

NotebookLM Copy/Paste Pack (with Summaries)

Window: 2025-06-01 → 2025-12-31

Tip: This document is formatted for easy copy/paste into NotebookLM. Each department section contains raw reviews and (optionally) summaries.

Department: MGH: 4 East

Positive reviews: 19 | Negative reviews: 9

Summaries

Positive summary: Patients and volunteers enjoyed meaningful life stories and interactions. Patients acknowledged great service from doctors, MAs, and med techs, while nurses were noted for being helpful and periodically checking on patients.

Negative summary: Complaints focused on slow responses to call bells and the annoying beeping of machines. More serious issues included a patient feeling disrespected by a doctor and another reporting insensitive or dismissive responses regarding mental health medication.

Positive reviews (copy/paste block)

[POS 1] It was really nice listening to their stories

[POS 2] na

[POS 3] Patients thanked me and appreciated that I kept checking in with them.

[POS 4] na

[POS 5] Having the opportunity to speak to a teacher, who liked talking about his life experiences and giving advice to younger people (like me).

[POS 6] na

[POS 7] Having nurses guide me for the first day

[POS 8] Patients acknowledged great service from doctors, MAs and med techs.

[POS 9] I had fun talk with one of the nurses on my floor. It was nice to get to meet and talk about their day.

[POS 10] Talking to a patient about her dog and learning more about her

[POS 11] The one person I spent the most amount of time with said that the nurses were very kind and would periodically come in and check up on him. It was really sweet!

[POS 12] Talked to one patient and they really liked the service provodee

[POS 13] I nurse asked me about my interaction with a patient to see if she could connect with them.

[POS 14] They were helpful in guiding me.

[POS 15] Had a great conversation with a patient

[POS 16] One patient said their surgeon was excellent and I hear praises for Nurse Kia and Nurse Lori

[POS 17] Talked to a patient about their job and had a great conversation

[POS 18] It was Halloween so i enjoyed all the patients interacting with me about their grandkids/kids/dogs Halloween costumes and showing me pictures!

[POS 19] Many patients expressed their gratitude for the attention and care from the staff and me.

Negative reviews (copy/paste block)

[NEG 1] na

[NEG 2] Patient was transferred from the ER to intermediate care, but his phone was left in the ER and can't contact his family. Some complained about not receiving enough attention/waiting a long time for call button, even for something like going to the bathroom.

[NEG 3] na

[NEG 4] Patient was in a lot of pain, another felt like one nurse in her care team didn't treat her nicely

[NEG 5] na

[NEG 6] Sometimes team members were a little slow responding to call bells

[NEG 7] One thing, I didn't like about today was that nobody seemed to be out there to talk. Most of the patient were sleeping after lunch so there really wasn't much to do.

[NEG 8] One person was just complaining about the beeping of the machines in his room.

[NEG 9] One patient complained about feeling disrespected by a doctor. Another complained about being given lower pain medication consistently in treatment regimen for sickle cell crisis. A third complained about nurses in the ER making insensitive/rude/dismissive response to patient's mention of taking medication for mental health.

Department: MGSH: Emergency Department

Positive reviews: 48 | Negative reviews: 22

Summaries

Positive summary: Staff members, especially PAs and nurses, were highly praised for being friendly and eager to teach volunteers. Patients appreciated the fast triage and the kind, supportive nature of the care team.

Negative summary: Feedback indicated that nurses are often overwhelmed and stretched thin, leading to long wait times. Patients also criticized PAs for delayed paperwork and reported argumentative encounters.

Positive reviews (copy/paste block)

[POS 1] Talked with patient when they were waiting after leading them to their room

[POS 2] Nurses sharing their experience with me

[POS 3] Walking patients to their rooms

[POS 4] Being shown where something is

[POS 5] Nurses were very happy to give me advice when I wasn't sure of anything and even took the time to show me where something was if I didn't know where it was.

[POS 6] Talked to patient about many topics they were interested in

[POS 7] When I was cleaning the beds, I would overhear the techs/nurses comforting crying or hurting patients

[POS 8] Listened to a patient discuss their interests for almost half an hour

[POS 9] The most positive event of my shift was when the charge nurse allowed me to observe a patient who was getting his eyes flushed due to getting maced. I truly appreciated the opportunity to see that patient and nurse interaction first hand.

[POS 10] -

[POS 11] Talked with a patient for about 30 minutes as they were waiting for discharge.

[POS 12] Medical information instruction from nurses, PAs and physicians

[POS 13] The patients were extremely kind and welcoming. I truly appreciated their warmth, especially the small conversations we shared as I escorted them.

[POS 14] The most positive event I experienced was observing ct scanning in the CT Scan room. This experience was different than my typically volunteer days and I got to observe patient interaction with technologists.

[POS 15] Talked to a patient and how she was one time left alone in the hospital

[POS 16] Nurses were very happy to share me their experience as a nurse when I asked.

[POS 17] Talked with several patients when they were waiting to be seen

[POS 18] 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.

[POS 19] Talked with a patient's child during their wait time

[POS 20] Nurses offering to show me how they administer vacutainer systems

[POS 21] The most positive event shared with me was the PAs, Fiona and Holly, inviting me in their conversation about their routine experiences in the hospital and comparing differences in their roles based on their experience.

[POS 22] Nurses and doctors and PAs always explain everything really well and are really friendly

[POS 23] Everyone is willing to help and understanding.

[POS 24] Nurses were kind enough to help answer any questions I had.

[POS 25] Talked to several patients during wait times

[POS 26] PAs were super helpful and teaching me everything

[POS 27] Nurses were very friendly and happy to answer all questions.

[POS 28] I talked to one of the nurses who was very kind to explain one of the medical conditions I asked about

[POS 29] Nurses were very friendly and were kind to me.

[POS 30] Patient allowing me to feel his arm where his fistula used to be to learn about hemodialysis complications

[POS 31] Dr. Yip letting me follow her on each of her cases

[POS 32] Looked over a few patient cases with a nurse. She was very helpful and explained things to me.

[POS 33] Everyone is willing to help if needed.

[POS 34] The RN made sure I was involved by providing with ways of helping the patients.

[POS 35] none

[POS 36] Nurses and doctors are super nice and explain things to me clearly

[POS 37] Some patients were very grateful for the assistance and care.

[POS 38] All the patients are very kind and appreciative, even in their most vulnerable state.

[POS 39] Supportive and kind nurses.

[POS 40] Nurses being friendly and kind

[POS 41] Team members are very supportive of patients and eager to listen to their stories.

[POS 42] The triage nurse and registration staff were very kind and I had a great time working with them!

[POS 43] Someone told me that he comes to MedStar because the service is always very fast and the staff are kind.

[POS 44] Everyone is willing to help.

[POS 45] Supportive team.

[POS 46] Everyone is supportive.

[POS 47] The Annex nurse was very helpful to me - on my way to bring a patient blankets and file their labels sheet, she offered to take them both off my hands so that I could go wheel in the next patient.

[POS 48] Today was a very busy day and I was very sad to see so many sick patients, but both the ED staff and incoming patients were trying their best to make sure everyone who needed care was seen first. It was very inspiring to see how much everyone cared

about eachother's health.

Negative reviews (copy/paste block)

[NEG 1] no negative events

[NEG 2] Some patients still had to wait for some time before the nurse arrived to help them even after I told them that the patient had requested some medication.

[NEG 3] Finding ways to communicate with patient with withdrawal symptoms

[NEG 4] Some patient was just wandering around the whole area and kept asking for pain killers

[NEG 5] -

[NEG 6] Patients history of verbal aggression and possible nacrotic abuse

[NEG 7] Maybe it's because I'm new, but I expected to form connections with the people working there. Instead, it feels like everyone is focused on their own tasks.

[NEG 8] One patient said he had to wait for a while to get his IV removed.

[NEG 9] None

[NEG 10] Overwhelming work nurses were stretched thin

[NEG 11] I just wish there is more patient interactions.

[NEG 12] Sometimes patients had to wait for nurses.

[NEG 13] Pas were criticized for delayed paperwork by pts

[NEG 14] Sometimes patients had to wait a little bit if nurses were busy.

