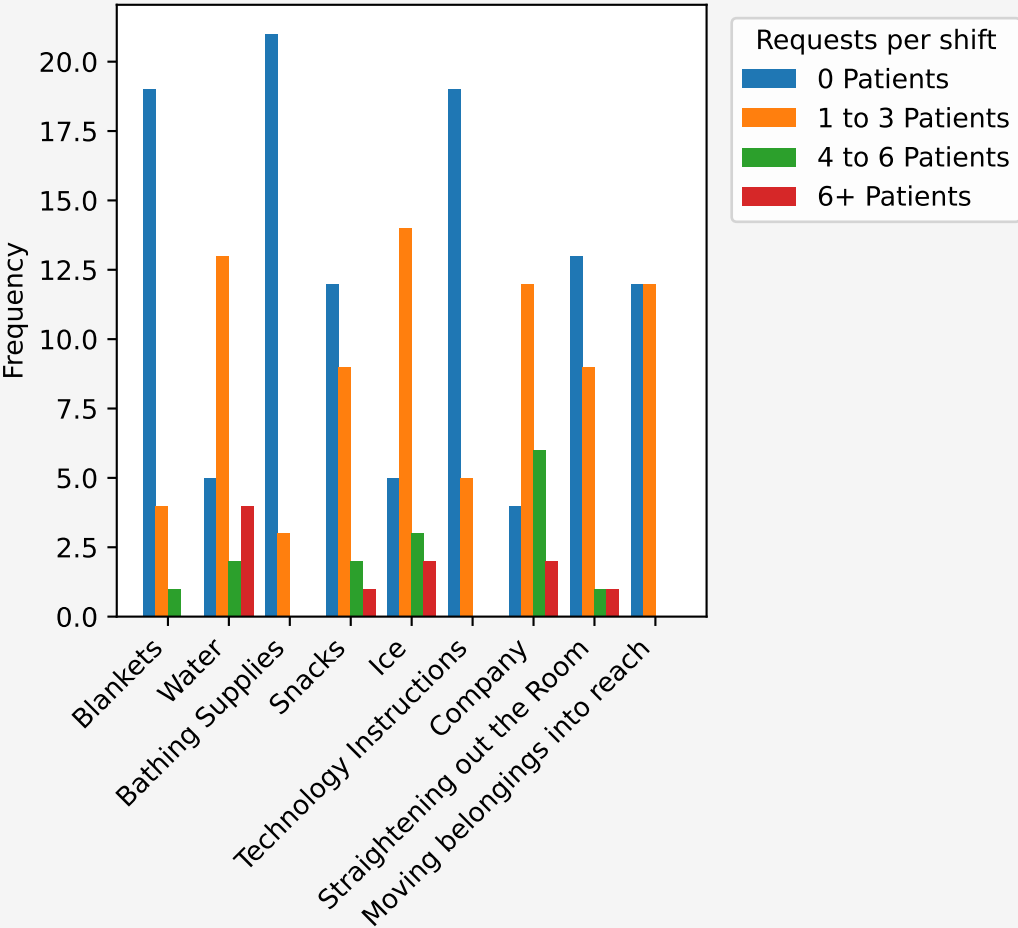
Monthly Service Request Trends



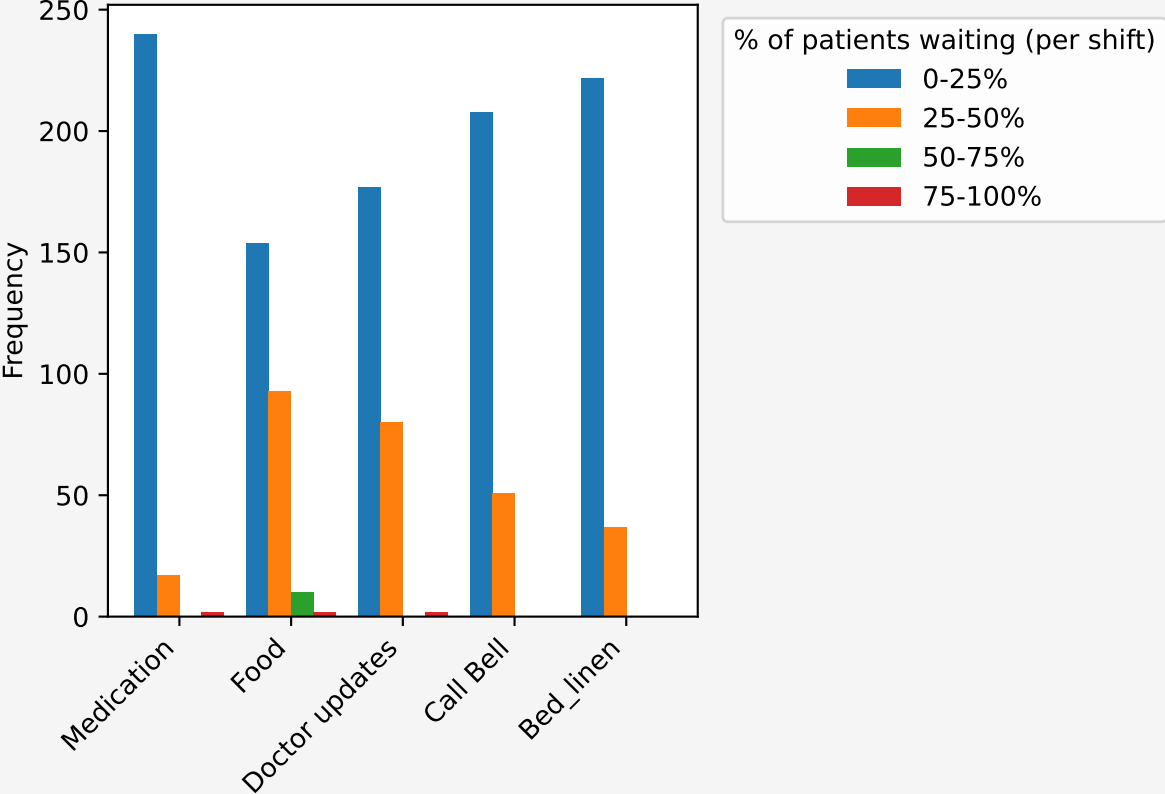
Monthly Patient Wait Time Trends



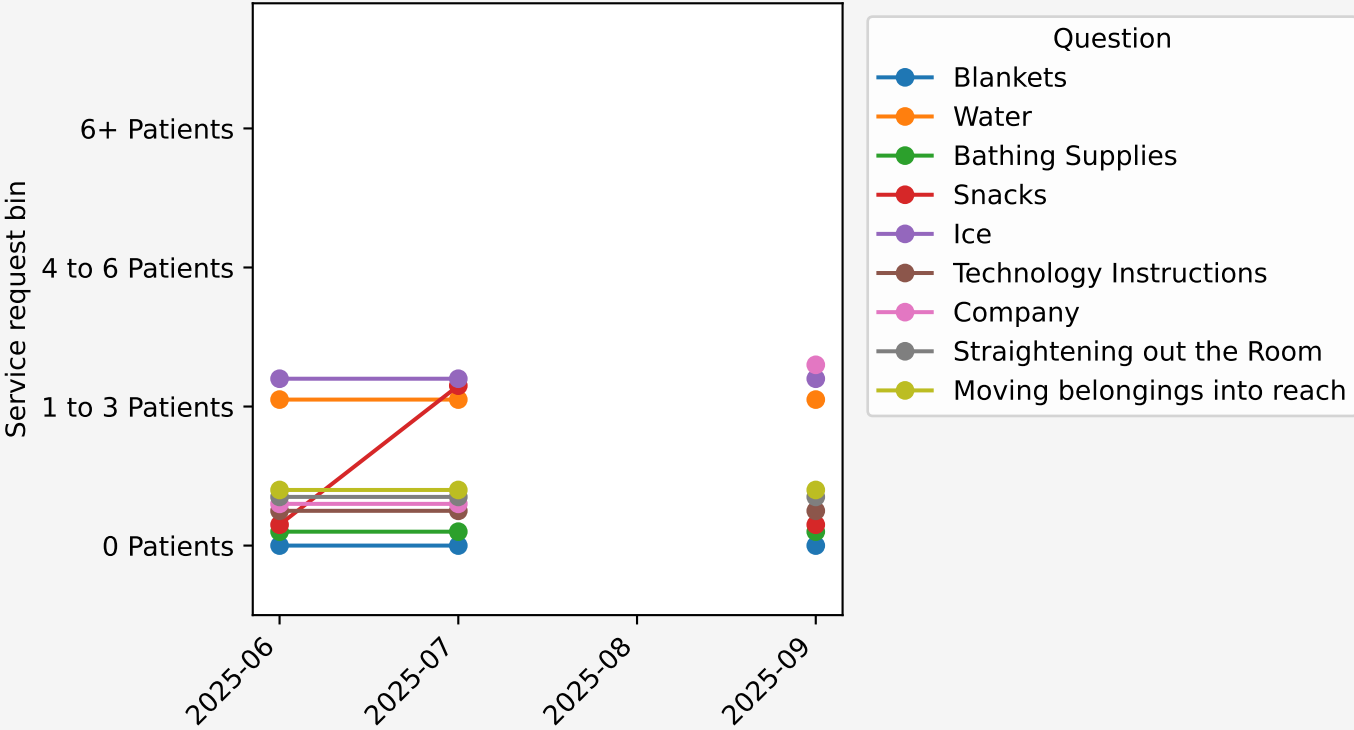
Most Commonly Requested Services



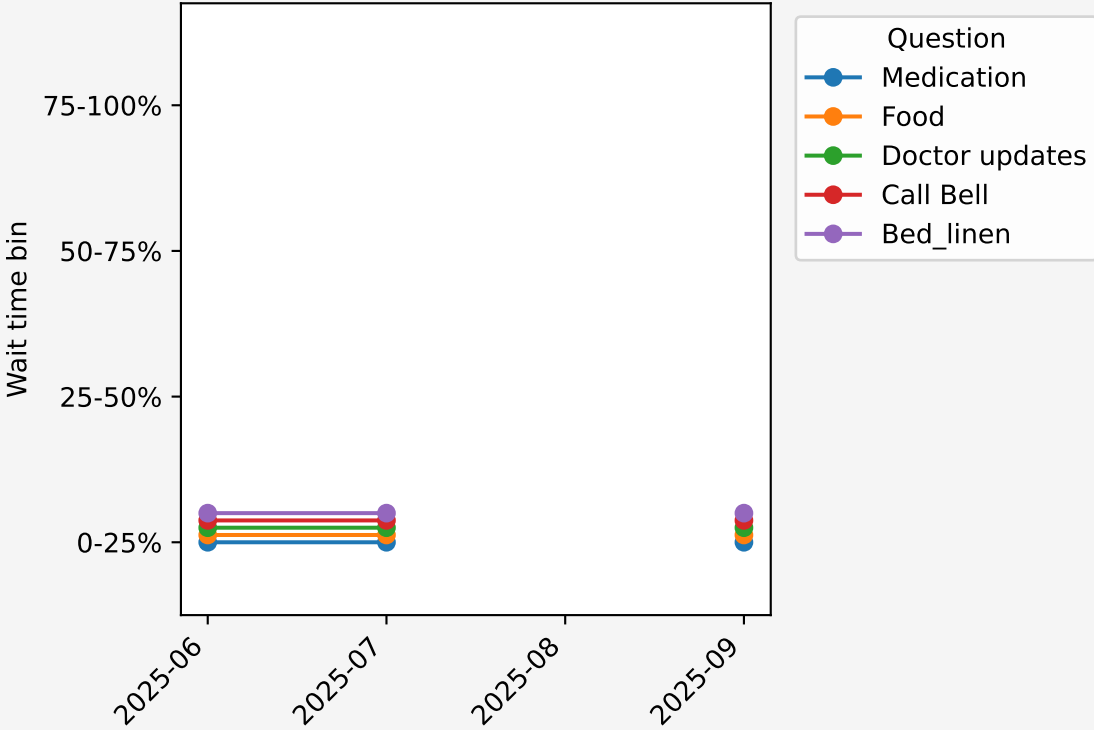
Wait Time Report



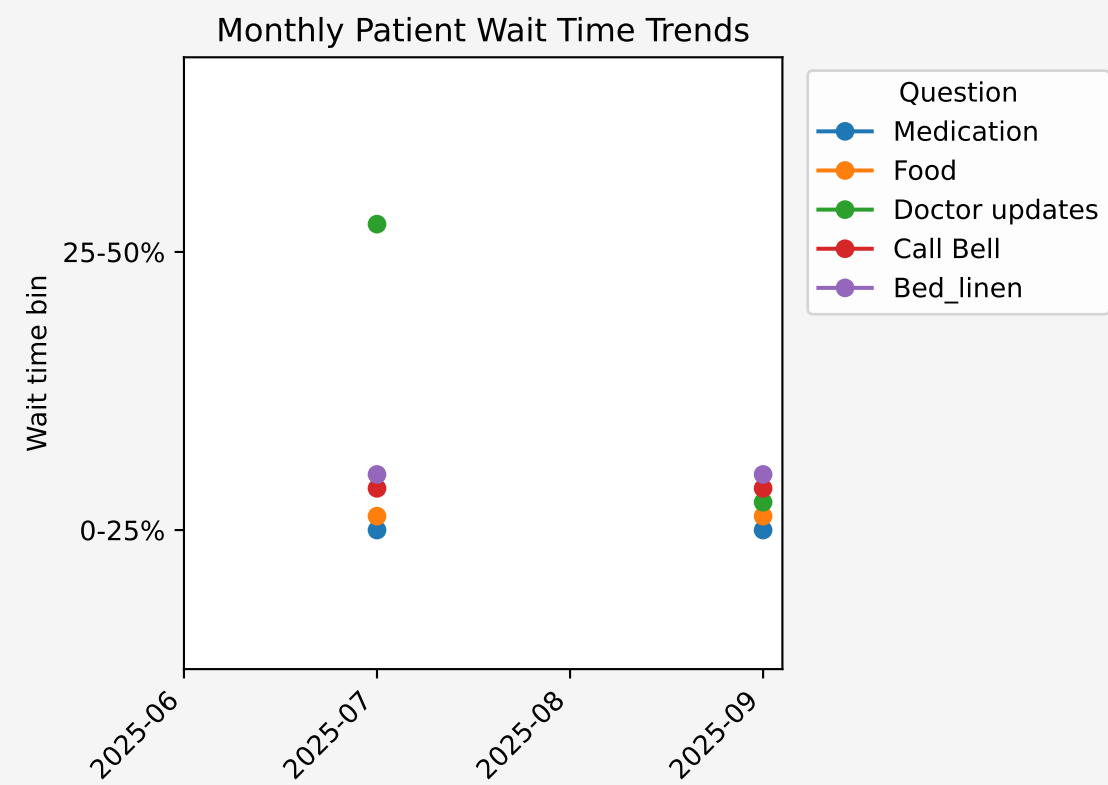