[NEG 15] Sometimes all the nurses were very busy so they couldn't answer my questions.

[NEG 16] Sometimes patients had to wait a while for nurses to come help them.

[NEG 17] Patient was in bad mood and argumentative

[NEG 18] None.

[NEG 19] None.

[NEG 20] none

[NEG 21] None

[NEG 22] Nurses being overwhelmed and hurt by patients

Department: MGSH: IMC (3 East & 3 West)

Positive reviews: 3 | Negative reviews: 3

Summaries

Positive summary: Patients were extremely happy with the care, specifically mentioning attentive nurses and the provision of comfort items like blankets and snacks.

Negative summary: Notable negatives included a six-hour wait for discharge papers and a report of a patient's pain complaints being ignored until the end of a shift.

Positive reviews (copy/paste block)

[POS 1] One of the nurses thanked me very nicely when I got an orange juice for a patient!

[POS 2] Patients were extremely happy with the care they were provided. Not one complaint about the nurses. I also had a really awesome conversation with kelvin, the nurse.

[POS 3] One patient and a family member was very happy with we checking in and getting the staff to bring them a blanket, ginger ale, and a fruit cup.

Negative reviews (copy/paste block)

[NEG 1] The charge nurse was often busy when I was trying to ask her questions but the other nurses helped me out instead!

[NEG 2] One patient had to wait 6 hours for their discharge papers. The doctor was being laggy.

[NEG 3] One patient consistently complained about pain throughout my entire shift and attention from nursing staff, but was not addressed until the end of my shift.

Department: MGSH: Inpatient Rehabilitation

Positive reviews: 15 | Negative reviews: 10

Summaries

Positive summary: This department is characterized by a welcoming environment where staff and volunteers engage in frequent, positive conversations with both patients and their parents.

Negative summary: There are no specific negative reviews recorded for this department beyond "N/A" markers.

Positive reviews (copy/paste block)

[POS 1] talking to patients
[POS 2] talking to patients
[POS 3] Patients were grateful for the doctors, nurses, and volunteers.
[POS 4] Less wait times due to a lot of nurse staff
[POS 5] Very little wait times, nurses were kind
[POS 6] fun to talk to patients
[POS 7] Great attitude nurses gave
[POS 8] talking to patients
[POS 9] talking to the parents
[POS 10] A nurse asked me to help move a patients belongings to another room
[POS 11] talking to the patients
[POS 12] The staff were very welcoming!
[POS 13] talking to patients
[POS 14] talking to patients
[POS 15] talking to patients

Negative reviews (copy/paste block)

[NEG 1] na
[NEG 2] na
[NEG 3] Some nurses were slow to come to patients when they needed help.
[NEG 4] Not enough companionship - need more people and visitors
[NEG 5] none
[NEG 6] none
[NEG 7] none
[NEG 8] na
[NEG 9] na
[NEG 10] na

Department: MGSH: O'Neill 3

Positive reviews: 11 | Negative reviews: 10

Summaries

Positive summary: Attentive staff were noted for providing a marvelous experience with fast response times. Volunteers assisted patients with personal logistics, such as setting up phone lines and social security accounts.

Negative summary: Reviews highlighted a lack of urgency, with reports of delayed pain medication, rude behavior regarding food requests, and a charge nurse who was condescending to a volunteer.

Positive reviews (copy/paste block)

[POS 1] Patient shared to me that the nurse was really nice.

[POS 2] Oriented me to the floor

[POS 3] I was talking with rob, he was happy that I was helping him get a new phone line, and payment items straight.

[POS 4] Patient had great experience with the nurse that was taking care of him. Rob was happy I got him his phone and he could make his accounts.

[POS 5] It was rob's birthday today, and he was able to get company from his friends, and he felt loved

[POS 6] Patient had no complaints about her stay.

[POS 7] I was able to help Rob set up his social security account, getting him one step closer to having a direct payment line for the social security benefits

[POS 8] One patient had a marvelous experience with hospital; very attentive staff

[POS 9] Rob wa excited to get discharged, nurses were nice to him.

[POS 10] One patient had awesome experience with nurses; very fast with response

[POS 11] The charge nurse showed me how to restock things they needed

Negative reviews (copy/paste block)

[NEG 1] Patient said that you had to ask for everything, even medication. Nurses weren't attentive.

[NEG 2] Rob doesn't get much attention at Good Samaritan, he has to ask for things.

[NEG 3] Charge nurse was extremely impatient and condescending towards me when I was asking simple questions

[NEG 4] 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 cancer

[NEG 5] Patient named rob had mediocre interactions with nurses; they were laggy and rough with him. Social workers and patient advocates have no urgency in their job.

[NEG 6] Nurses were missing in action, rob felt like no one cared about him at the hospital.

[NEG 7] 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

[NEG 8] Rob mentioned how nurses were extremely uncoordinated; gave him medicine at the wrong time, almost forgot to take out his iv before discharge

[NEG 9] Patient didn't have food all day and nurses were being rude about giving him any

[NEG 10] one man really wanted food for a while

Department: MGSH: O'Neill 4

Positive reviews: 1 | Negative reviews: 1

Summaries

Positive summary: A patient expressed high satisfaction with their recovery process and the staff's assistance during an emergency.

Negative summary: The only negative review involved a patient's annoyance that a nurse would not spoon-feed her, despite the nurse stating the patient was capable of feeding herself.

Positive reviews (copy/paste block)

[POS 1] A patient was very happy with his recovery and the staff's help throughout the emergency!

Negative reviews (copy/paste block)

[NEG 1] One patient was annoyed that her nurse wouldn't spoon feed her. The nurse says this patient is capable of feeding herself and had already eaten half the food without being spoon fed

Department: MGSH: Preoperative Services (ASU/PACU/Endo)

Positive reviews: 4 | Negative reviews: 3

Positive reviews (copy/paste block)

[POS 1] They are very happy with the service and nurses at periop, and are able to get what they need.

[POS 2] All of the nurses were very helpful, particularly the charge nurse Bernie was amazing

[POS 3] Met everyone, very nice, got to watch a colonoscopy.

[POS 4] One relative brought snickerdoodles to celebrate the nurses who took care of their mother.

Negative reviews (copy/paste block)

[NEG 1] A patient didn't follow admitting instructions and had to be turned away.

[NEG 2] There was a challenge over consent forms for cardiology and anesthesia but it panned out ok

[NEG 3] One patient was having a little bit of trouble waking up. 2 patients consistently felt cold and needed blankets.

Department: MUMH: 4th Floor

Positive reviews: 66 | Negative reviews: 36

Summaries

Positive summary: Patients loved the attention and patience from the staff. Nurses were described as welcoming and friendly, involving volunteers in tasks. Doctors were noted for being informative about care.

Negative summary: Issues included long insurance delays, a patient being left on a plastic toilet for 30 minutes, and an instance of a doctor being rude to a volunteer about wearing gloves.

Positive reviews (copy/paste block)

[POS 1] Patients enjoyed their stay despite their health challenges and loved the attention and patience with which they were treated from all staff members

[POS 2] N/a

[POS 3] All the patients were super friendly and i had some good conversations

[POS 4] Mr. Kevin has been happy to hear updates from his providers that he is recovering well.

[POS 5] A patient said he's been put on hold on a call to order food. I told the nurses about the situation, and they told that they will connect the patient room with the call if the food services pick up the call. After getting notified, the patient seemed more relieved, and thanked me for helping solve the issue.

[POS 6] Mr. Fernando complimented his surgeon who initially did an exploratory procedure on him to fix his atrial blockage, but realized it wouldn't work. Within two days, Mr. Fernando underwent open heart surgery because his aorta was 98% blocked, and his physician said this was his best course of treatment. Mr. Fernando was very grateful for his surgeon and was impressed by how little pain he felt after because of novel technique where they froze his nerve endings near his sternum. After 2-3 months, his nerves would resume feeling again, but he would be healed by then. He was able to resume almost normal function hours after his surgery except for standard tubing, but now a week later, he feels great.

[POS 7] The nursing staff at the front for the night shift was really friendly, they told me to get home safe and thanked me for volunteering.

[POS 8] The most positive event that occurred with a team member was with a rehabilitation nurse. I was talking to a patient as she came in, examined him, and took him on a walk. She was incredibly nice to the patient and very social which was what the patient needed.

[POS 9] The Charge Nurse was very helpful and thought me how to set up an empty room

[POS 10] A patient told me that everyone has treated them wonderfully so far.

[POS 11] A patient wanted some hot tea and I asked the nurse if the patient is allowed to drink hot tea. The nurse said yes and showed me how to make the tea.

[POS 12] Patients liked the speed at which food was delivered

[POS 13] Dr. Barry and his wife spoke well about the care and efficiency of the nurses, especially when they were transporting him out from the ICU to operating room to step-down unit. They have also complimented how nice all the volunteers here have been over the course of their one week stay. I also enjoyed listening to Dr. Barry's wife talk about their children and about Dr. Barry's career as a ENT physician. I have also learned from Dr. Barry's wife that the staff members at MedStar all wear color-coded scrubs that correspond with their positions, which was interesting to learn.

[POS 14] Mr. Al complimented his surgery team and recovery team. He was initially given the prognosis that he would very likely not survive his surgery due to the severity of his heart conditions, but he is grateful for the skilled medical team at MedStar, who allowed him to miraculously survive and recover well. He also loved his heart pillow, which all people who were involved with his procedures signed, and felt very welcomed and well-cared for by the staff.

[POS 15] One of the patients only had compliments about the hospital. He had open heart surgery and had a phenomenal experience with all of the staff, from doctors and nurses to the janitors and volunteers. He loved how everyone smiled and chatted with him as they were doing things around the room.

[POS 16] A patient told me that everyone at the hospital has been treating them well.

[POS 17] Ms. Susie was complimenting how caring her cardiologist and nurses were. She also loved her nighttime nurse's style and loved her bedazzled glasses. While she lived two hours away from MUMH, she was introduced to her cardiologist here through her cardiologist from back home. She is glad that her atrial fibrillation is being treated well, and she is seeing results with her treatment immediately.

[POS 18] A patient told me that everyone has been treating them really well

[POS 19] Chatting with a patient for an hour

[POS 20] A patient said they have been treated well.

[POS 21] A patient had a cute heart shaped pillow that I signed.

[POS 22] Nurses smiling and asking me for help

[POS 23] I helped out the nurses by giving water/soda to the patients.

[POS 24] Patient said she enjoyed the food service and quality

[POS 25] The janitor was really nice and sweet.

[POS 26] PCT, she was so nice

[POS 27] I had a nice hour long talk with an elderly veteran and he wished me well.

[POS 28] The patients and staff were all very lovely and kind to me.

[POS 29] I was able to help the nurses clear the cabinets and organize the stocks.

[POS 30] The nurses gave me clear tasks and were chatting with me.

[POS 31] One patient said their stay here has been good and gave me advice about friendships.

[POS 32] Team members were great in helping me get oriented to what my general activities on the Cardiac Surgery floor would be.

[POS 33] Interactions with the nurses on my floor were really great. I was able to assist with handing a nurse supplies while she was caring for a patient in one room. A Spanish speaking patient looked very happy when I greeted her in her Spanish upon entering the room which was also very nice.

[POS 34] Charge nurse checked in on me throughout the shift.

[POS 35] 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 so hectic when I started.

[POS 36] 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.

[POS 37] I met the volunteer who works before me!

[POS 38] I was told the staff was extremely nice to them and they enjoyed their time here.

[POS 39] Patients were very pleased with their nurses and med techs updating them on updates with regards to medications and doctor visits

[POS 40] The nurses were nice in helping me with the tasks they wanted me to complete.

[POS 41] Nice conversations, welcoming, also asked to do tasks which felt like I was helpful

[POS 42] One of the most positive interactions I had was with a patient who was nervous and uncomfortable. We ended up talking about jewelry and the new Taylor Swift album while I helped her warm up her legs to improve blood flow. It created a light, comfortable environment, and I felt like it helped her relax and feel cared for on both a physical and emotional level.

[POS 43] The patients shared a lot of their childhood memories

[POS 44] Patients thought they received food that was warmed up and liked the menu that was provided

[POS 45] The patients shared how much better they felt

[POS 46] Nurses on my floor were really nice

[POS 47] The charge nurse was super friendly – chatted for a little bit and gave me small tasks when there wasn't much else to do.

[POS 48] Thankful of help

[POS 49] Very positive descriptions of interactions with nurses, doctors , and techs

[POS 50] I had a couple of great interactions with nurses on my floor. One of the nurses was very happy and said good morning making me feel very welcomed. Another nurse needed some supplies that I was able to hand to her which was also nice.

[POS 51] I'm able to drawing horses with one of the patients on my iPad

[POS 52] One patient was really fond of the staff's quick reception to his needs.

[POS 53] Not much on this day. Not many patients.

[POS 54] Patient said doctor was very informative about their care, almost too informative

[POS 55] Had good interactions with the nurses and patients

[POS 56] Attentive to making sure they get their walking time in the hallway

[POS 57] Charge nurse was nice in helping with directions on responsibilities

[POS 58] A patient felt as though the hospital staff were actually very attentive to detail with regards to their health and medications

[POS 59] I had a brief interaction with a patient that made my day. He was very joyful and really enthusiastic which was great. He said he was really enjoying his time at medstar and said everyone had been so good to him.

[POS 60] I got a hug from a staff member for showing her around!

[POS 61] Nurses very quick to call bell, food is good

[POS 62] Everyone is super friendly and smiley.

[POS 63] Most patients were sleeping this morning, but I was able to restock some of the rooms which was nice.

[POS 64] Sweet greetings! Most patients just needed sleep.

[POS 65] Sweet nurses!

[POS 66] A nurse and I had a nice short conversation.

Negative reviews (copy/paste block)

[NEG 1] Wouldn't let him have multiple dinners.

[NEG 2] Some patients wanted clean bedding a little more often than they were given, but overall very pleased with the care they received.

[NEG 3] N/a

[NEG 4] N/a

[NEG 5] Patient said that their nursing tech did not clean them well the night before. Patient also said that their mail got lost as they got transferred from a different floor after surgery

[NEG 6] i had some trouble locating some supplies in the stock room

[NEG 7] There were no negative events.

[NEG 8] -

[NEG 9] A patient who was being discharged told me that their nurse hadn't know they were being discharged.

[NEG 10] Some patients mentioned waiting for treatment

[NEG 11] There were none!

[NEG 12] A patient was making weird remarks and I felt a little uncomfortable

[NEG 13] A patient said they had more questions for the nurses.

[NEG 14] It was clear many of the patients didn't want to be disturbed and many of the staff didn't have much work for me at some points when I was free.

[NEG 15] Patient said he had been waiting almost a week for the hospital to sort out insurance

[NEG 16] Im sorry that me wearing gloves bother them SO MUCH but they told me to put hand sanitizer every time i go in and out the patient room, but since I have to go in and out room dozens of times my hands are so irritated and feels like skin is going to peel off. Oh also some doctor, he told me that I can't 'volunteer anymore' if I can't do that. I know I'm just a volunteer but the rudeness of the doctor is very unnecessary and I don't want to volunteer for person like that. I'm never steeping into cardiac surgery department again, and I also never had this experience with other departments which I really enjoyed volunteering and interacting with the patients.

[NEG 17] One patient asked when their food tray would be taken because they were finished with it.

[NEG 18] None

[NEG 19] It was hard introducing myself and getting to know other team members

[NEG 20] One of the patients got her breakfast taken from her and she was very upset that it was taken.

[NEG 21] None

[NEG 22] N/a

[NEG 23] This week I didn't receive many negative responses to be honest

[NEG 24] Nursing staff not always being available upon call button being hit

[NEG 25] I didn't have any negative events with team interactions to share.