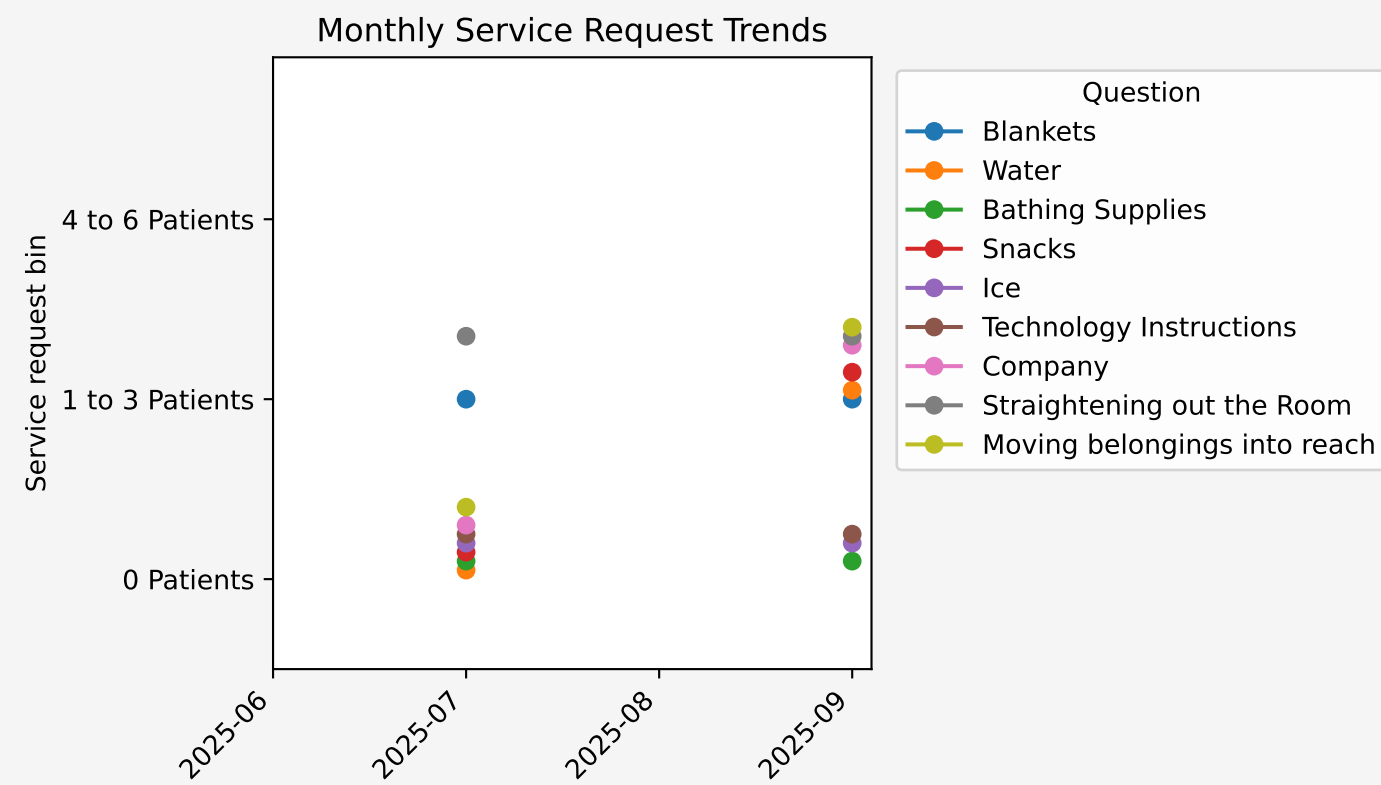
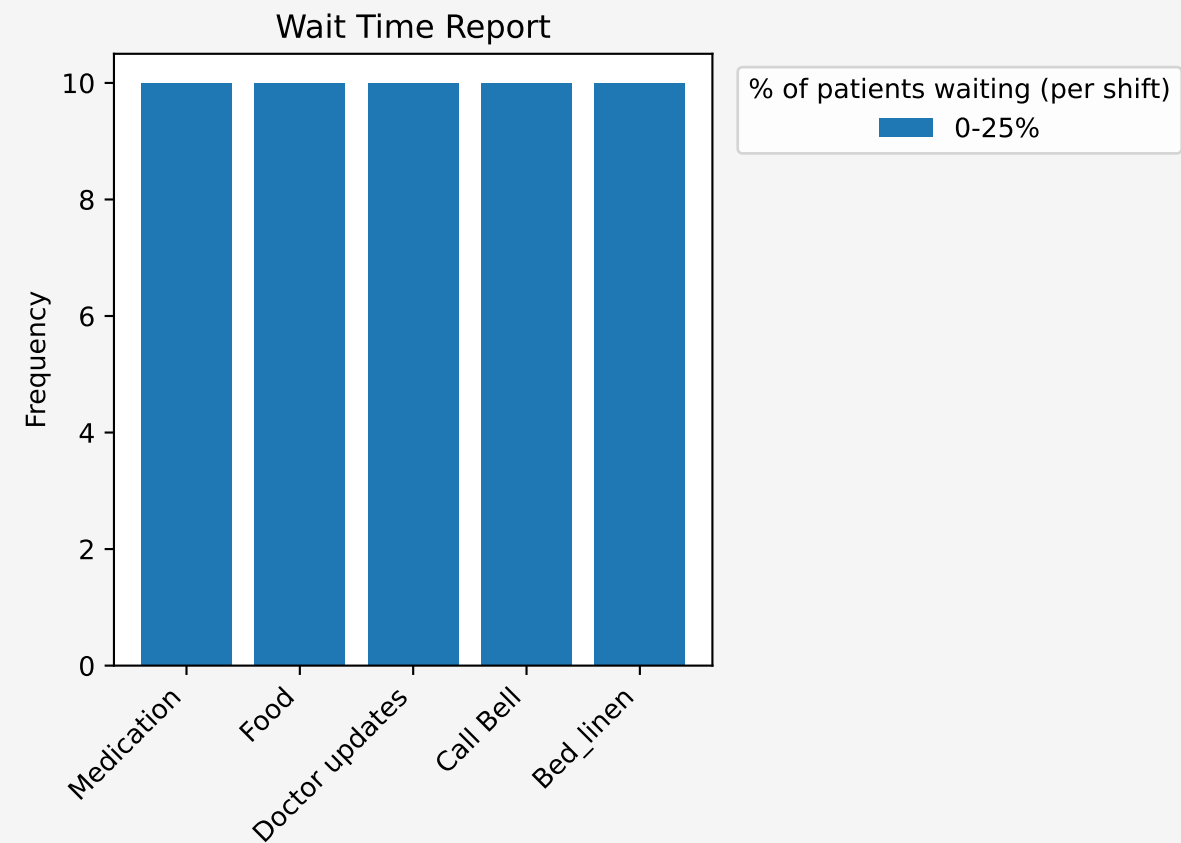
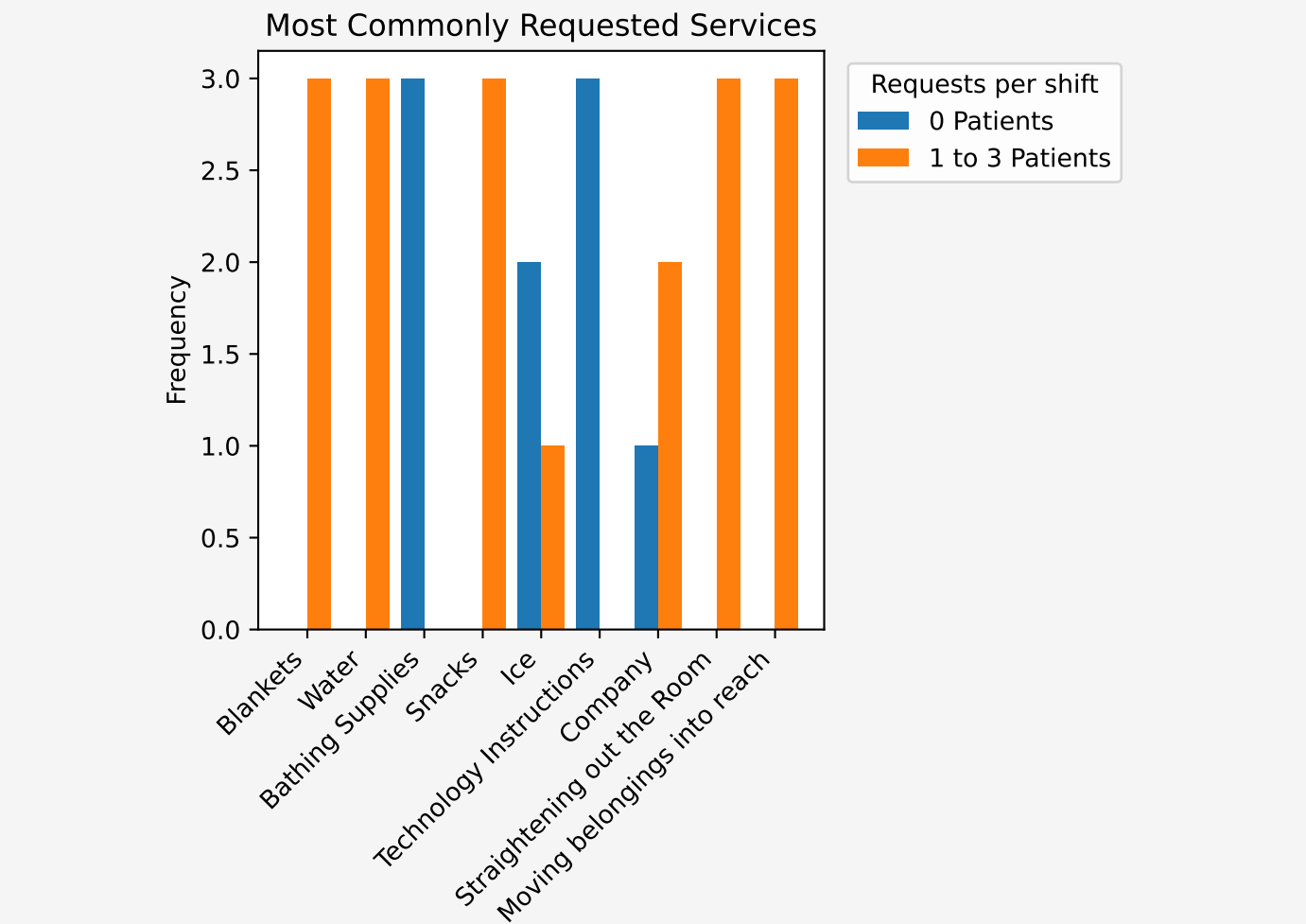
Monthly Service Request Trends



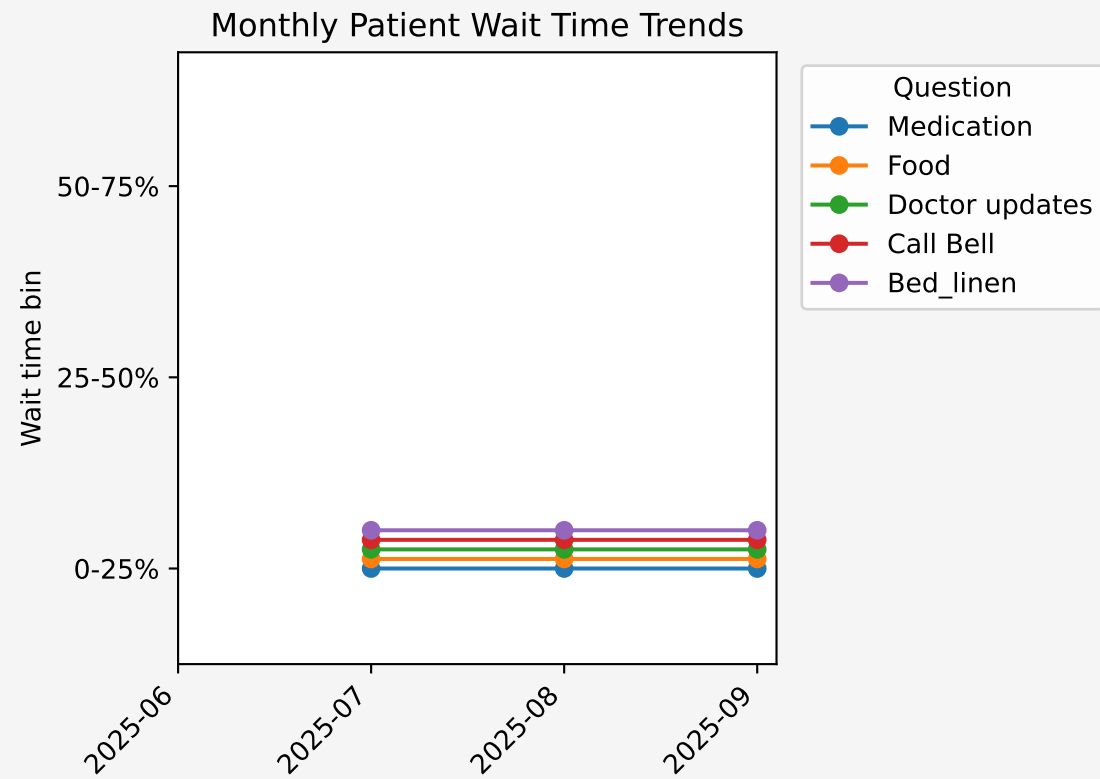
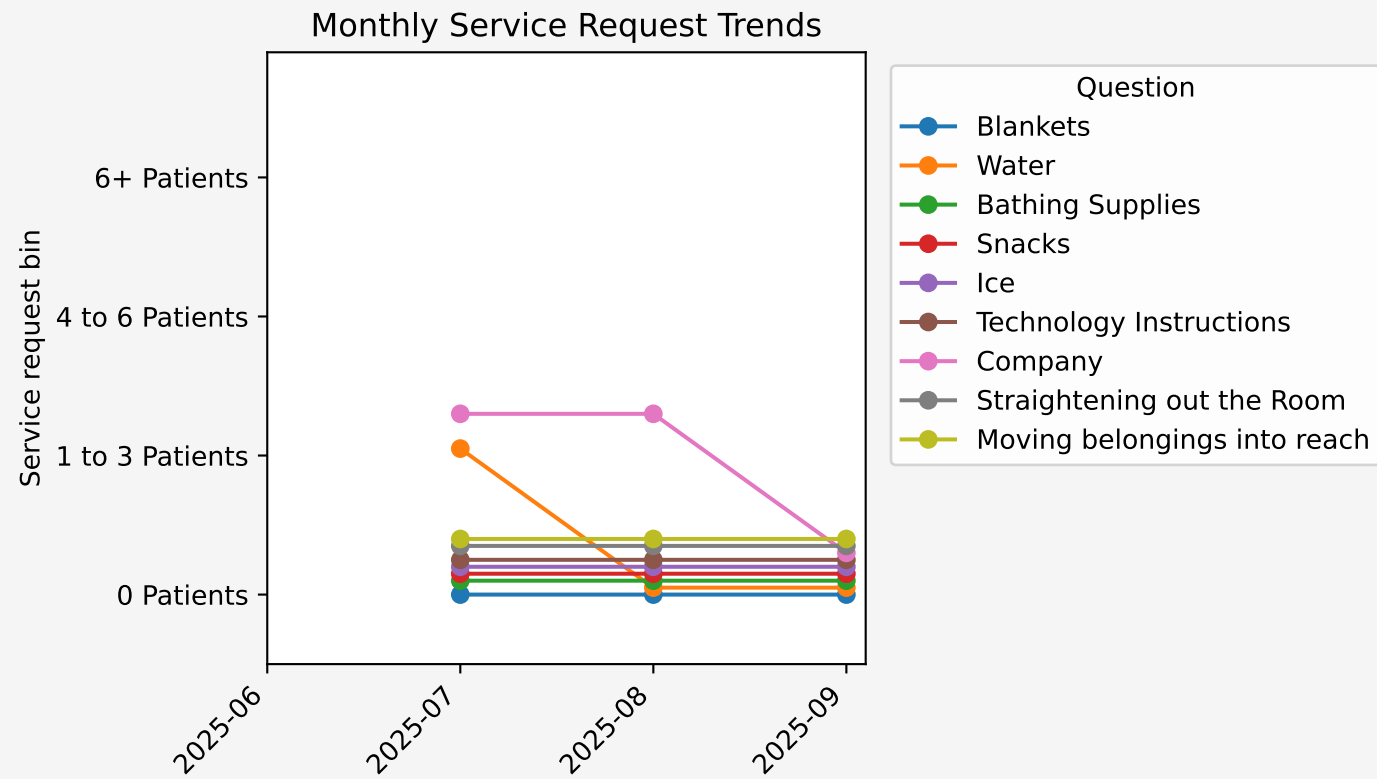
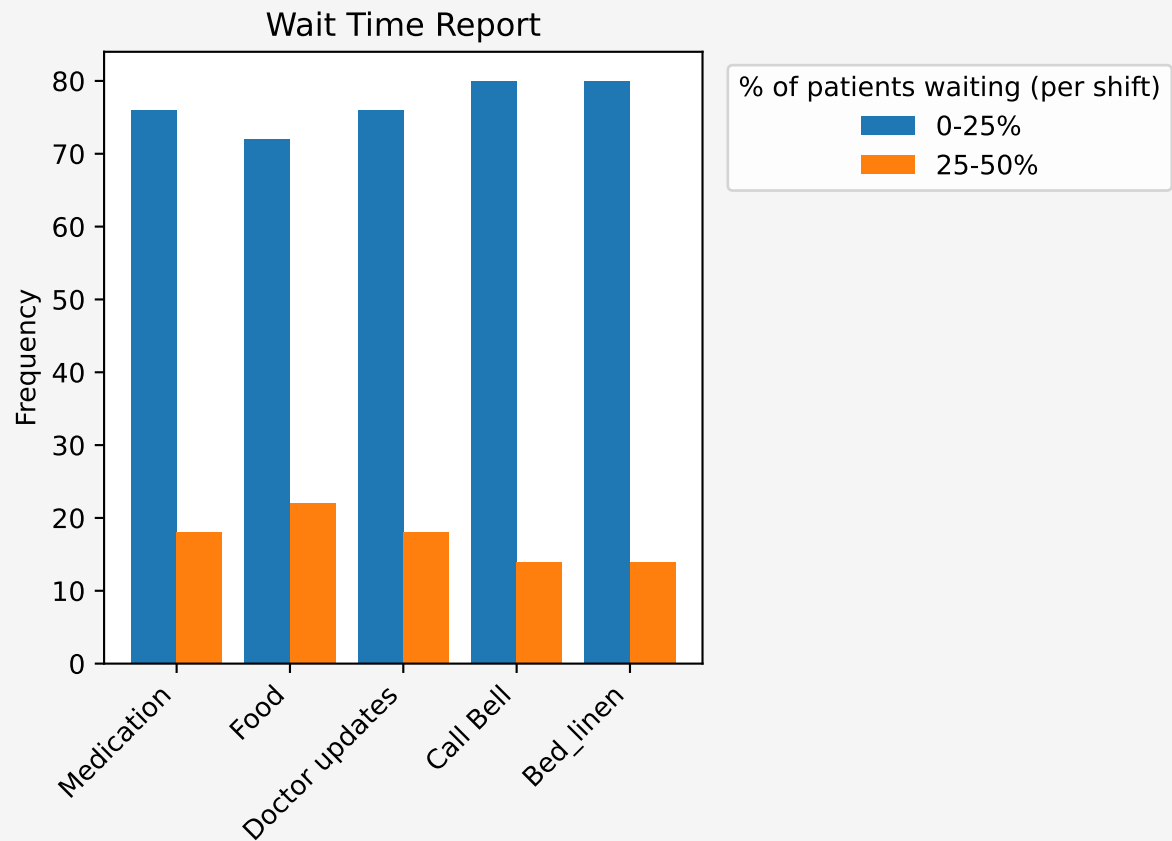
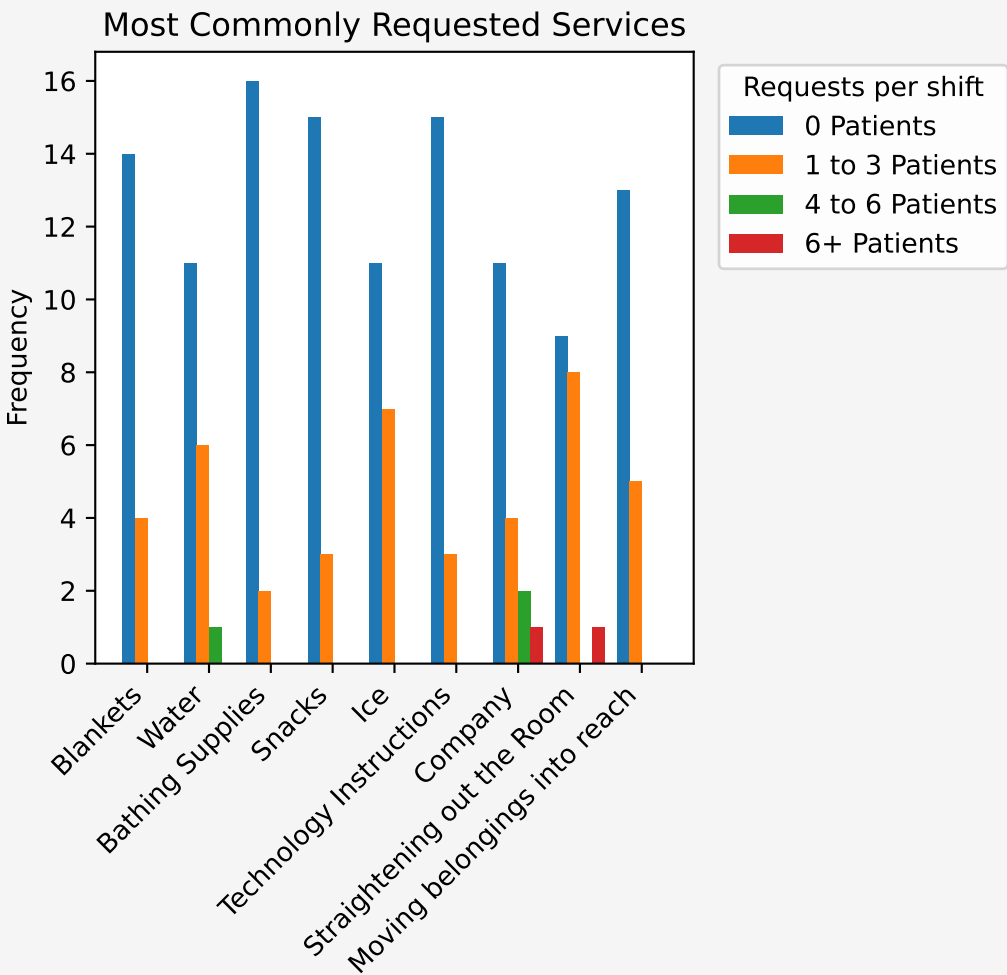
Monthly Patient Wait Time Trends