[NEG 26] Patients would like things to be in reach of them while laying on their bed

[NEG 27] None

[NEG 28] no negative interactions

[NEG 29] Not available for this week actually everyone was very positive about their experiences

[NEG 30] None

[NEG 31] Patient was left sitting on plastic toilet for 30 min, tried to get off and hurt themselves (got an arrhythmia after it)

[NEG 32] Woke patient up at 4 AM for tests

[NEG 33] Not applicable for this week :)

[NEG 34] None

[NEG 35] Surgeon was a bit quick and impersonal (imo that's to be expected)

[NEG 36] None

Department: MUMH: 6 East/IMC-HF

Positive reviews: 63 | Negative reviews: 20

Summaries

Positive summary: Patients frequently "raved" about the nurses, with some rating the hospital a 10/10. Staff were described as attentive, knowledgeable, and helpful in orienting new volunteers.

Negative summary: Criticisms centered on slow responsiveness, confusion regarding diagnoses, and miscommunication across healthcare workers that made one patient feel like a "guinea pig."

Positive reviews (copy/paste block)

[POS 1] Patient liked that the nurses were responsive.

[POS 2] Everyone was nice and informative.

[POS 3] Patient said nurse kiyanna was one of the best ever and so sweet.

[POS 4] None today:(

[POS 5] Patient was grateful for the food and snacks we gave him

[POS 6] Everyone was really nice and instructive.

[POS 7] Getting new recipes

[POS 8] Patient was grateful for assistance with walking

[POS 9] Everyone was friendly and helpful

[POS 10] Patient shared how amazing all of the healthcare professionals and nurses have been since his stay here and he has to be here two week- feels very content

[POS 11] Whenever I reach out to Nurses Erin, Christie, or any other nurses on the floor, they are always happy to help!

[POS 12] I met the same man I had interacted with for 40minutes yesterday and we delved deeper into both of our lives. We spoke for longer and I visited him multiple times throughout my shift, occasionally bringing him things like ice water. I met some other patients but most were really tired today so I ended up spending the most time with this man (name not disclosed for HIPAA reasons).

[POS 13] I met two of the same patients I had met in my past two shifts and really enjoyed interacting/sharing more stories with them.

[POS 14] I had a really long conversation with one of the nurses today about medicine, surgery, and the importance of empathy. We talked about the importance of building connections with patients and my interest in paediatrics.

[POS 15] I spoke to an old lady about becoming a medical assistant and the severance you need in a medical profession. She had worked in training medical assistants for 30 years and shared the importance of fighting through everyday because it's what you care about. Her husband died when her oldest child was 3 years old and she had to work 16 hours a day to sustain her family. I was inspired by her story and shared the same with her. It was a great interaction!

[POS 16] Talked to man about ur his family

[POS 17] 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 faith so we talked about that as well.

[POS 18] The staff members were really nice in helping be get oriented with the floor and the common responsibilities

[POS 19] Ms Denise was a staff member who was very helpful and even gave me a list of rooms to not enter and which patients were NPO

[POS 20] 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.

[POS 21] Talking to one of the patients for 2 hours plus good stories

[POS 22] talked with guy about spiders, home with large patio

[POS 23] Patients asked me to go visit them again the next day.

[POS 24] I was able to talk to a man who has a trucking company and he gave me some advice about believing in yourself even if no one else does.

[POS 25] A patient kept giving me advice. That was nice.

[POS 26] I offered companionship to a nice lady.

[POS 27] Everyone was really nice and friendly.

[POS 28] Multiple patients were raving about the nurses stating how lovely they have been

[POS 29] I met a nurse that came in as a patient and I loved learning about her passion for being a wound nurse and her journey into nursing.

[POS 30] Talking to patient and got good life advice

[POS 31] Great conversation with a patient who was 85 and still sharp as a knife. We talked about Duke Basketball, Notre Dame football, and Johns Hopkins. Wonderful lady who's from the area where my sister went to college.

[POS 32] Some one told me everyone was nice

[POS 33] I walked the floor with one of the patients.

[POS 34] How positive the staff is here and how everyone is very attentive

[POS 35] I really enjoyed speaking to a patient who gardens and learning about what plants I could add to my garden as a beginner. I also stopped a cafeteria worker from giving this NPO patient food.

[POS 36] A patient asked me to pray with them and I know it meant a lot to them because not only were they in a lot of physical pain, but they were also going through an emotional turmoil and it was relieving to see them a little less tense after my visit.

[POS 37] A patient said he would rate this hospital 10/10

[POS 38] Lots of positive interactions with nursing staff

[POS 39] I got to talk to patients I saw last week and see updates on their conditions. The nurses were all very readily accessible and were happy to help when I asked.

[POS 40] Talking to one of the patients about life

[POS 41] Great experience with a patient who told me about his family experiences, including his son who unfortunately passed away. We also enjoyed some Gordon Lightfoot music together. He put me on!

[POS 42] Someone said all the doctors are super nice

[POS 43] I was asked to come by more often by the patient I saw because they appreciated me teaching them about proteins and how vital their functioning is for own health and maintenance.

[POS 44] Patient was extremely happy that I mentioned I want to be a nurse and he said the nurses here are very noble

[POS 45] I got to talk to nurse Whitney about the medical pathway and got some advice from her. I also loved talking to one patient who shared her experiences working for the National breast cancer non-profit as well as about our shared hobby of baking!!!

[POS 46] Talking to one of the patients that was nurse and gave me good advice

[POS 47] The really appreciated her stay and claimed that everyone were so kind to her. She allowed me to teach her about the properties of amino acids and how to distinguish one from the other which allowed me to have some real-world application to what I study in the classroom.

[POS 48] I ran into a man who commended my volunteering here. It was very nice.

[POS 49] Patient was saying how great the nurses and staff on this floor have been - very

[POS 50] I talked to a lady about her life and life lessons.

[POS 51] Great interaction with a very funny and lively couple. They really tried to see the positive and just as I was able to put a smile on their face, they were able to put a smile on mine.

[POS 52] Whenever I asked the nurses for help or confirm that a patient could eat something, they were happy to help.

[POS 53] Talking to my girly about food

[POS 54] Talked to a man about his family.

[POS 55] I visited the same patient that i did last week and saw that their health has improved and i could see it physically as well. It was great spending time my patient and seeing them laugh and joke about how they can't keep a fish alive, but is very good at tending to their plants.

[POS 56] Patient was grateful for the nurses and staff

[POS 57] Said the staff at this hospital was the best there is

[POS 58] I talked to Linda, a CNA, who happily explained what her work day looked like and was happy to help with things when I asked.

[POS 59] I talked to someone about cruises and woodworking.

[POS 60] The patient shared that all the healthcare workers on floor 6 has been very kind and patient to her and that she really appreciates them.

[POS 61] I was able to talk about books and shared my favorite reading list with my patient. My patient mentioned how kind the healthcare workers were to him and that his stay has been well.

[POS 62] Patient felt very welcome and validated by the healthcare team. He enjoyed his stay and felt that the doctors were knowledgeable and broke down his treatment and illness in a digestible way so that he can better understand his health.

[POS 63] Got to see a pateint that I visited earlier on in the semester and though I am not happy to see that they have returned to the hospital since the last time I've seen him, he is in a much better headspace and is doing better mentally, compared to when I first met him.

Negative reviews (copy/paste block)

[NEG 1] One of the patients was asking for her doctor for an hour.

[NEG 2] One patient feeling like he was in the dark unsure why he is here

[NEG 3] Patient was frustrated that lunch wasn't arriving

[NEG 4] Patient was calling out for the doctor, who didn't respond

[NEG 5] There wasn't anything negative that happened but the floor was very silent today and not a lot of familiar nurses were there. I didn't have much to do for a bit of my shift and tried to help as much as I could. I also wasn't able to go to other floors because there were volunteers already assigned to all others for this shift.

[NEG 6] Floor was not very busy today.

[NEG 7] There was a patient in one of the rooms that I e seen for the last 3 weeks, and she has become increasingly irritable. I talked to one of the techs about this and found out about the concept of hospital brain, wherein patients become exhausted of staying in a hospital and lose grip of reality. It was hard to experience as a volunteer and even harder to see as a human being.

[NEG 8] Slow responsiveness!

[NEG 9] probably one sharps item (or just drug) that was left out on patient deak

[NEG 10] N//A

[NEG 11] 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 tasks until they ran out. I'd like advice or tips with this.