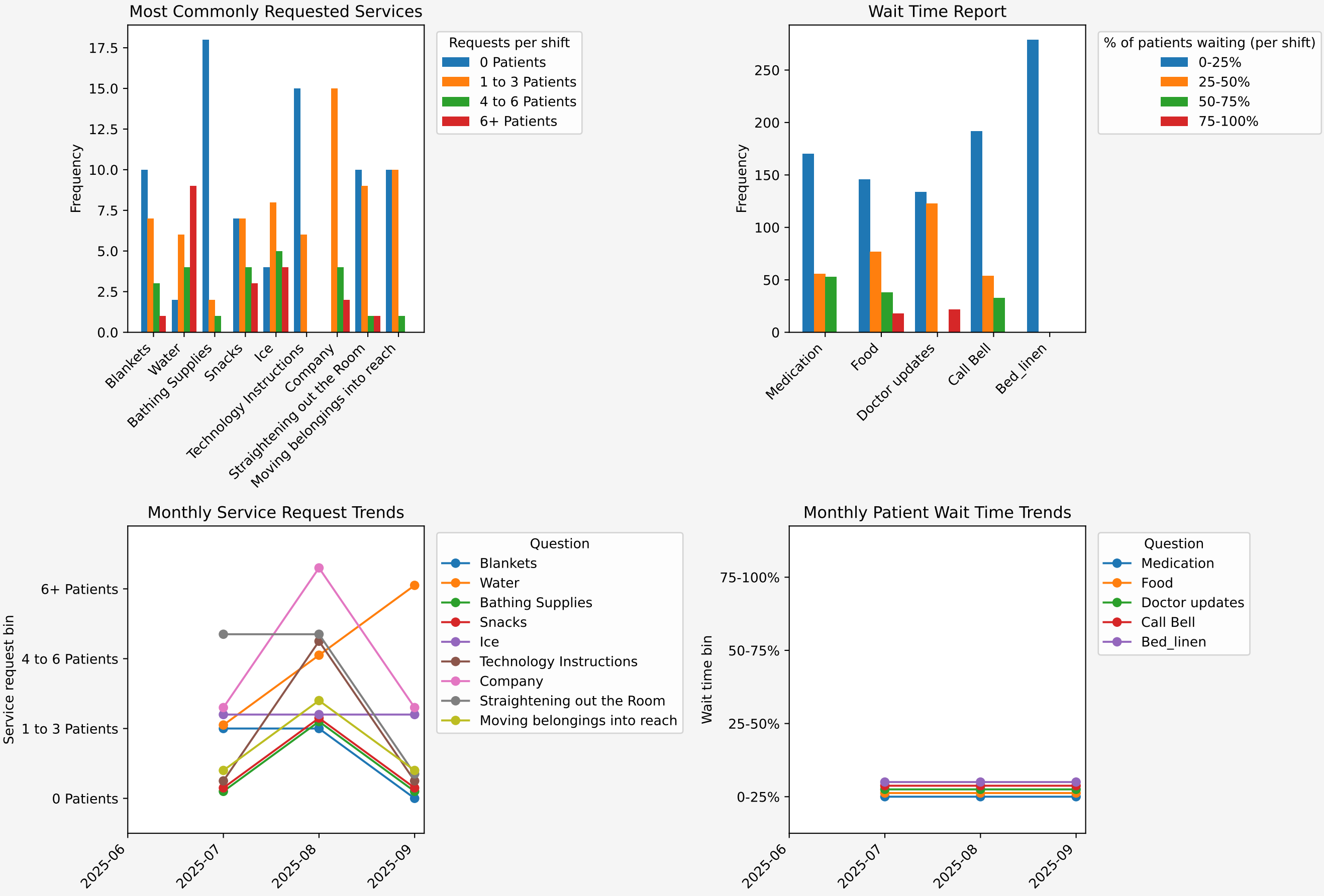
Monthly Report for 2025-09 | Window: 2025-06-30 → 2025-09-30: MGSH: Preoperative Services (ASU/PACU/Endo)



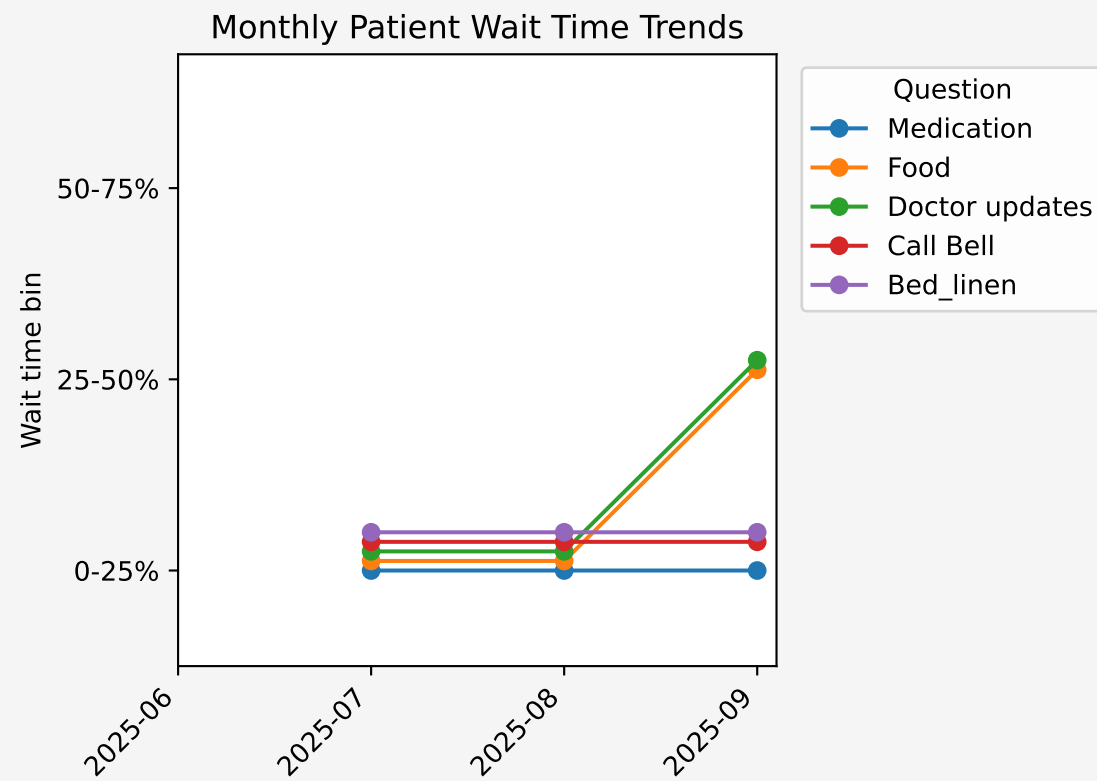
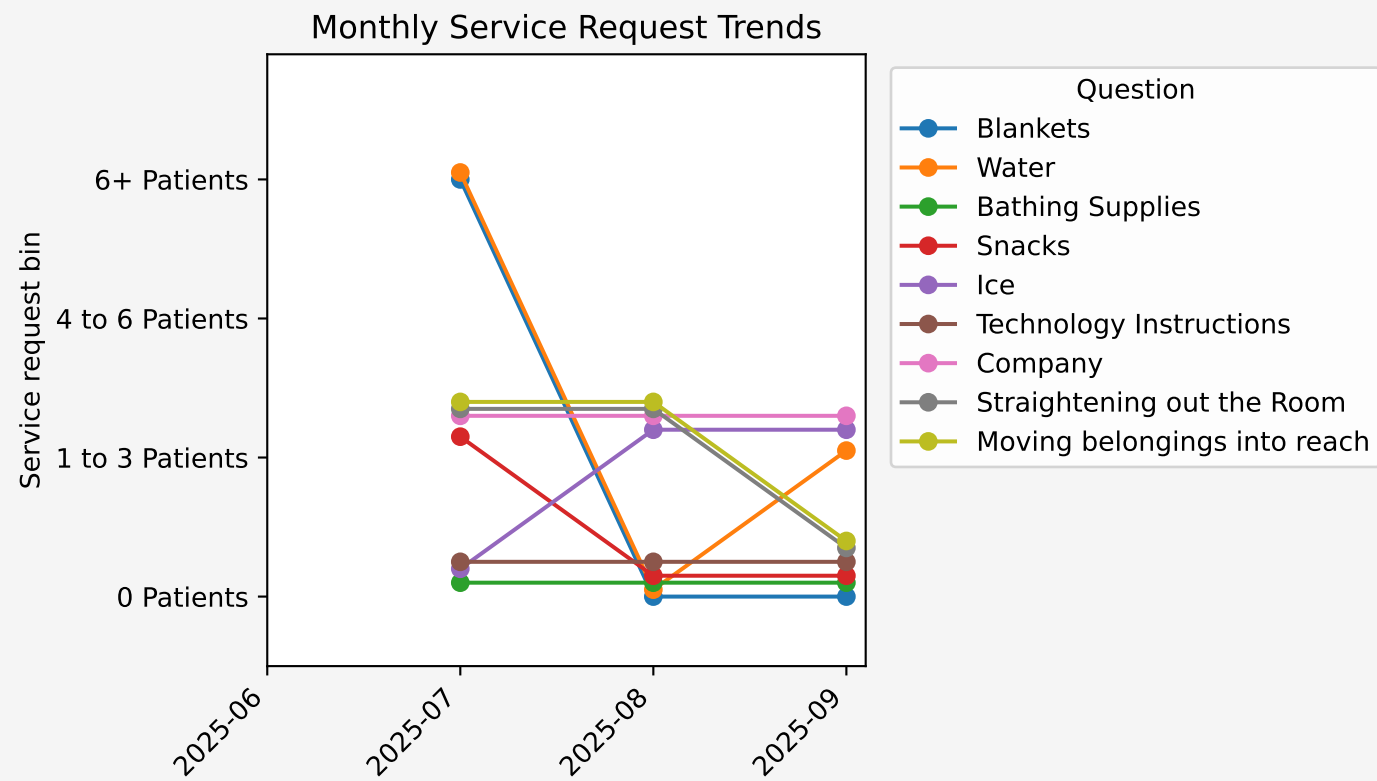
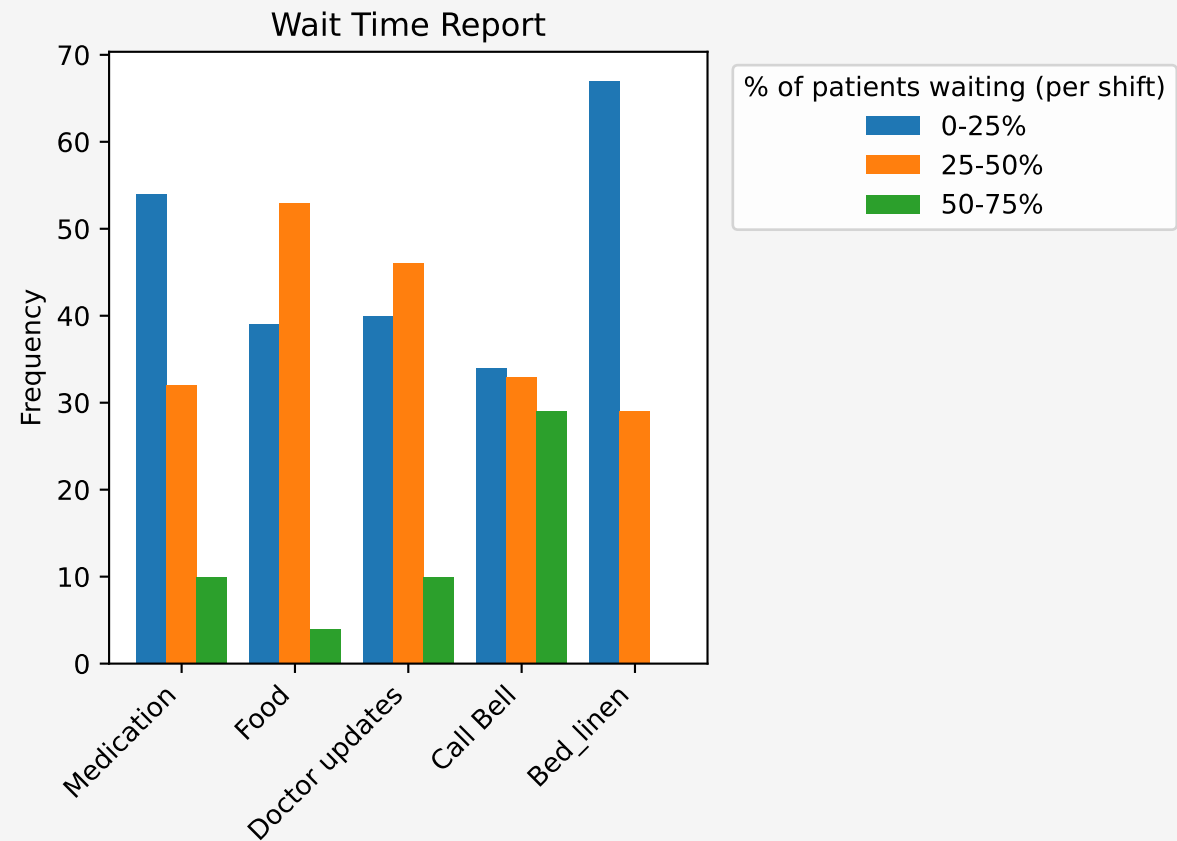
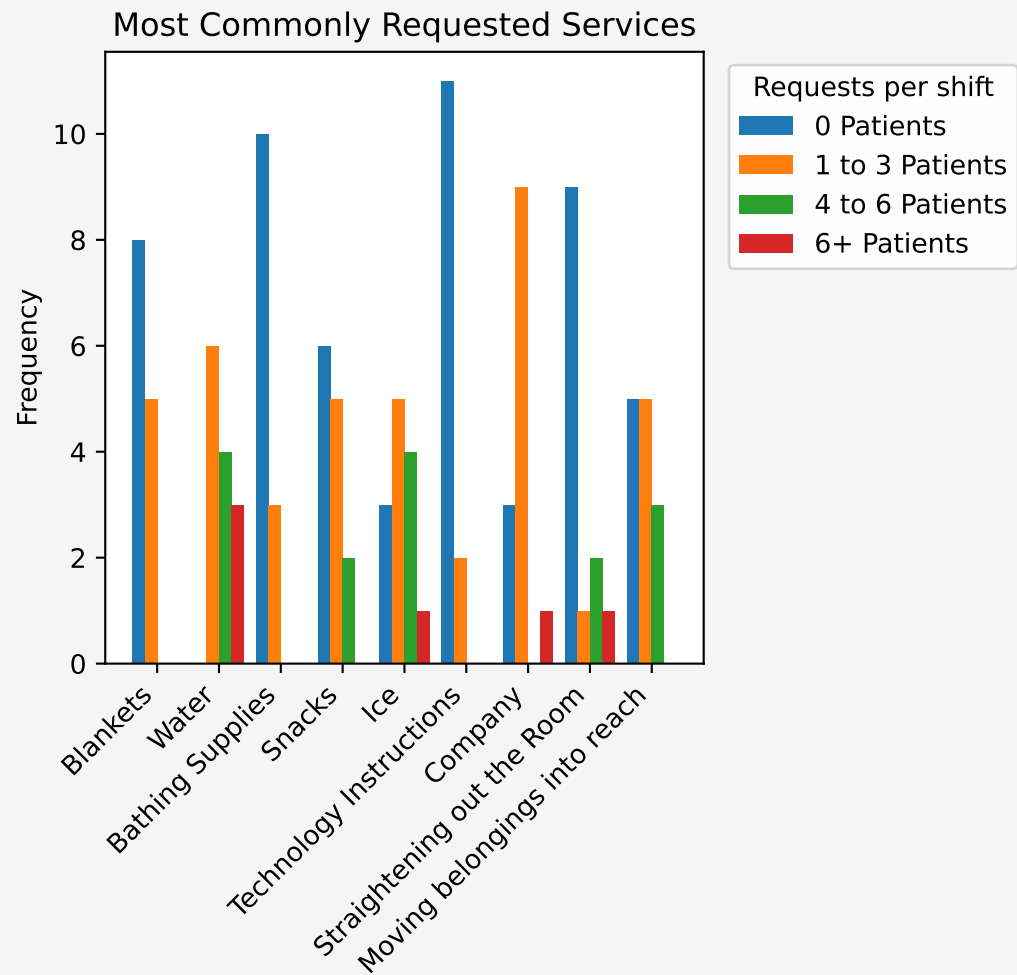
Monthly Report for 2025-09 | Window: 2025-06-30 → 2025-09-30: MUMH: 4th Floor



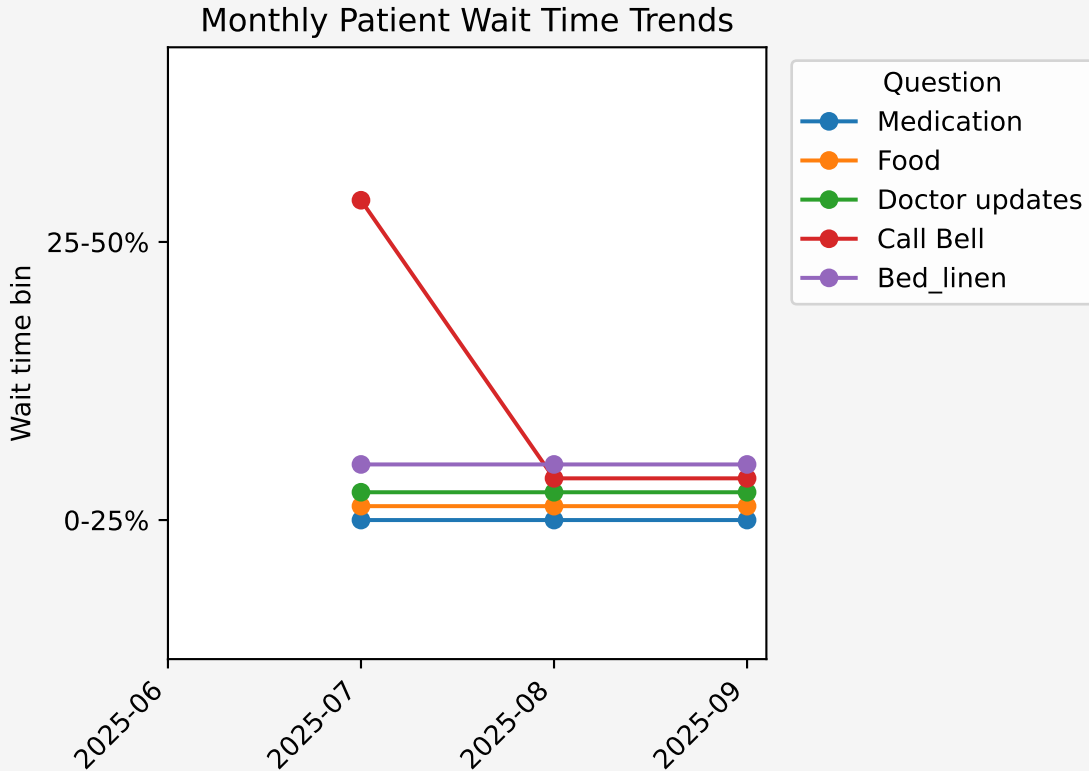
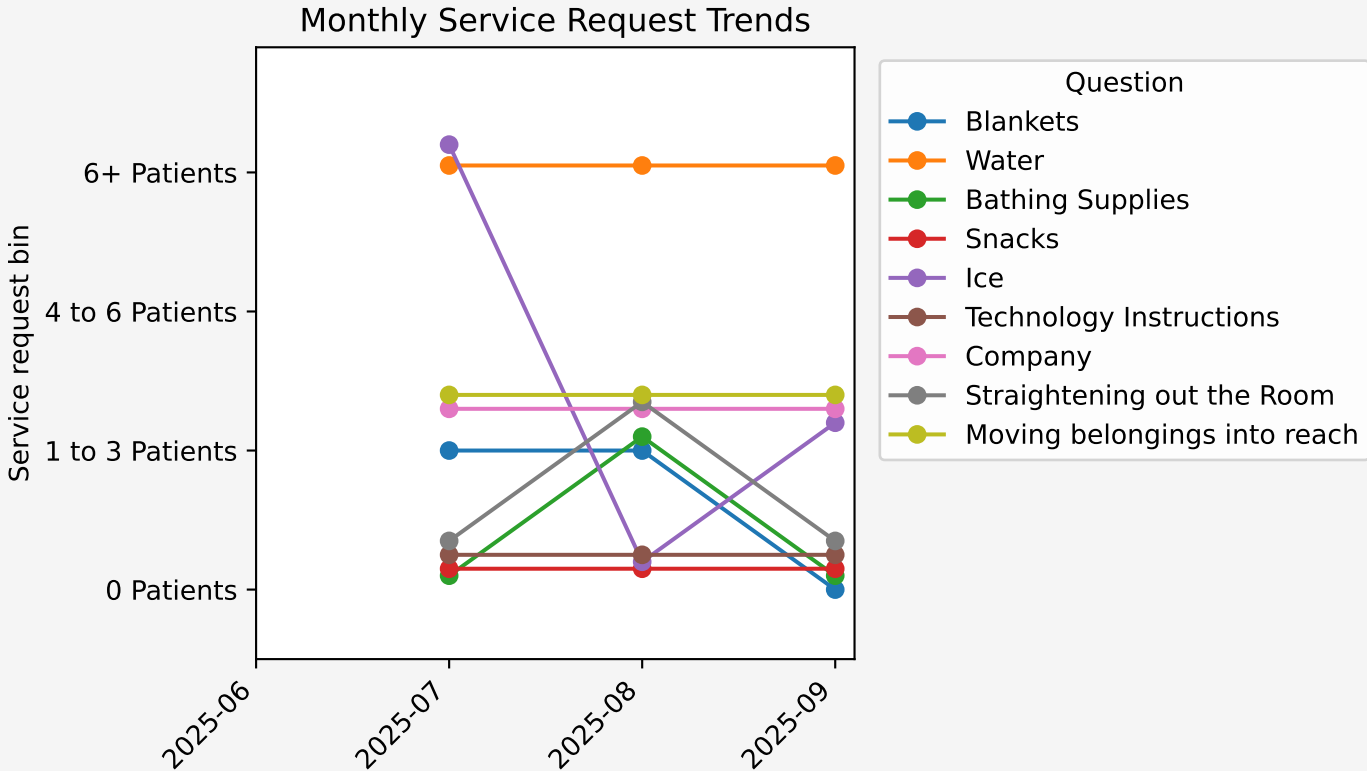
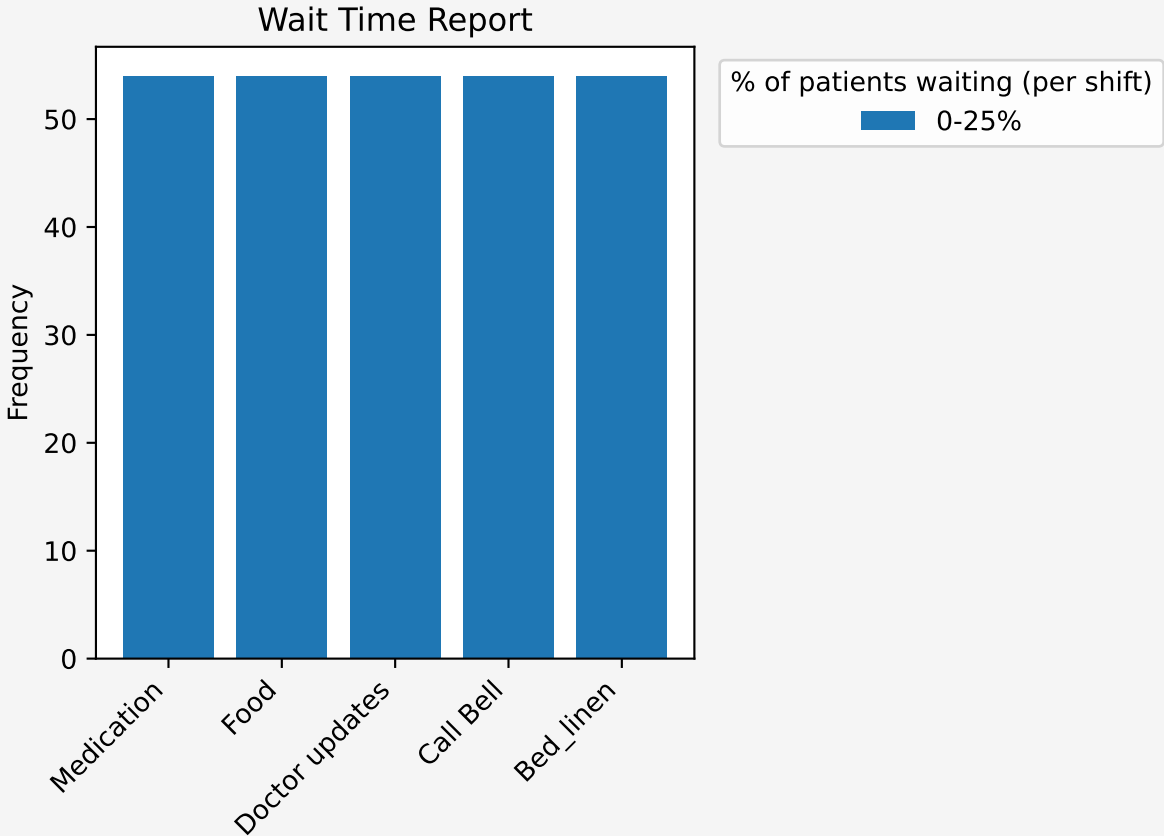
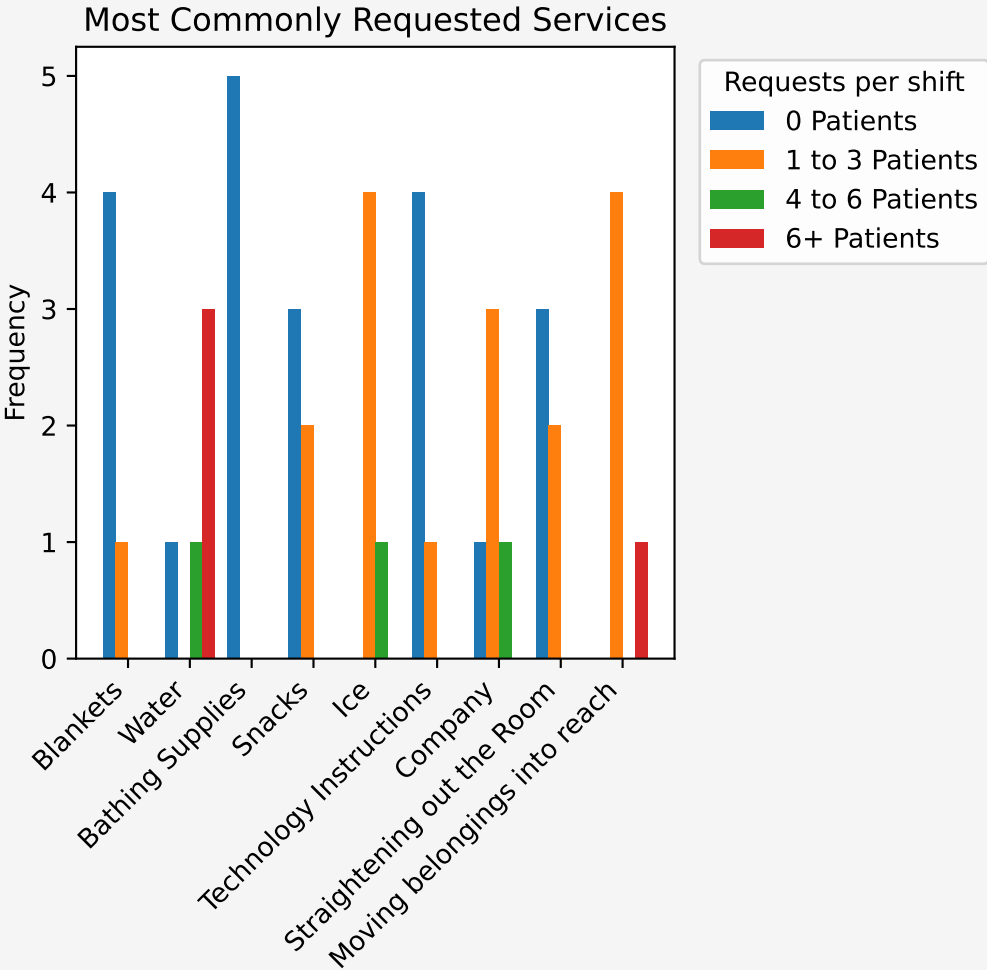
Monthly Report for 2025-09 | Window: 2025-06-30 → 2025-09-30: MUMH: 7 East/IMC