[NEG 12] Patient was standing up outside his room waiting for a wheel chair while stating he was supposed to be discharged much earlier

[NEG 13] The food menu service was inconsistent

[NEG 14] No updates and confusion about diagnosis

[NEG 15] Long waiting periods in general

[NEG 16] Case management problems

[NEG 17] Patient was talking about how the ER nurse waiting to put oxygen on her until the last minute when she needed it badly.

[NEG 18] The patient felt like a guinea pig being; They felt like there was too much miscommunication across the healthcare workers and her needs.

[NEG 19] One patient was continuously asking for the doctor and ignored nursing staff

[NEG 20] Patient in 609 does not appreciate some hospital staff bothering him after he has repeatedly asked them to stop. He has informed me that everyone is nice, though two employees come to bother him everyday and he says he always has to ask them to leave but they don't listen.

Department: MUMH: 7 East/IMC

Positive reviews: 63 | Negative reviews: 32

Summaries

Positive summary: Nurses and techs were described as sweet, supportive, and grateful for help. Patients appreciated the companionship and the kindness of team members when responding to requests.

Negative summary: Negative feedback involved nurses not answering phones, uncleaned bodily fluids on curtains, and a patient with dementia making racist remarks to the staff.

Positive reviews (copy/paste block)

[POS 1] Talking with the patients

[POS 2] helping with admin work

[POS 3] Everyone was helpful as usual and available to ask questions if patient

[POS 4] Patients were nice to interact with

[POS 5] Lady was very patient and nice me.

[POS 6] Patients were happy with the care they receive, everyone was nice to them.

[POS 7] N/a

[POS 8] Patients were asking about my day and the weather outside

[POS 9] helping the nurses

[POS 10] The staff were really kind to me as it was my first day, the head nurse especially

[POS 11] The charge nurse and the RN were very welcoming and nice. they showed me around.

[POS 12] I talked to a doctor about his career which was really inspiring because I am trying to also become a doctor.

[POS 13] Was able to talk to a new nurse and have insightful conversations

[POS 14] I talked with a Nurse Tech about getting a job because I recently finished my CNA license. She was very supportive and friendly.

[POS 15] 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 ordering person.

[POS 16] The nurses were very sweet when I asked them questions and they appreciated it

[POS 17] Nurses helped me identify liquid thickeners for a patient.

[POS 18] All the nurses and staff on the floor were super kind and helpful!

[POS 19] I had a long conversation with Ms. Crocker. She was telling me about her family dynamic and her sleeping patterns

[POS 20] I spoke to a patient for a long time! He called me his nephew!

[POS 21] Patient shared about her story and how she had no visitors so far but excited to see her grandkids in couple of weeks!

[POS 22] A nurse thanked me for assisting with patient comfort and making sure they had everything they needed

[POS 23] The kindness and quickness of team members when responding to patients' requests, and their willingness to guide me to learning my role as a volunteer and how to help.

[POS 24] I helped one of the nurses deliver microwaved food to one of the patients.

[POS 25] Nurses were very kind!

[POS 26] 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

[POS 27] Nurses were nice in letting me know who to call for instructions.

[POS 28] All the staff were super friendly as usual.

[POS 29] me and the nurses got along well

[POS 30] talked with lady about current plans to travel!

[POS 31] Talked to a person I talked to last week.

[POS 32] I asissted in retrieving supplies like hypo needles from the supply room for nurses.

[POS 33] Helping an elderly lady get hygiene supplies

[POS 34] I had a patient who really loved the dietary specialists and she quite looked forward to the food.

[POS 35] The nurses showed gratitude that I helped put blankets in the blanket warmer.

[POS 36] I got a charger for a patient who needed to call her grandkids.

[POS 37] Learned how to answer the phone

[POS 38] Met new nurses and techs. Had good conversations with them and asked questions

[POS 39] Talked to the same patient from 3 weeks ago who is doing better!

[POS 40] Volunteers (us!!!!) coming here and there for help!!

[POS 41] A nurse showed me where the crossword puzzles for patients are

[POS 42] The nurses were grateful that I helped with giving drinks to patients when they were busy and also the unit secretary was helpful in calling for the dirty tray cart.

[POS 43] Patients were very nice in asking for drinks or crackers

[POS 44] Talking to the nurses and secretaries

[POS 45] A nurse was very attentive to a patient and they felt cared for.

[POS 46] Patients said thank you and were very happy with service.

[POS 47] all the nurses and staff were lovely :)

[POS 48] helping the nurses our

[POS 49] I had a long conversation with one of the patients. We graduated from the same high school and are from the same area. We shared the same experiences from being in Baltimore. She recommended some food spots for me to try in the area.

[POS 50] I saw that one of the longer time patients left!

[POS 51] Very nice conversation with a nurse.

[POS 52] The nurses were very supportive and helped identify which patients were off NPO or fluid restriction so I could clean the sign.

[POS 53] Patient was very nice today and asked me about my time.

[POS 54] bringing a patient snacks

[POS 55] I walked a patient to the vending machine and he recommended a food combo

[POS 56] Talked to a patient for 1.5 hours!

[POS 57] A patient I saw last week remembered me as well as other volunteers that visited him during the week. He is quite a fan of Eric Wang

[POS 58] The unit secretary Destiny is very helpful in contacting nurses and technicians, Ethel was also very helpful helping me move a bed.

[POS 59] Patient was very happy that he had someone to talk to

[POS 60] talking to someone about their life

[POS 61] Met new people today

[POS 62] Talked about family!

[POS 63] One of the patients became belligerent when the pharmacy tech tried to take her blood, but the tech expertly defused the situation.

Negative reviews (copy/paste block)

[NEG 1] none

[NEG 2] N/A

[NEG 3] The secretary on 7th floor wasn't very helpful, she wouldn't check patients diets, and I had to go hunt down nurses.

[NEG 4] N/a

[NEG 5] Nurses were a bit busy today

[NEG 6] N/a

[NEG 7] 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.

[NEG 8] Very slow not much to do but also my first day so will get the hang of things

[NEG 9] Many nurses did not pick up the phone when I called.

[NEG 10] I heard a code blue today

[NEG 11] Nothing I can think of!

[NEG 12] Patient was in pain screaming for meds, and there was nothing we could do

[NEG 13] There was one patient who said that their leg was cramping and they had to asked the nurse to help with that, but they said that the nurse never did anything.

[NEG 14] a lot of patients are sleeping in the morning so there is not much to do and help out with

[NEG 15] Patient was mad about the quality of medical treatment.

[NEG 16] 1 of the nurses was kind of rude

[NEG 17] Nothing I can recall!

[NEG 18] The sodas were not stocked in the kitchen, also the keypad to the kitchen is still broken.

[NEG 19] One individual was in a bit of a rush but the patient wanted to talk.

[NEG 20] The kitchen had no sodas stocked, and also one of the soap dispensers had the bottom tray fall off. Also, patients had complaints about the time it took for lunch to arrive.

[NEG 21] People waiting longer than notmal

[NEG 22] Nothing I can consider negative!

[NEG 23] Pt in pain / nurses cannot deliver more pain meds..

[NEG 24] A patient had gotten lunch a couple of times and it was not what she ordered.

[NEG 25] One patient was very mad about not being able to eat dinner 4 days in a row and wanted to complain to a nurse

[NEG 26] Can't recall!

[NEG 27] Nurses were a bit busy today.

[NEG 28] A patient with a dementia was yelling out racist remarks to all of the black staff

[NEG 29] Na

[NEG 30] Not a negative event but one of the guests complained that there was bodily fluids on the curtains that weren't cleaned.

[NEG 31] Seeing people my age as patients in the hospital

[NEG 32] Na

Department: MUMH: 8th Floor

Positive reviews: 132 | Negative reviews: 88

Summaries

Positive summary: This floor received praise for immense trust, with patients traveling long distances to see specific doctors. Staff were described as awesome and attentive, sometimes going as far as buying personal gifts for patients.

Negative summary: Concerns were raised about being understaffed in the evenings, leading to long waits for medicine and bathroom assistance. One report mentioned a doctor forgetting staples inside a patient.