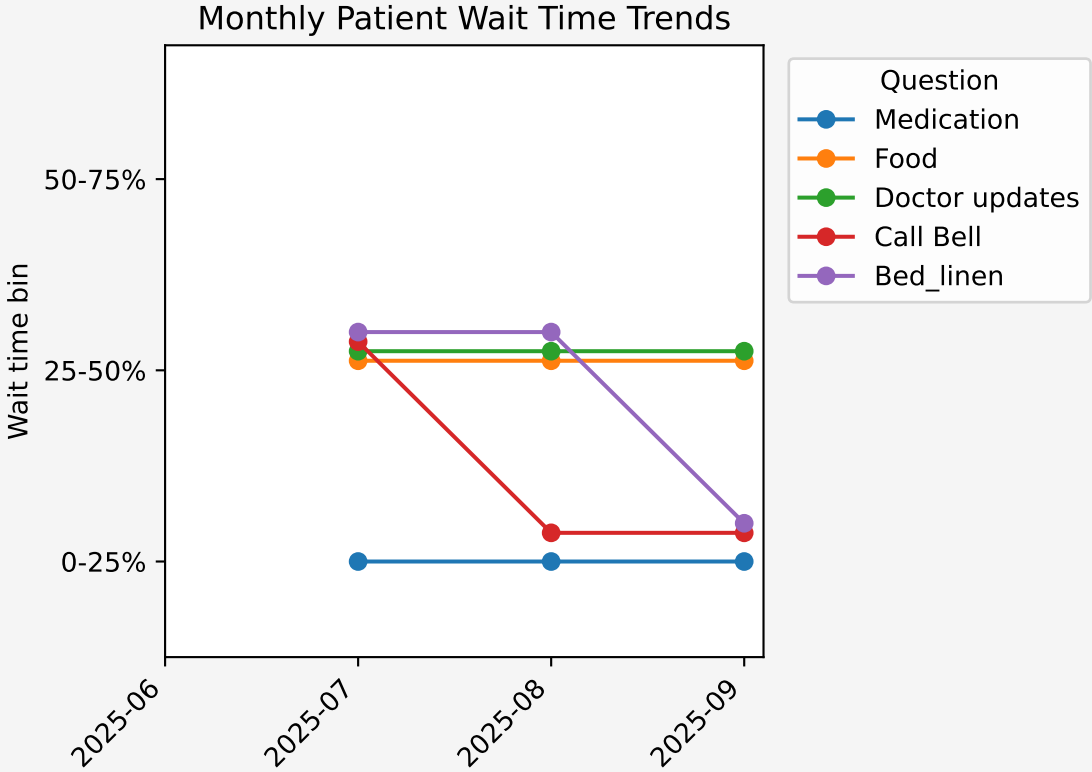
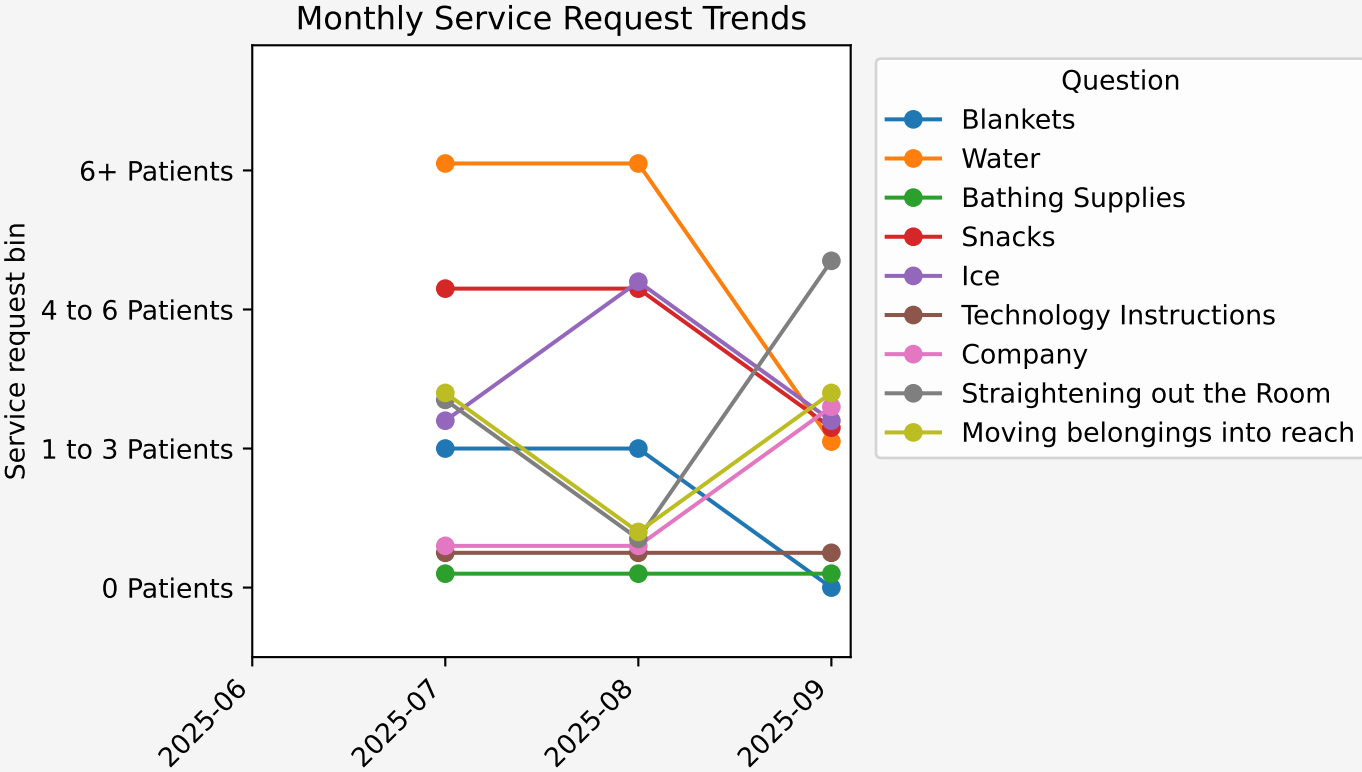
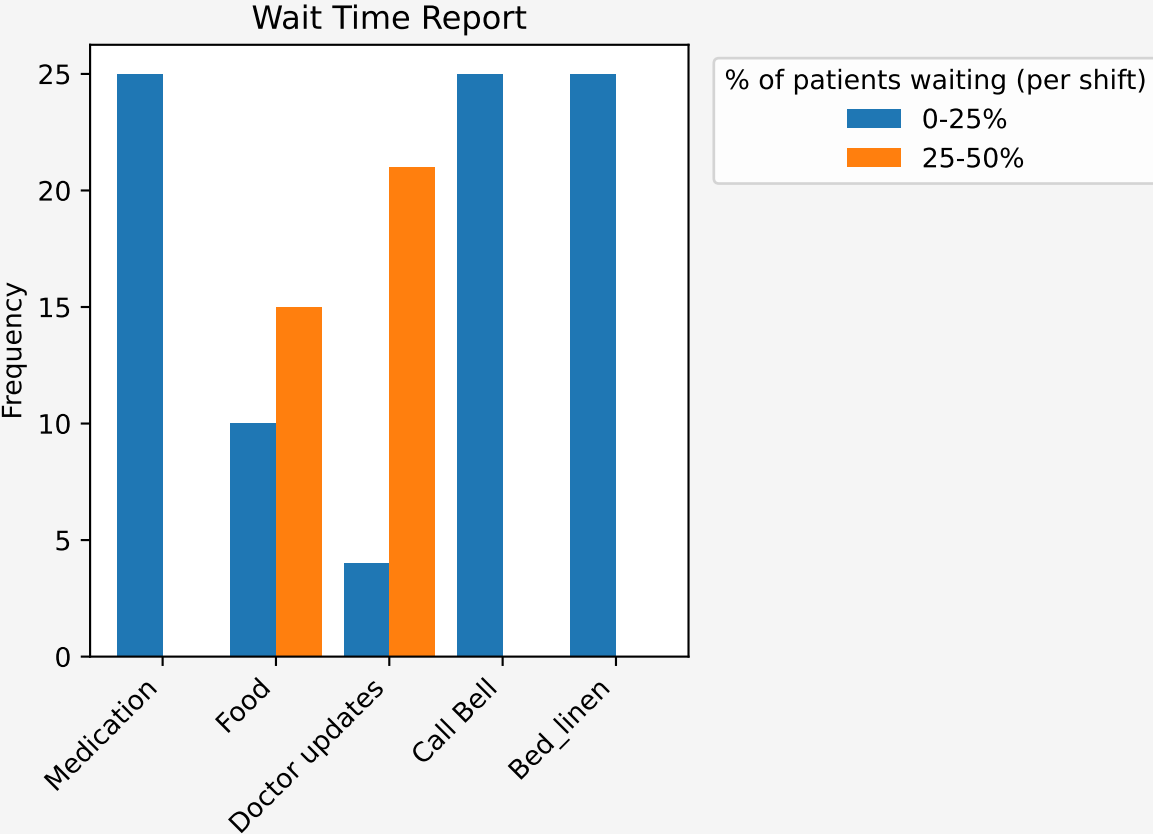
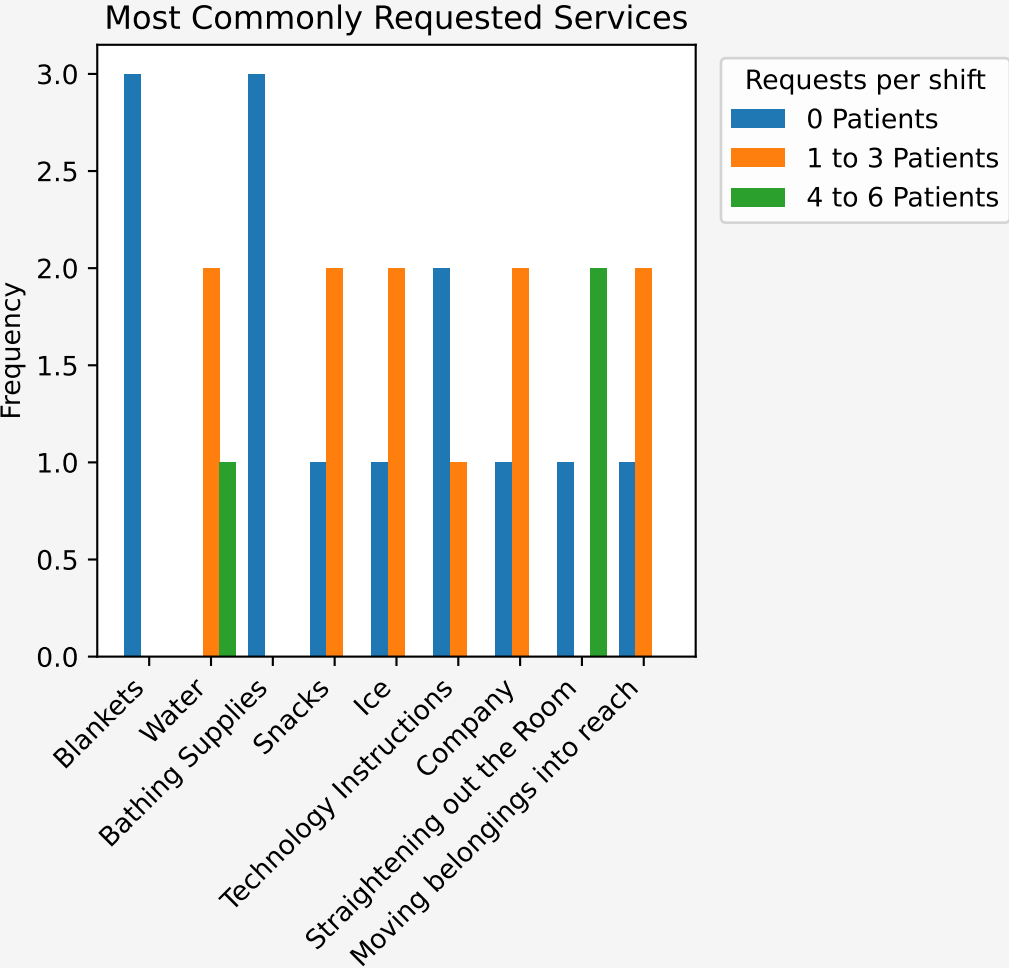
Monthly Report for 2025-09 | Window: 2025-06-30 → 2025-09-30: MUMH: 9 West



Monthly Report for 2025-09 | Window: 2025-06-30 → 2025-09-30: MGSB: Inpatient Rehabilitation

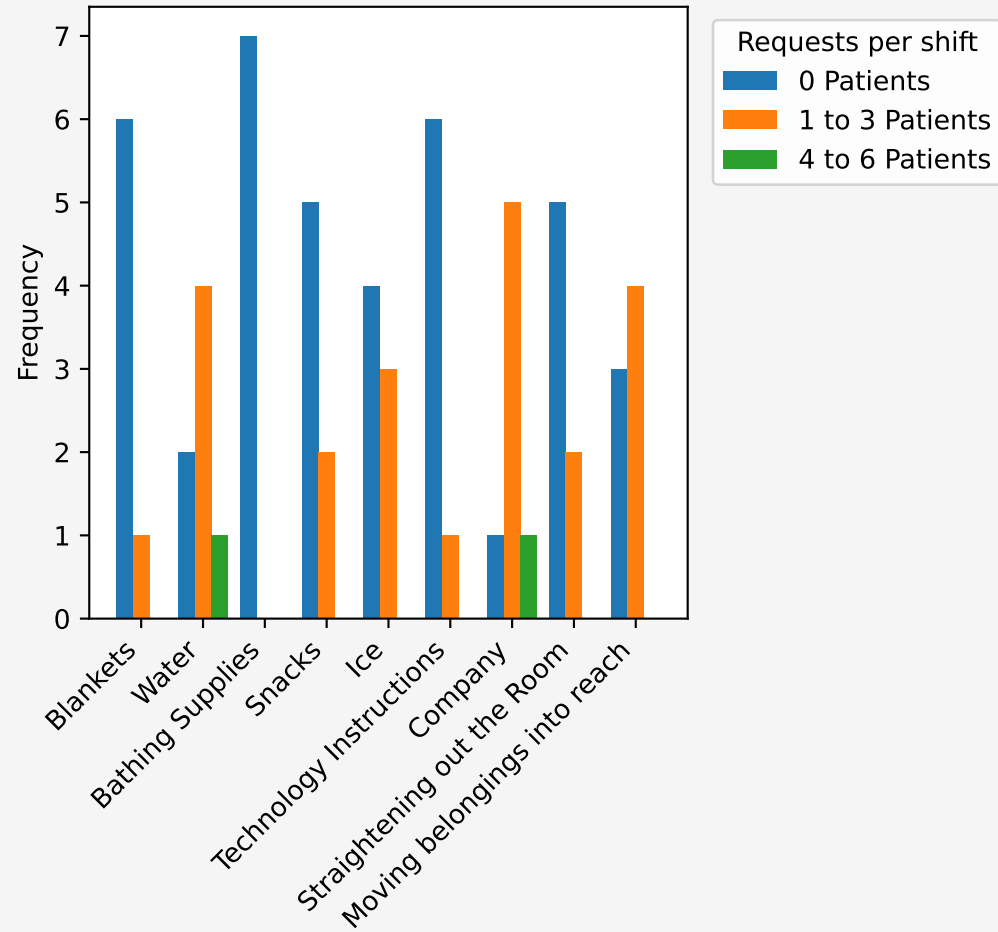


Monthly Report for 2025-09 | Window: 2025-06-30 → 2025-09-30: MGSB: O'Neill 4

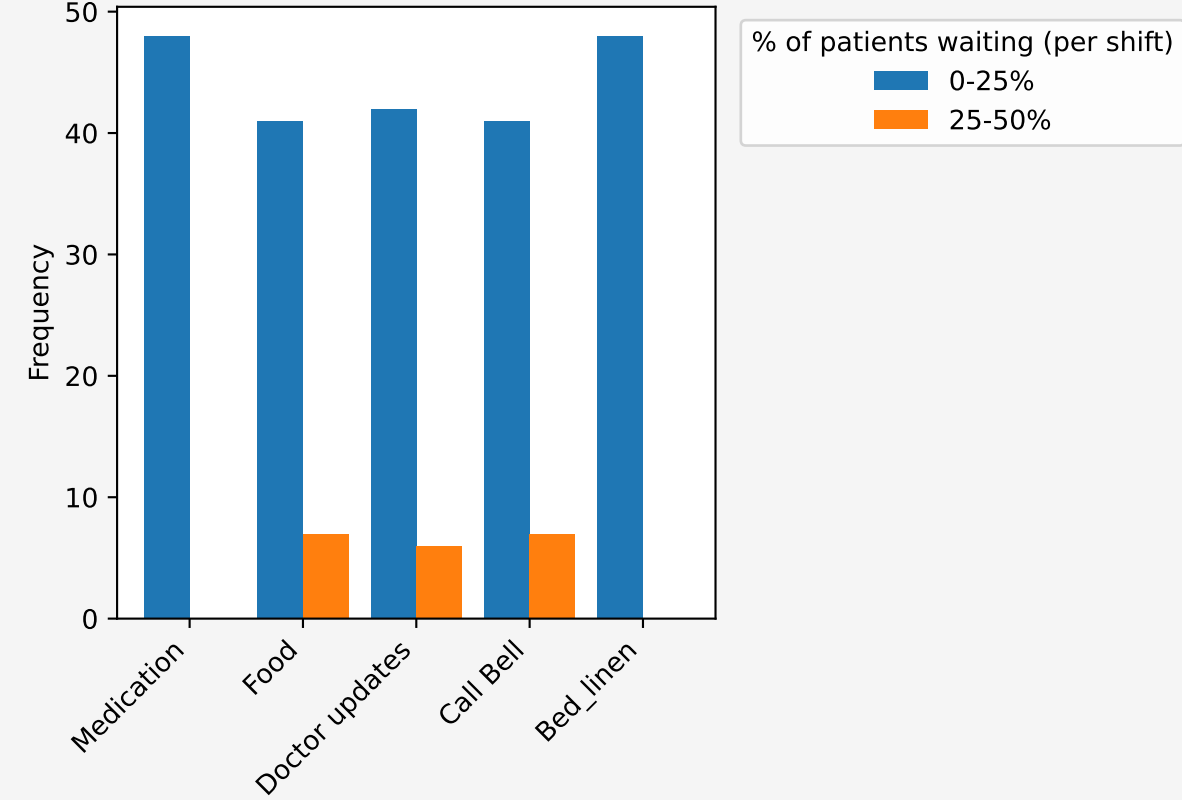


Monthly Report for 2025-09 | Window: 2025-06-30 → 2025-09-30: MGSH: 4 East

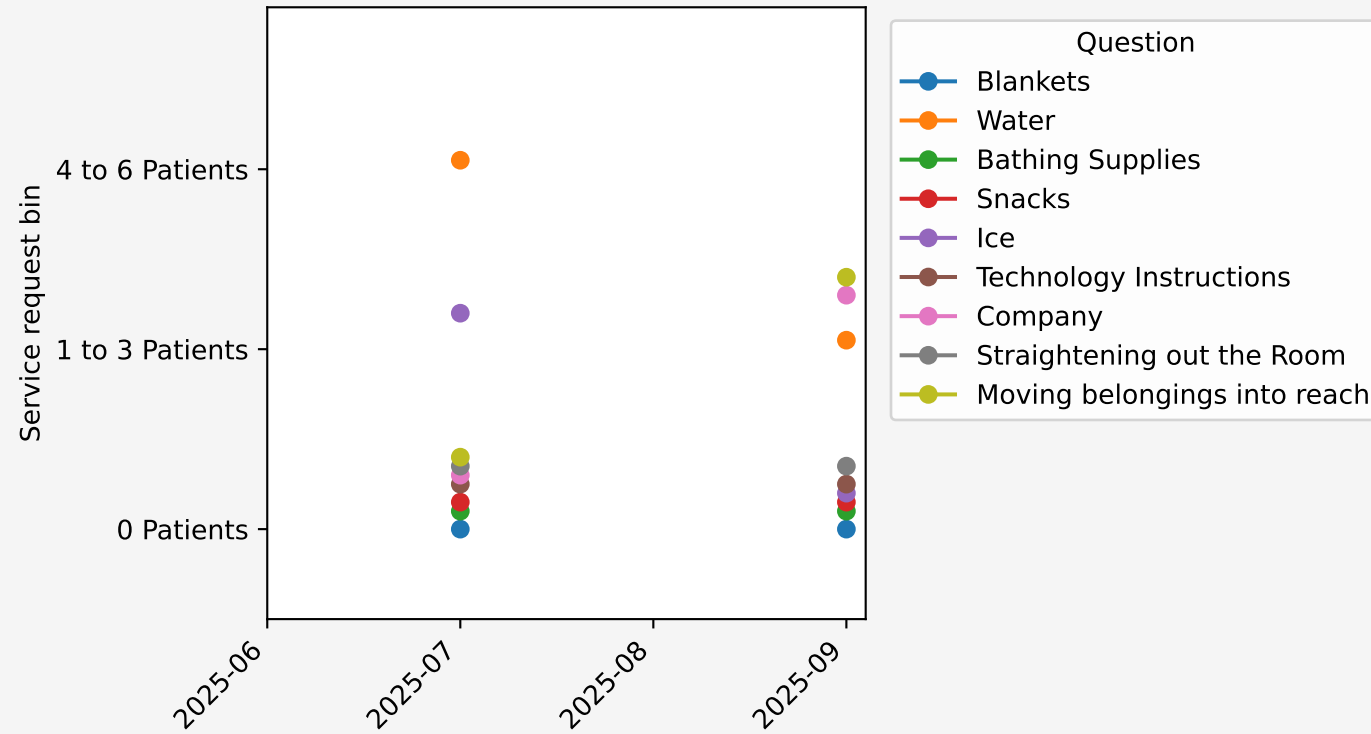
Most Commonly Requested Services



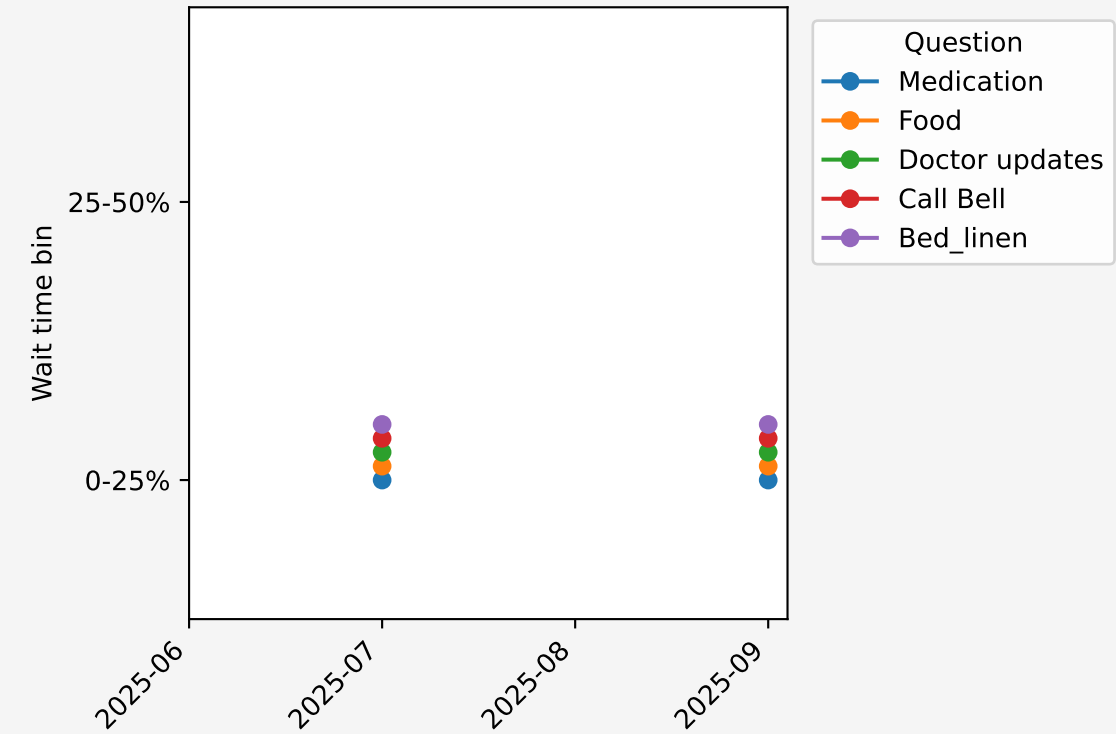
Wait Time Report



Monthly Service Request Trends

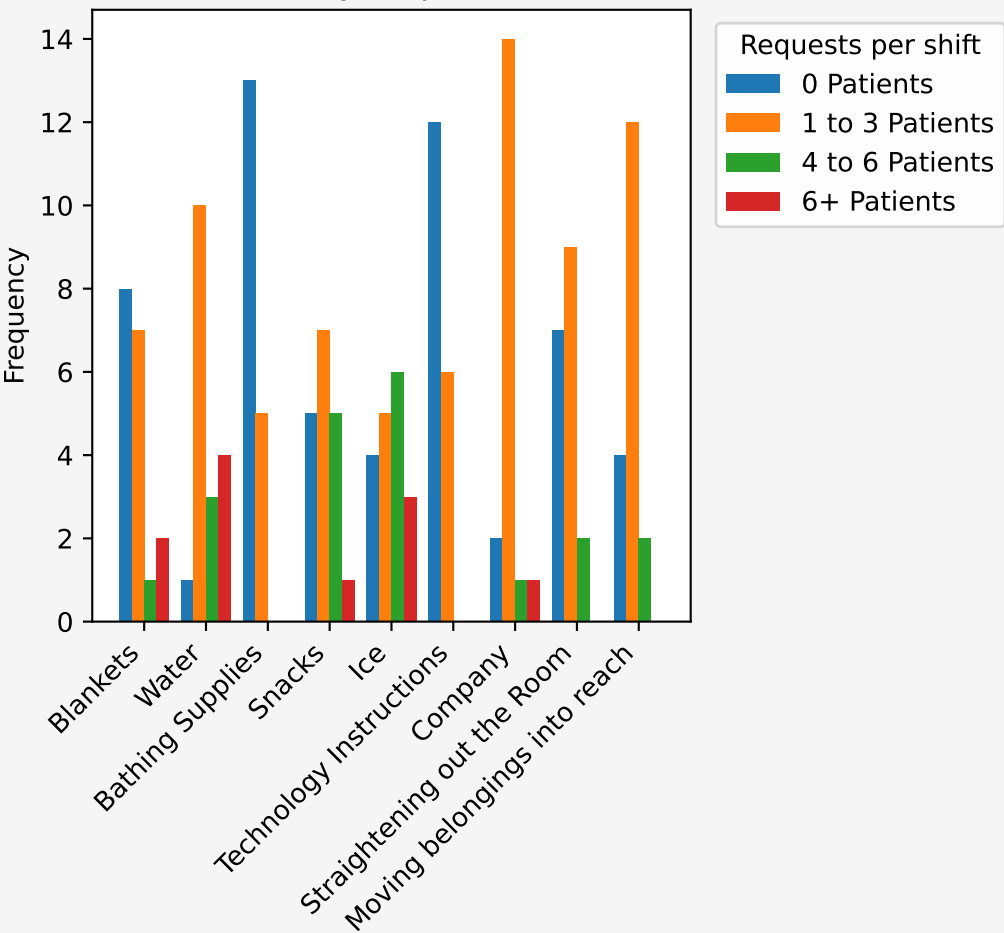


Monthly Patient Wait Time Trends

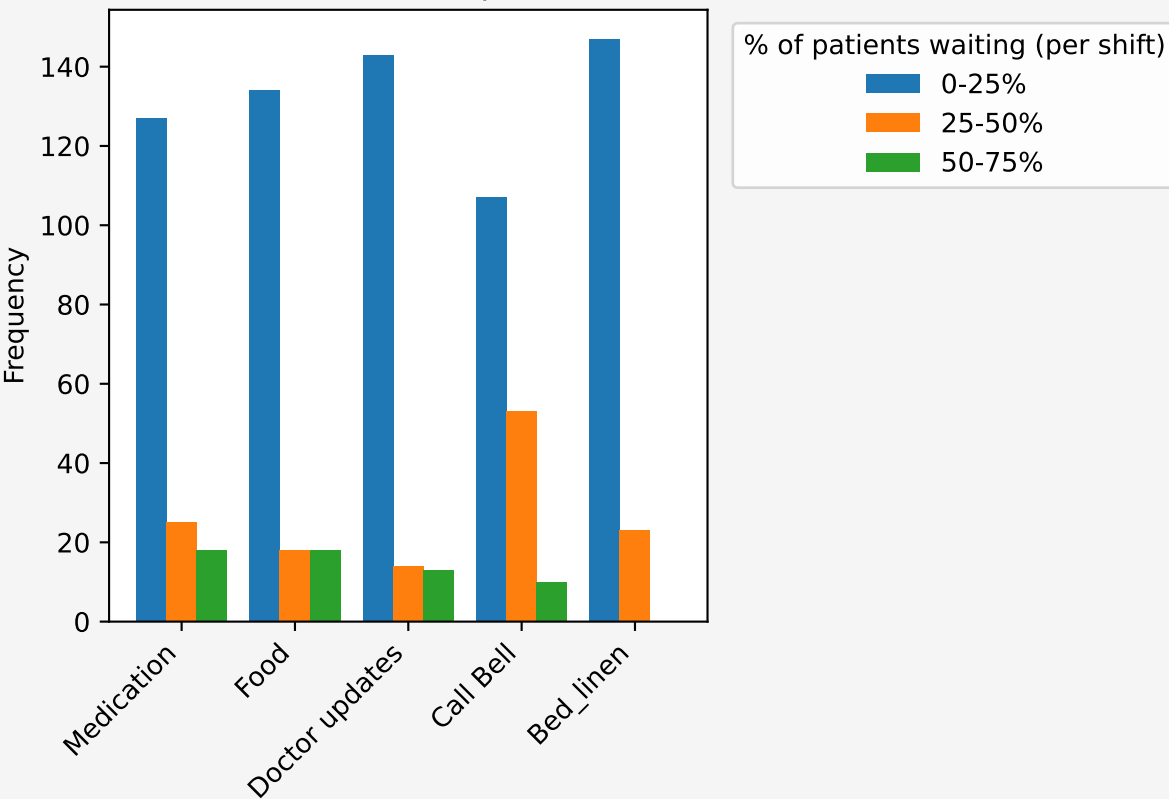


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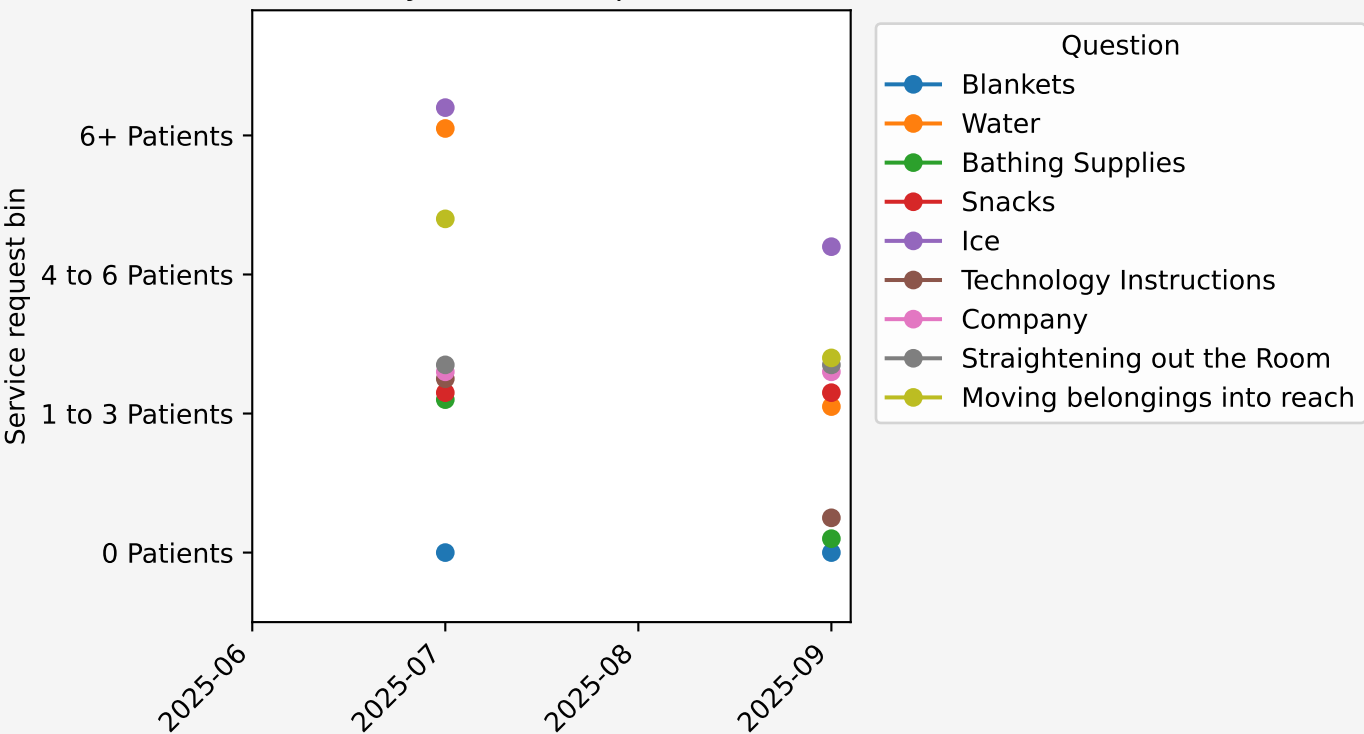
Most Commonly Requested Services