Positive reviews (copy/paste block)

[POS 1] Patient loved all the nurses as they were all very respectful

[POS 2] Loved speaking with a patient about dog shows.

[POS 3] Loving the service

[POS 4] All nurses were really nice, very patient.

[POS 5] Talked to a few really sweet patients, I enjoyed their company and hopefully they did too

[POS 6] Most patients said every nurse was awesome

[POS 7] Someone told me to create a memory jar and dream big!

[POS 8] All the patients loved the staff. One patient even went from Virginia to this hospital for Dr evert

[POS 9] I had a very long and wonderful conversation with patient going over all sorts of topics.

[POS 10] Talked to a patient who was a doctor and she shared some insightful stories about her career path

[POS 11] Patients said nurses were extremely kind.

[POS 12] One patient said best doctors ever, and talked to me for 3 hours about his interests in music

[POS 13] Patient had 0 negative experiences with the nurses.

[POS 14] Patient had no bad experiences with staff! Everyone was super kind.

[POS 15] The nurses were so thankful that I was making the admission kits

[POS 16] I had a great conversation with one patient about JHU and the history department in general. There were very few people on the floor today, but we he had a lot to say about medicine, the value of family, and more.

[POS 17] Gratefulness for staff

[POS 18] All patients were extremely happy with their stay, all spinal surgeries went well! Happy patients

[POS 19] Nurses asked for my assistance

[POS 20] I talked to a really sweet patient today, she shared some her childhood memories with me.

[POS 21] I met someone who was a nurse for 30 years! She wanted magazines, and I was able to find some for her.

[POS 22] I had some really meaningful conversations today.

[POS 23] I had a patient say that everything was good!

[POS 24] One of the patient and their partner were eager to share their experiences with the surgery and procedures which I thought was cool.

[POS 25] Nurses were the best a patient has ever seen. Doctors were world class, and a whole team of them help diagnose a patient.

[POS 26] I met the charge nurse, who was very nice.

[POS 27] Every patient had r fr eat things to say about the hospital and its staff

[POS 28] Patient appreciated the nurse's friendliness.

[POS 29] Everyone on the floor was very nice. The nurses and techs were very welcoming and down-to-earth.

[POS 30] The food is yummy

[POS 31] Nurses were very kind and even gave me some advice to succeed as a premed student.

[POS 32] Every patient said they had awesome interactions with the nurses and doctors.

[POS 33] I had a great conversation with a patient about music. She was very friendly and we had a lot in common.

[POS 34] Providing me with tasks and remembering my name.

[POS 35] Patient enjoyed talking to volunteers.

[POS 36] I had a very nice chat with one of the staff members during our lunch break!! She was wonderful to converse with.

[POS 37] Very informative staff, especially those in PT.

[POS 38] One patient loved staff, they were all very friendly

[POS 39] I had long conversations with two patients who were very kind and friendly.

[POS 40] Connie gave me the census for the floors and were very nice.

[POS 41] Patient said anesthesia was good and she felt good with her surgery overall.

[POS 42] Patient said the PAs and nurses were all excellent. Also mentioned that the Good Sam rehab center was very good.

[POS 43] Nurses were extremely nice

[POS 44] I had a nice conversation with a patient whose family lives in the same area as I do.

[POS 45] I met a few new nurses who introduced themselves to me.

[POS 46] Patient appreciated the small things health care workers and volunteers do

[POS 47] Nurses were very efficient to cater to patient needs.

[POS 48] Nurses were extremely kind and responsive

[POS 49] I spoke with a patient about art for almost 1 hour.

[POS 50] Ms Connie remembered me and printed the census sheet.

[POS 51] Nurses were very friendly with me and willing to answer my questions I had.

[POS 52] One patient had awesome experiences with the nurses, everyone was extremely kind and responsive

[POS 53] Patient enjoyed speaking with the friendly nurses

[POS 54] Almost all patients had awesome service, extremely kind nurses

[POS 55] A patient thanked me for helping get her medications; she said she had been asking for them for a while but she only got them once I asked the nurses, so she thanked me.

[POS 56] The patients were very sweet and talked to me for an hour

[POS 57] Patient appreciated the snacks.

[POS 58] A patient said they've been to many hospitals and none compare to MedStar in terms of care and attention given

[POS 59] I talked with a patient for almost an hour, and she was really sweet and friendly.

[POS 60] I had nice long talks with several patients today who gave me great life advice and wished me well in the future.

[POS 61] Patient appreciated the snacks / graham crackers.

[POS 62] One of the nurses was very kind and was willing to answer any questions I had even though I had quite a few.

[POS 63] All the patients were wonderful and had nice conversations with me

[POS 64] One of the nurses gave me some really good advice for uni.

[POS 65] Many of the patients were very nice and thanked me for volunteering. Also, one of the CNAs thanked me for volunteering, as well.

[POS 66] The nurses were very helpful and friendly.

[POS 67] All patients shared how they had a great experience with the nursing team.

[POS 68] This patient was so happy I gave him a straw, since he was very serious about germs and no one else would take him seriously.

[POS 69] A patient asked me to cut his hair since he was getting married tomorrow. Awesome but also really sad experience for me, but he was so happy in the end.

[POS 70] One patient had a wedding and invited me to attend! Most memorable experience

[POS 71] One patient was very positive about getting back to her life after her injury; sort of served as motivation for me to keep fighting with my life

[POS 72] I gave a patient my old phone and it made his day since he had no entertainment before!

[POS 73] This patient told me a lot about his previous experiences and we really bonded.

[POS 74] Patient was so hungry, had a horrible day, and I got him some food and we bonded

[POS 75] A patient had a nurse bring him a gift for him to enjoy while watching the football game today. She bought it with her own money

[POS 76] 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!

[POS 77] All patients said nurses were extremely nice and everything.

[POS 78] I talked to Ms Barb for two hours in 827

[POS 79] One patient said staff was awesome, always attentive

[POS 80] I was talking with a lady for almost an hour and she appreciated it so much calling me her social buddy and coloring together to pass the time from her pain

[POS 81] Staff was amazing and responsive

[POS 82] I talked for some time with this one person on family and Baltimore as a city.

[POS 83] Someone said they really liked my smile.

[POS 84] Talked to a patients family member about perseverance

[POS 85] Nurses were very supportive whenever I needed it.

[POS 86] A patient said food was always on time and nursing staff were very prompt/attentive!

[POS 87] Someone getting excited over their dishcharge today!!

[POS 88] After I helped someone, they said they were very appreciative and wanted to include me in their prayers. This meant a lot to me.

[POS 89] 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 everything was. When I was nervous about my first known Nurse Shanon was encouraging me and checking on me throughout the visit. After the first patient I felt like I could talk to anyone. I had conversations about my career goals, the Orioles game, war stories, love stories, being told I look like a nurse, being affirmed with "I am proud of you"s by strangers. It was an incredible event that put a smile on my face as I left.

[POS 90] One patient had a nurse that did everything for her

[POS 91] Rob was feeling a lot better today! I paid him a visit, and he said his new nursing home was very responsive to his concerns.

[POS 92] Spoke a long time with a person about various topics, like chilli, sports, military history. Really enjoyed it.

[POS 93] Learning about how people love MedStar and have been here for many surgeries because they trust us

[POS 94] I was with rob today, we figured out all his financial logistics which was causing him a lot of stress. He's a lot happier

[POS 95] Mr.Gerber and Mike were very nice and talked with me!

[POS 96] A lot of patients said every nurse was awesome to them

[POS 97] Patients said nurses were awesome and best hospital in area

[POS 98] Loved talking to this old lady who was a former biker.

[POS 99] Loving MedStar and the staff

[POS 100] One of the cleaning staff recognized me from last time, which was encouraging. I feel like I have gotten my footing on the 8th floor and enjoy it truly.

[POS 101] Patients had 0 complaints about service; they've been here many times

[POS 102] Mr Thompson was very sweet and gave me a lot of advice as I kept him company

[POS 103] I had a nice conversation with two patients, they were eager to share life advice and experience, which I enjoyed listening to.

[POS 104] Patient got all 26 of his surgeries at MedStar because staff is good

[POS 105] This patient was going to tell people about how awesome his stay was.

[POS 106] Patients have no complaints about staff.

[POS 107] The gentlemen in 803 was very kind and gave me a lot of advice during our talk!

[POS 108] Patient shared with me how they had awesome interactions with nurses.

[POS 109] All the patients had awesome experiences with the doctors

[POS 110] I had a lengthy talk in Spanish with a patient's family member who blessed me and we prayed together.

[POS 111] I just had a chance to speak with so many wonderful people. This lady was so excited when I brought her chocolate pudding.

[POS 112] Family support meant a lot

[POS 113] A positive event that happened in regards to my shift overall is that it helped make my rainy day 10 times better. I wasn't having the best day, I was late to volunteering and didn't think I was in a good enough headspace to be a cheerful volunteer. But I gave myself grace and talked to a patient and her daughter for almost the entire time. It was such a fruitful conversation and we prayed together. Thursdays are becoming my favorite because of shifts like this.

[POS 114] Patient had an awesome experience with nurse; they were super kind

[POS 115] Patient had amazing experience with nurses and doctors, super kind

[POS 116] Patients say they have no problem with nurses; everyone is super kind

[POS 117] The most positive event during my shift would be connecting with families or visitors of patients. I was talking with a patient and her cousin and they were so encouraging. I loved learning about what they chose as their career and they reciprocate excitement when I share my aspirations.

[POS 118] I was able to speak with a patient about Minecraft and she loved the fact that the hospital had popsicles

[POS 119] I met with this former athlete who was quite accomplished at the professional level. I didn't realize who he was until later but we had a very positive chat about his adult children and their education.

[POS 120] Everyone was very pleased with the doctors, all of them were very patient, good at explaining.

[POS 121] I spoke with Mr Harry for two hours and enjoyed accompanying him!

[POS 122] Patient traveled very far just to see the awesome doctors. Nurses were extremely kind.

[POS 123] Patients says nurses were very quick

[POS 124] I had so many wonderful conversations with so many patients.

[POS 125] I met this nice family and very enthusiastic lady, we talked about the helipad.

[POS 126] I talked with this one couple about native health systems for a while and it was quite pleasant.

[POS 127] Patients loved the service!

[POS 128] Chatting with Mike the nurses

[POS 129] Very good nursing, very nice

[POS 130] Mrs. Lisa in 801 was very sweet and I enjoyed talking to her.

[POS 131] I talked with this one person about his career protesting in DC. He was quite receptive and seemed to calm down a lot by talking about the numerous causes he'd protested and things he was passionate about.

[POS 132] One of the nurses asked me "Why do you volunteer here". Mind you, I've seen here before and we've said hi and bye. But it was so endearing to know that she wanted to know my why for coming back and why I love volunteering here.

Negative reviews (copy/paste block)

[NEG 1] Patient was pressured into taking insulin when she didn't want to and verbalized it

[NEG 2] No negatives really, some patients just felt they were waiting a while to be discharged

[NEG 3] Not getting food quick enough

[NEG 4] One patient had to wait over an hour for call bell

[NEG 5] Patient said a nurse that came in was too cocky overbearing

[NEG 6] A patient hasn't eaten in a while and seemed weak.

[NEG 7] One patient was not being given items by staff because he "asked too much"

[NEG 8] No real negatives, some patients felt they were waiting too long for transport

[NEG 9] There was one nurse that wasn't as kind as a patient

[NEG 10] Patient had one nurse that was rude

[NEG 11] Secretary was a little stern but nothing else

[NEG 12] No bad reviews; I asked everybody if there's anything we can improve, and all said no

[NEG 13] Not getting food fast enough

[NEG 14] One patient was very angry about the wait for discharge. She was ready to "walk out"

[NEG 15] None.

[NEG 16] Everyone in the floor was amazinf

[NEG 17] A patients pain medicine wasn't strong enough and he was vibrating with pain when I saw him

[NEG 18] It felt that there was not much to do, and most patients did not seem to need anything.

[NEG 19] Patient was hungry and wanted more food/snacks

[NEG 20] There were no negative interactions.

[NEG 21] Some complain that the pain medicine was not administered on time.

[NEG 22] One patient was waiting for physical therapy. I wasn't able to contact the nurse and the patient ended up just waiting for a while.

[NEG 23] Some nurses can be slightly dismissive when I ask them questions but maybe it's because they're busy.

[NEG 24] One patient was experiencing a lot of pain because of procedure

[NEG 25] The stock room was out of deodorant, so I couldn't add deodorant to all of the admission kits.

[NEG 26] Patient requested food/snack but didn't receive it.

[NEG 27] There were no negative events.

[NEG 28] One patient kept getting her discharge delayed, it was very draining for her

[NEG 29] The person who restocks the supply room told me I shouldn't make the admission kits because there were too many already.

[NEG 30] Nothing negative

[NEG 31] Said they've never met the actual orthopedic practitioner, only PAs.

[NEG 32] No guest ambassadors checked up on a patient for multiple days

[NEG 33] There was a hostile patient in the floor who was yelling at the staff (I didn't go in the room though).

[NEG 34] Patient was missing butter with their food.

[NEG 35] Some nurses were too busy to answer some questions I had.

[NEG 36] The person delivering the food wasn't very kind to a patient; the patient requested a food, and it was delivered incorrectly and not fixed

[NEG 37] Nothing negative

[NEG 38] Sometimes nurses were very busy so one patient had to wait a while for her nurse.

[NEG 39] One patient said the older nurses were impatient, and overworked

[NEG 40] Patient was hungry and wanted snack/meal

[NEG 41] The food was not good for some patients

[NEG 42] Patient wanted to be discharged earlier

[NEG 43] A few patients noted that food quality was subpar

[NEG 44] 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.

[NEG 45] patients did not have any complaintw today

[NEG 46] Sometimes nurses were very busy so patients sometimes waited for a nurse to fulfill their request.

[NEG 47] A patient had to wait before a nurse came to help her.

[NEG 48] Patients received conflicting doctors instructions

[NEG 49] The dietary rules angered a patient, because it wouldn't let the dietary staff to pass out straws; it had to be nurses. This angered a patient because he didn't want to waste nurse's valuable time

[NEG 50] The nurse are understaffed

[NEG 51] One patient had delays with service

[NEG 52] One patient had a rough encounter with nurse; they weren't being very gentle moving him around

[NEG 53] A patient experienced miscommunication with discharge data

[NEG 54] During the evening , nurses and doctors were understaffed. A doctor forgot staples inside of a patient

[NEG 55] 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

[NEG 56] One of the nurses was not very kind to my patient, they gave him an edema without him knowing, even though doctors mentioned they'd be shifting to oral laxatives instead.

[NEG 57] One patient said that a 24 hour sitter was extremely sarcastic and horrible to him.

[NEG 58] One patient had to wait an hour until they got medicine.

[NEG 59] Food was cold at times

[NEG 60] 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.

[NEG 61] I tried helping a patient but I couldn't understand him since he was slurring his words, I felt bad I couldn't help more

[NEG 62] Some patients had slightly longer wait times, but not much at all

[NEG 63] Sometimes late in the evenings they get a little slower

[NEG 64] Patient had an oxycodone problem prior to surgery, so medicine wasn't doing anything. Staff were ignoring her and were being horrible to her

[NEG 65] Waiting for medications for too long

[NEG 66] Rob some times has trouble getting medicine

[NEG 67] One patient said he's been asking for someone to wipe his table for the last 3 days and nobody did so until I came

[NEG 68] One patient specifically said that he had to wait a long time for everything, nurses weren't on top of things

[NEG 69] Waiting for drugs

[NEG 70] none

[NEG 71] Patient recalls having to wait 30+ minutes for medicine; select few patients had this problem

[NEG 72] Patient noticed that doctors and pt didn't communicate well. He was told that he'd be getting pt by the doctors, but the pt people didn't know about it.