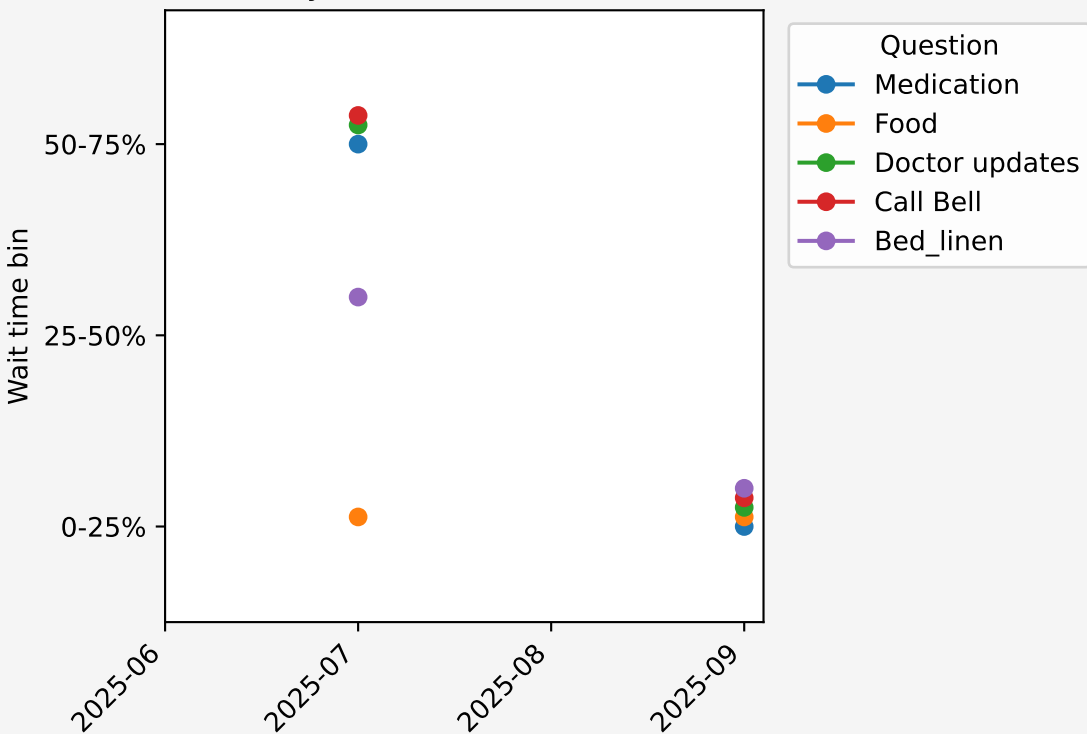
Wait Time Report



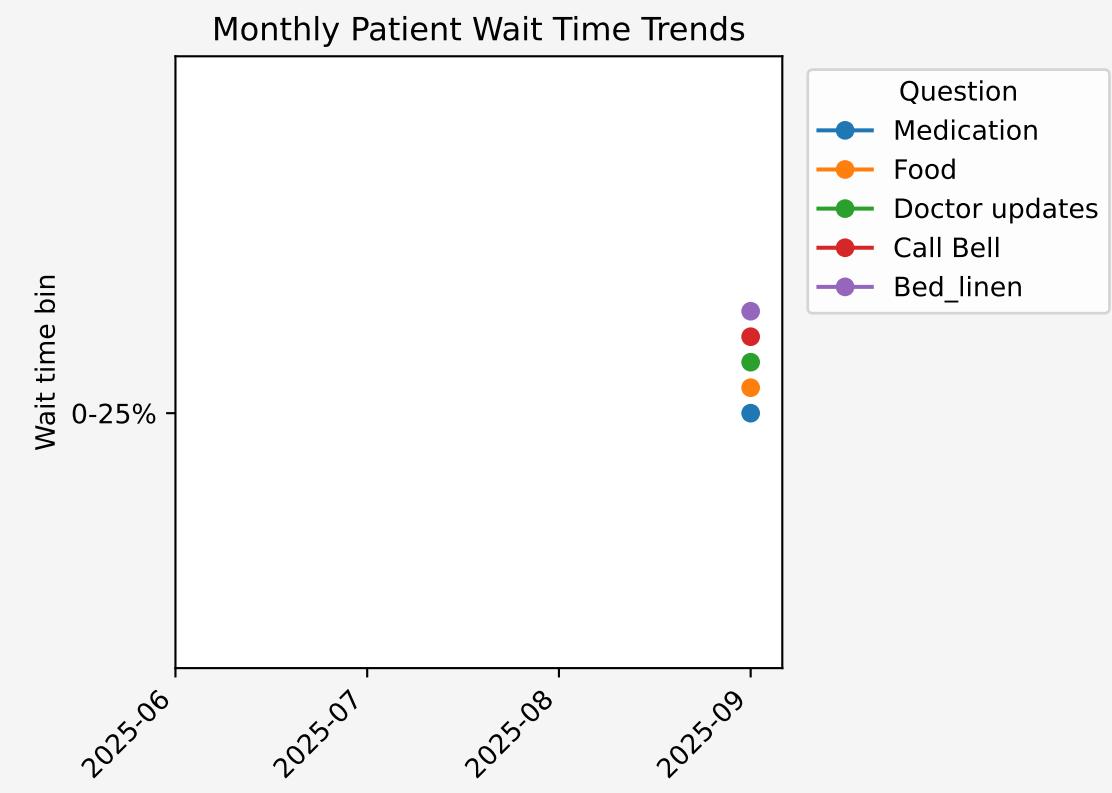
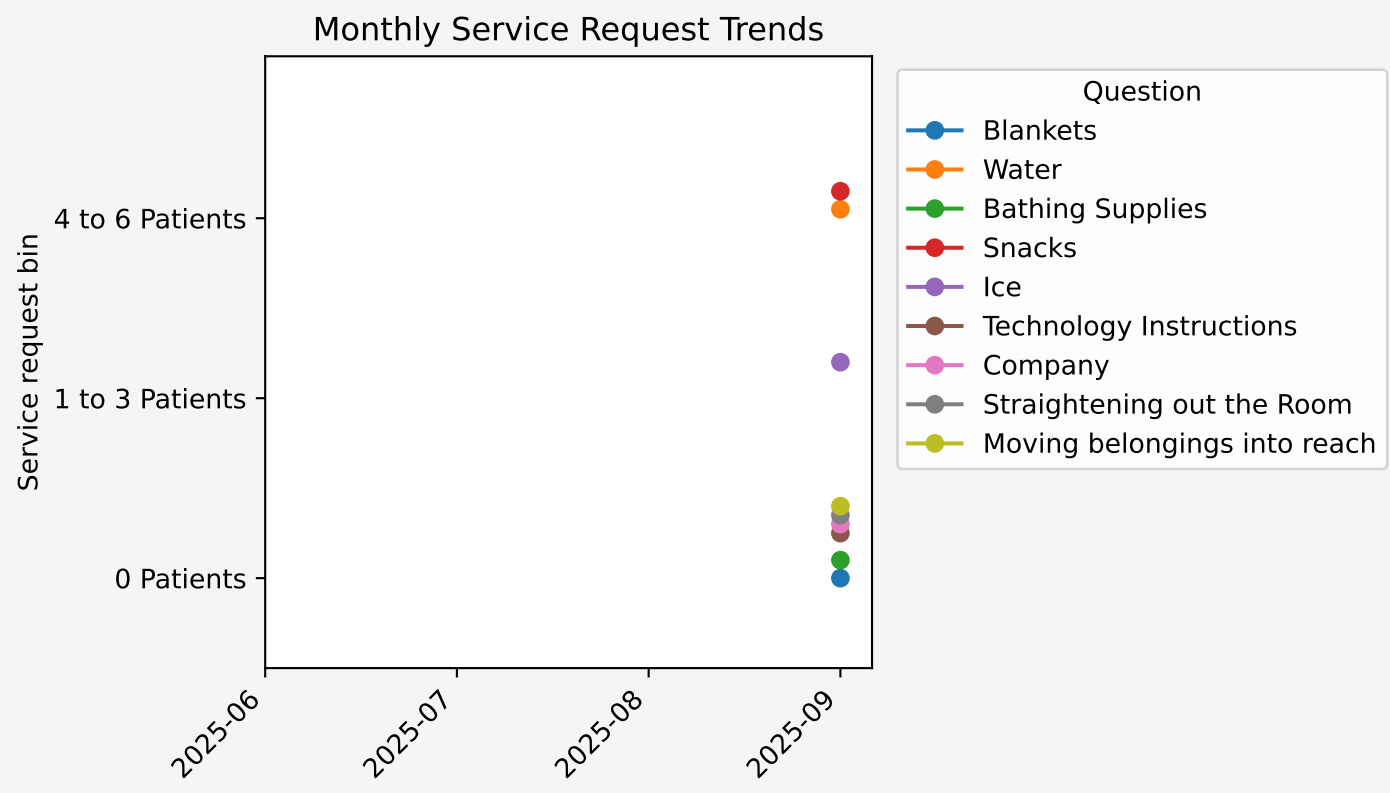
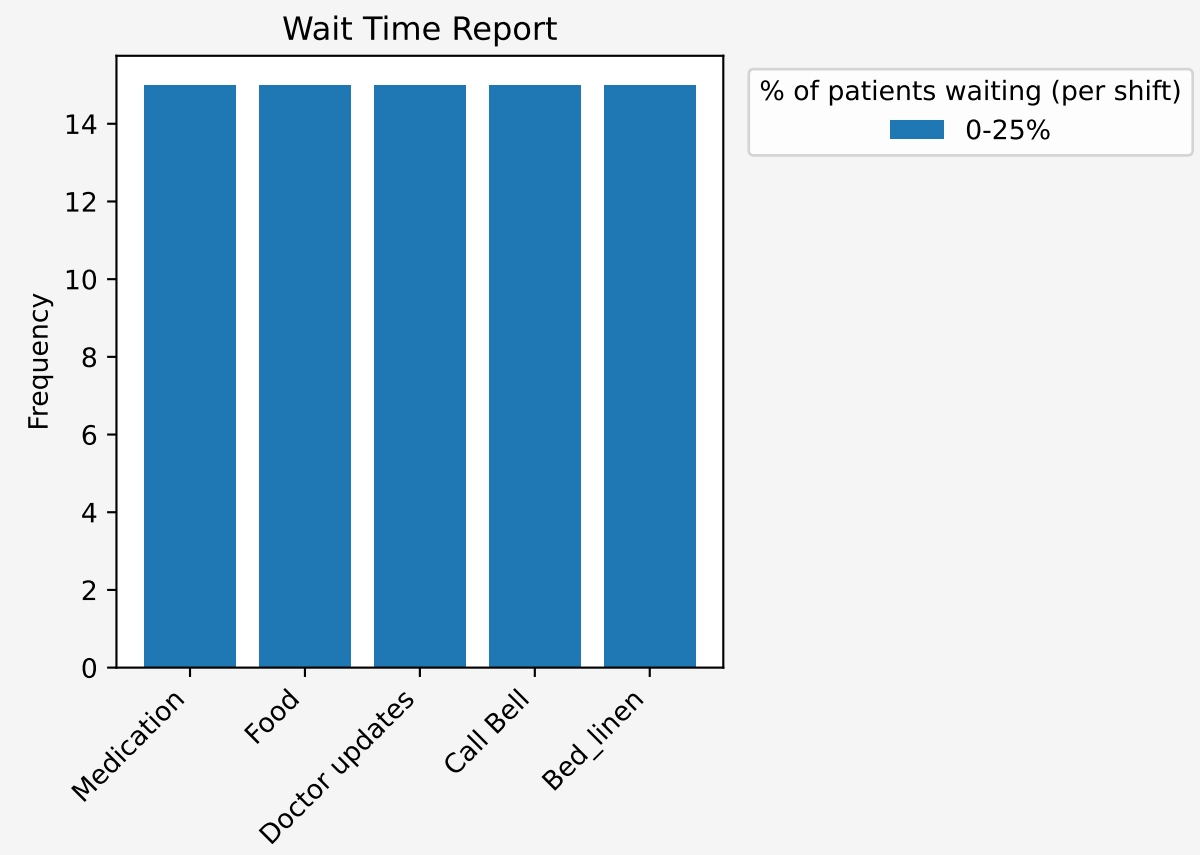
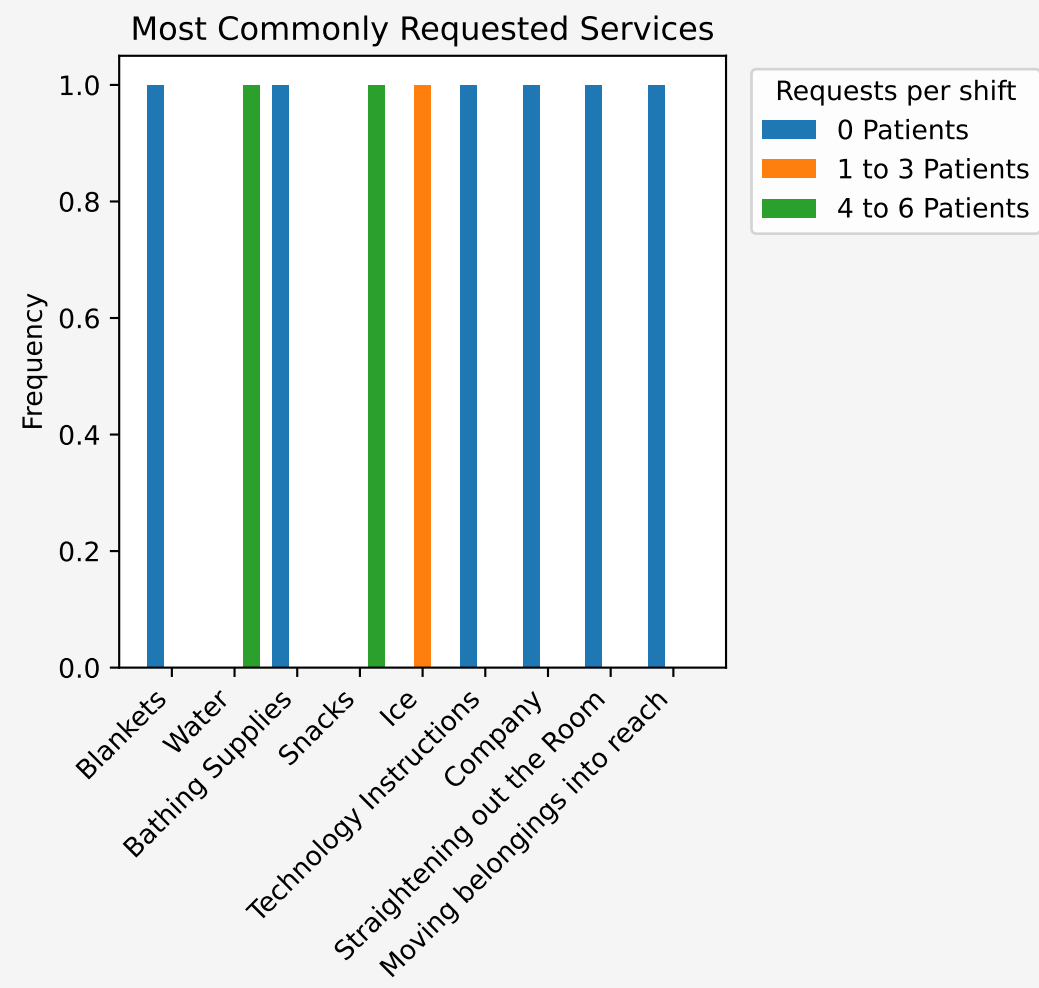
Monthly Service Request Trends



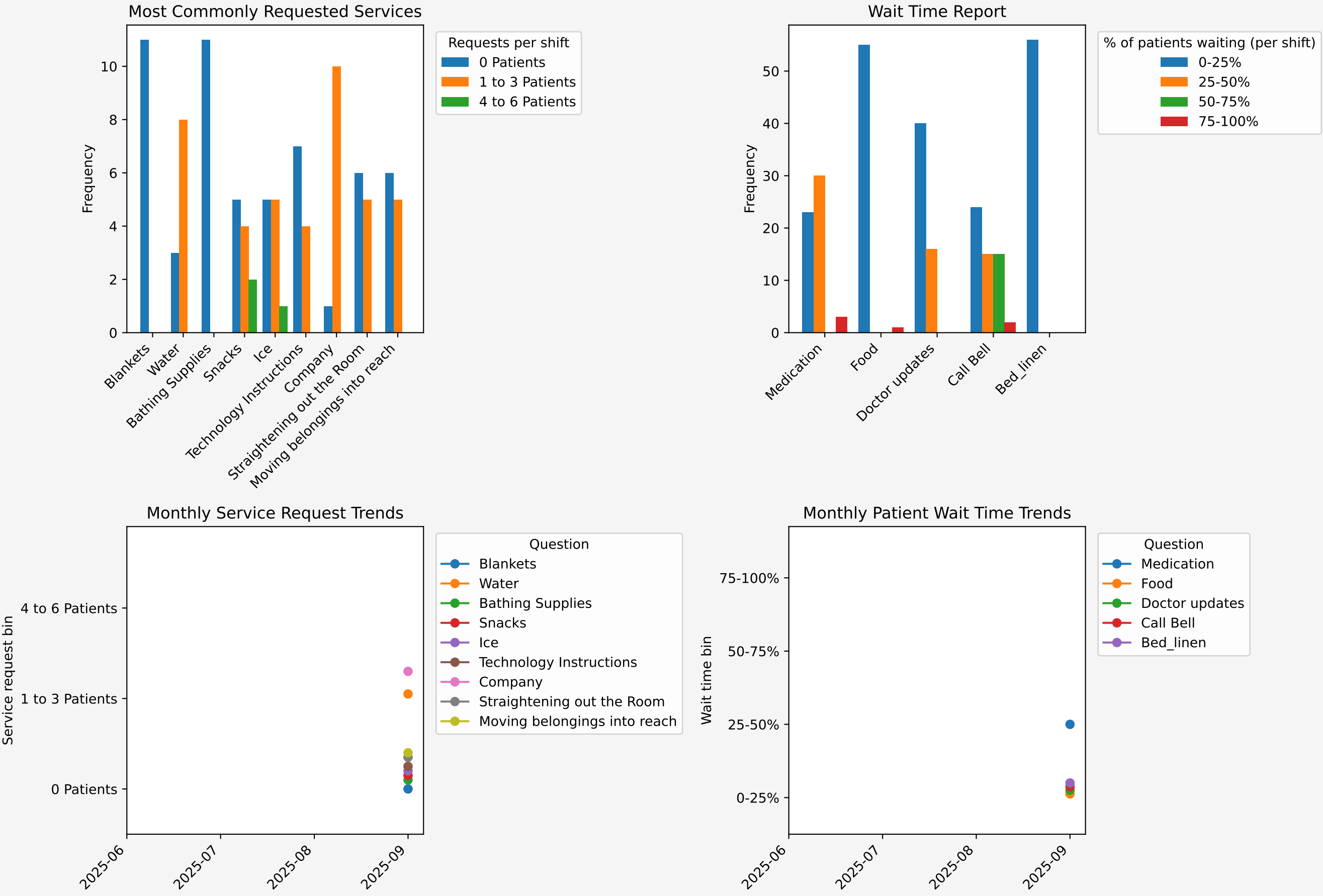
Monthly Patient Wait Time Trends



Monthly Report for 2025-09 | Window: 2025-06-30 → 2025-09-30: MGSH: IMC (3 East & 3 West)



Monthly Report for 2025-09 | Window: 2025-06-30 → 2025-09-30: MGSB: O'Neill 3



Positive Themes — MGSH: 4 East

Summary

Topic 0 (n=4): patient, service, nurses, day | exemplar: Talked to one patient and they really liked the service provodee || Topic 1 (n=3): nurses, day, patient, service | exemplar: I had fun talk with one of the nurses on my floor. It was nice to get to meet and talk about their day.

Positive Themes — MGSH: Emergency Department

Summary

Topic 0 (n=8): nurses, kind, friendly, talked, patient, answer, questions, explain | exemplar: Nurses were kind enough to help answer any questions I had. || Topic 1 (n=3): helpful, cases, pas, patient, nurses, friendly, questions, answer | exemplar: Looked over a few patient cases with a nurse. She was very helpful and explained things to me. || Topic 2 (n=3): positive, fiona, event, patients, pas, wait, talked, explain | exemplar: The most positive event was interacting with a PA, Fiona, who allowed me to shadow her and visit her patients for that evening. I really appreciated that opportunity and exposure.

Positive Themes — MGSH: IMC (3 East & 3 West)

Summary

(No summary text available.)

Positive Themes — MGSH: Inpatient Rehabilitation

Summary

Topic 0 (n=5): patients, talking | exemplar: A nurse asked me to help move a patients belongings to another room || Topic 1 (n=0): talking, patients

Positive Themes — MGSH: O'Neill 3

Summary

Topic 0 (n=9): rob, patient, experience, happy, phone, line, payment, nurses | exemplar: I was talking with rob, he was happy that I was helping him get a new phone line, and payment items straight. || Topic 1 (n=2): nurse, patient, nice, able, rob, nurses, experience, payment | exemplar: Patient shared to me that the nurse was really nice.

Positive Themes — MGSH: O'Neill 4

Summary

(No summary text available.)

Positive Themes — MGSH: Preoperative Services (ASU/PACU/Endo)

Summary

(No summary text available.)

Positive Themes — MUMH: 9 West

Summary

Topic 0 (n=11): nurses, conversation, patient, talk, nurse, nice, wonderful, today | exemplar: nurse carl came in when i was having a conversation with a patient for a shot that prevents blood clot. we had a good conversation all 3 of us, laughing and having a good time. || Topic 1 (n=3): patient, positive, experience, today, wonderful, conversation, nurses, nice | exemplar: My most positive experience that I had today was that I had wonderful conversation with one of the patient about their hobby of fishing. || Topic 2 (n=5): kind, nurses, questions, answer, helped, nice, nurse, talk | exemplar: Nurses were very kind to answer any questions I had.

Positive Themes — MUMH: 4th Floor

Summary

Topic 0 (n=5): nurses, patient, floor, able, help, assist, great, nurse | exemplar: Most positive event was the really friendly staff and nurses on the 4th floor. I was also able to assist one of the nurses with a patient's needs and help a patient find their glasses. || Topic 1 (n=9): nice, patients, staff, told, nurses, surgery, enjoyed, th | exemplar: Ms. Betty told me about the duties I had in the 4th floor since lost patients were fresh out of surgery or recovering. It was very pleasant to know that she didn't think I was disturbing anything despite the OR being ... || Topic 2 (n=4): clear, gave, said, patient, nurses, help, able, enjoyed | exemplar: I was able to help the nurses clear the cabinets and organize the stocks.

Positive Themes — MUMH: 6 East/IMC-HF

Summary

Topic 0 (n=10): patients, nice, kept, nurses, raving, floor, patient, talking | exemplar: One of the patients kept raving about all of the nurses he has encountered in Baltimore. He said they have all been so amazing, and they have made him have such a positive experience. || Topic 1 (n=3): advice, gave, staff, life, able, man, patient, good | exemplar: Talking to patient and got good life advice || Topic 2 (n=4): talked, conversation, lady, patient, told, able, man, life | exemplar: I was able to have an amazing conversation with a man who worked in technology for the government. He pretty much told me his life story and he has had a very successful and enriching career. We also share the same fa...

Positive Themes — MUMH: 7 East/IMC

Summary

Topic 0 (n=5): nurse, super, friendly, kind, staff, nurses, talked, able | exemplar: All the staff were super friendly as usual. || Topic 1 (n=5): patient, long, like, talk, able, person, helped, nurses | exemplar: there was this one patient who was the sweetest person ever but she felt really lonely so i was able to talk with her for like 20 minutes and had to stop when the people came in || Topic 2 (n=10): nurses, food, talked, helped, person, got, patients, lady | exemplar: I helped a lady order her dinner and lunch because she didn't have a menu in her room, so I got one for her and she couldn't see the menu items so I read them out loud and we ordered food together with the food orderi...

Positive Themes — MUMH: 8th Floor

Summary

Topic 0 (n=8): patient, nurse, patients, nurses, friendly, day, staff, awesome | exemplar: This was my first day on the 8th floor and my first day interacting with patients in a more intentional way after being in the emergency department last week. I went to the charge nurse station and was shown where eve... || Topic 1 (n=8): nurses, appreciated, patient, life, answer, questions, willing, snacks | exemplar: Nurses were very friendly with me and willing to answer my questions I had. || Topic 2 (n=12): patient, experiences, thanked, lot, nurses, gave, experience, awesome | exemplar: The patient told me all about his previous job experiences, he was feeling a lot of pain before hand, but reliving his experiences made him a lot happier! || Topic 3 (n=8): talked, patient, patients, hour, time, food, family, sweet | exemplar: A patient said food was always on time and nursing staff were very prompt/attentive! || Topic 4 (n=6): said, nice, patients, today, lot, ms, responsive, advice | exemplar: I had nice long talks with several patients today who gave me great life advice and wished me well in the future.

Positive Themes — MUMH: 9 East

Summary

Topic 0 (n=5): said, nurses, nice, patient, offered | exemplar: They said the nurses were nice ||
Topic 1 (n=4): patient, nice, offered, nurses, said | exemplar: Listening to body language and understanding when it is time to leave a patient alone.

Positive Themes — MUMH: Emergency Department

Summary

Topic 0 (n=9): patients, able, kind, emergency, triage, nurse, good, nurses | exemplar: Getting to know the nurses in triage who showed me the whole emergency department, were kind, and relatable.
|| Topic 1 (n=7): kind, patient, nurses, staff, thought, showing, expressed, showed | exemplar: One patient talked about how respectful and kind the staff are here || Topic 2 (n=5): volunteers, provide, appreciate, help, able, patients, companionship, assistance | exemplar: The patients appreciate the assistance and companionship us volunteers are able to provide

Negative Themes — MGSH: 4 East

Summary

(No summary text available.)

Negative Themes — MGSH: Emergency Department

Summary

Topic 0 (n=0): nurses, wait, patients, busy || Topic 1 (n=8): nurses, patients, wait, busy |
exemplar: Sometimes patients had to wait a little bit if nurses were busy.

Negative Themes — MGSH: IMC (3 East & 3 West)

Summary

(No summary text available.)

Negative Themes — MGSH: Inpatient Rehabilitation

Summary

(No summary text available.)

Negative Themes — MGSH: O'Neill 3

Summary

Topic 0 (n=5): rob, nurses, like, impatient, extremely, job, urgency, ask | exemplar: Nurses on the floor are impatient and don't seem like they want to do their job. Rob told me about the staff he runs into, and they are slow to respond, and have no urgency. It's hindering his battle with stage 4 bone... || Topic 1 (n=4): patient, nurses, said, ask, urgency, job, rob, extremely | exemplar: Another patient said the nurses were constantly delaying their response times; a patient had her pain meds delayed for an hour; she sat there crying in pain

Negative Themes — MGSH: O'Neill 4

Summary

(No summary text available.)

Negative Themes — MGSH: Preoperative Services (ASU/PACU/Endo)

Summary

(No summary text available.)

Negative Themes — MUMH: 9 West

Summary

Topic 0 (n=7): patients, nurses, come, bored, help, wait, bit, feel | exemplar: Sometimes patients had to wait for the nurses to come help them. || Topic 1 (n=4): little, today, busy, boring, request, patients, nurses, feel | exemplar: Today was little boring for me as there was nothing much to do.

Negative Themes — MUMH: 4th Floor

Summary

Topic 0 (n=2): taken, patients, patient, week, know | exemplar: One of the patients got her breakfast taken from her and she was very upset that it was taken. || Topic 1 (n=7): patient, know, week, patients, taken | exemplar: Patient said he had been waiting almost a week for the hospital to sort out insurance

Negative Themes — MUMH: 6 East/IMC-HF

Summary

Topic 0 (n=5): left, patient | exemplar: Not exactly negative, but everyone kept saying that they didn't want to talk or that they didn't want anything. A lot of people want to be left alone and there leaves not so much to do, so I kept asking nurses for tas... || Topic 1 (n=1): patient, left | exemplar: Patient was standing up outside his room waiting for a wheel chair while stating he was supposed to be discharged much earlier

Negative Themes — MUMH: 7 East/IMC

Summary

Topic 0 (n=9): patient, nurses, help, asked, leg, patients | exemplar: Many nurses did not pick up the phone when I called. || Topic 1 (n=3): patients, leg, asked, help, patient, nurses | exemplar: One of the patients wanted a exercise band to move his leg (?) from the physical therapy department, so I asked te physical therapy person and they just ended up leaving and not giving him the thing.

Negative Themes — MUMH: 8th Floor

Summary

Topic 0 (n=4): couldn, help, patient, medicine, wait, nurse, good, pain | exemplar: One person was in a good deal of pain and I couldn't really help them. Their nurse said they couldn't have more medicine. That was rather sad. || Topic 1 (n=6): patients, food, times, doctors, good, wait, understaffed, medicine | exemplar: The food was not good for some patients || Topic 2 (n=13): patient, nurses, nurse, horrible, said, wanted, staff, doctors | exemplar: A patient's nurse had no idea what his condition was, told him to roll over on a replaced arm, and he was in horrible pain. Nurses don't read up on patient conditions before seeing them || Topic 3 (n=4): patients, weren, nurse, understaffed, busy, nurses, food, patient | exemplar: The east side of the floor was closed, and there weren't many patients in the west side, so there weren't many patients to visit.

Negative Themes — MUMH: 9 East

Summary

Topic 0 (n=4): long, time, food, patient, enjoy, talk | exemplar: They kept on saying that food took a long time to come || Topic 1 (n=3): patient, talk, enjoy, long, food, time | exemplar: One thing I didn't enjoy today was lot of patient were either iso or purple diamond so I could t talk to them.

Negative Themes — MUMH: Emergency Department

Summary

Topic 0 (n=4): updates, long, little, patients, nurse, bit, triage, like | exemplar: The triage nurse didn't seem very inviting to patients, like a bit sharp in tone, maybe she was stressed though, but it did make me a little uncomfortable || Topic 1 (n=3): patients, bed, nurse, took, triage, members, waiting, like | exemplar: I didn't really get to interact with any patients. I walked a triage nurse who took patients to their rooms. more likely will switch out if possible to gain more bedside manner practice. || Topic 2 (n=8): patients, staff, patient, wait, felt, like, hall, bed | exemplar: The patients often felt like they needed to wait a while for staff members to get back to them, even for small things