[NEG 73] Patient had slightly longer call bells

[NEG 74] Patient was in extreme pain and no worker noticed

[NEG 75] Patient said the hospital coordination was bad; they were supposed to be transported but then the nurse didn't tell transport

[NEG 76] Patient had to wait to go to restroom

[NEG 77] Service varied from morning to night shift needs to be more consistent

[NEG 78] A more negative event is that I got to volunteering late. I did stay my 3 hours, but I am working on my promptness for the future.

[NEG 79] Patient had to wait for medicine and responses from nurse

[NEG 80] Patient had one bad night with nurses, saying it was chaotic, nobody came.

[NEG 81] One patient told me about how they had to wait a little during the evening hours

[NEG 82] There was no real negative event during my shift, I think I realized that not every patient wants to talk. I love getting wrapped up in hour long conversations, but sometimes once I make a round, I have a few minutes where I am idle or asking the charge nurses if they need help.

[NEG 83] Honestly nobody seemed that displeased.

[NEG 84] One patient had to wait a little

[NEG 85] One patient had to wait for a while to go pee, and no one came. So she peed on herself

[NEG 86] Understaffed in the evening

[NEG 87] Waiting for food and medicine at times

[NEG 88] Only one out of 30 patients said sometimes they had to wait, but for the most part, everything was great.

Department: MUMH: 9 East

Positive reviews: 45 | Negative reviews: 36

Summaries

Positive summary: Patients were appreciative of the compassionate floor staff and the companionship provided. Nurses were noted for being responsive to pain and supportive of patients' families.

Negative summary: Dissatisfaction was expressed regarding food quality and long waits for meals. There were also reports of delayed communication from doctors regarding updates or discharge.

Positive reviews (copy/paste block)

[POS 1] The most positive event that was shared was speaking with an old man who shared a love for skating

[POS 2] Hearing about a patient's kids and why they love Baltimore.

[POS 3] Patients were very kind. Got to be an advocate and help two patients get their needs (Tylenol and use the bathroom)

[POS 4] There were some patients who were really open to me entering their room and having conversations with me even if it meant, I was simply asking how their day was, or how they were doing.

[POS 5] A patient's visitor appreciated the nurses/doctor for explaining the patient's condition/medications in a way that was easy to understand yet not condescending.

[POS 6] there is a patient who was really interested in talking about life in general and it honestly made my day how open they were to conversation and companionship.

[POS 7] Helping a patient with the patient portal seemed to be very helpful to them and they were very grateful.

[POS 8] Patients were well

[POS 9] A nurse was busy with her work and asked me to feed one of her patients because they couldn't use their arms.

[POS 10] I had a really nice discussion with one of the patients, which gave me a better understanding of patient care and being empathetic.

[POS 11] Nothing much however team members were very responsive if I signaled that a patient needed new bedding(they gave me some new linens)

[POS 12] requests were generally fulfilled, felt like staff was definitely paying attention to them

[POS 13] People wanted dinner so I helped with it

[POS 14] I had a great experience in learning more about the supply system and where/when things are purchased for each floor.

[POS 15] One of the patients and I talked about how their son just finished middle school and was heading off to high school, which I was able to relate to since my brother graduates from middle school next year.

[POS 16] Good discussions with some of the patients and nurses

[POS 17] Listening to body language and understanding when it is time to leave a patient alone.

[POS 18] One positive event was when I spoke to a patient about my desire to become a doctor and she told me about her journey through grad school and advice for higher

education.

[POS 19] Nice lady talked to me about her life.

[POS 20] They were happy with the environment, having had a satisfactory stay before discharge.

[POS 21] They were appreciative of the floor staff for their care.

[POS 22] Offered companionship to a nice woman.

[POS 23] They said the nurses were nice

[POS 24] A patient said thank you for existing when I offered to ask to get her bed changed

[POS 25] Today, the most fun part of the volunteer was talking to the nurses there about the patients.

[POS 26] Sat with a nice woman

[POS 27] Learned a lot about one persons experience in the army

[POS 28] A patient told me about a volunteer that came in to play violin for them and really enjoyed it.

[POS 29] One positive experience is that I saw two patients that I saw last week. They remembered me and were happy to see me.

[POS 30] Bring patients snacks and bonding over which snacks we liked best. Essentially, being able to help take their mind off of things.

[POS 31] They were happy I got them snacks to hold them over until lunch

[POS 32] One pt expressed that his nurse was very friendly; even though she was busy she still made a bit of time to have small conversations with him.

[POS 33] This wasn't regarding team members, but I was able to speak to a patient in their native language (Spanish) which enabled me to better understand his needs.

[POS 34] The team's incessant support was appreciated.

[POS 35] My most positive interaction was getting chocolate from one of the nurses .

[POS 36] Nurse was responsive to patient in pain

[POS 37] A patient being discharged really appreciated the nurses and the responsibility with which they cared for her.

[POS 38] A patient said everyone has been treating them well.

[POS 39] A patient's visitor expressed gratitude and appreciation for the staff for taking good care of his wife.

[POS 40] My most positive interaction today was with one of the nurses in the station. We had fun conversation about work.

[POS 41] Patients were very pleased with the service form the nurses and doctors

[POS 42] A patient who had an unforeseen extended stay was very appreciative of the companionship and time spent

[POS 43] A patient said staff were treating them well.

[POS 44] One patient was served only vegetables for lunch and their nurse tech helped call dining to order a sandwich with meat for them.

[POS 45] I witnessed a staff member providing companionship while engaging in a conversation with the patient.

Negative reviews (copy/paste block)

[NEG 1] The most negative experience was one patient was complained about the attitude one nurse gave him.

[NEG 2] Nothing today.

[NEG 3] One patient suggested that linen should be more accommodating for women by having better pads and bras for use.

[NEG 4] Nothing negative happened today!

[NEG 5] There was fortunately nothing in particular.

[NEG 6] nothing negative happened today!

[NEG 7] Nothing negative happen today.

[NEG 8] Patients who were loud

[NEG 9] I had trouble finding supplies, and the nurses seemed particularly busy today.

[NEG 10] Nothing all great

[NEG 11] felt like they could check in a little more

[NEG 12] no negative events

[NEG 13] One of the patients seemed a little irked about waiting on a doctor visit.

[NEG 14] One negative event was that one patient was extremely frustrated from the pain that they were feeling along with how long they have stayed at the hospital l. When I tried to comfort them, they ended up crying.

[NEG 15] The patients didn't really enjoy the food.

[NEG 16] One patient's visitor shared concern over the delay/long wait time to hear updates from the provider during their limited visit. They were still very understanding about it though.

[NEG 17] None!

[NEG 18] They kept on saying that food took a long time to come

[NEG 19] A patient hesitated when I suggested they talk to their nurse they hesitated. I'm not sure if something was wrong because they didn't say anything when prompted.

[NEG 20] One thing I didn't enjoy today was lot of patient were either iso or purple diamond so I could t talk to them.

[NEG 21] The nurse was a little unwelcoming at first.

[NEG 22] Nothing really negative happened

[NEG 23] A patient said they have been treated "somewhat well," by staff, implying they have not been treated optimally well (but they did not elaborate).

[NEG 24] Nothing really today!

[NEG 25] A patient told me that he wasn't sure how to pick what to eat for meals. It seemed that he was not aware of the menu.

[NEG 26] A patient complained about an unpleasant odour in the room after they had briefly left and came back. They were informed it may have been due to cleaning up the other side of a patient being discharged.

[NEG 27] There weren't really a lot of people to talk to.

[NEG 28] However, the same patient was unhappy about a delay with seeing her doctor.

[NEG 29] A patient was disappointed that the floor was out of graham crackers.

[NEG 30] A patient was concerned as her discharge was delayed due to a delay in communication with her doctor.

[NEG 31] One negative thing I would say would be that it was lunch time and nobody seemed to need a companion.

[NEG 32] Patients would have wanted their food to be warmed up or reheated before given to them at certain times

[NEG 33] Multiple patients being discharged unfortunately had to wait for a long time for the paperwork

[NEG 34] A patient said another patient hit them.

[NEG 35] One patient said they feel like no one is listening to them about the issue they are having with their leg.

[NEG 36] A patient was disappointed on having to wait for the doctor's update for discharge.

Department: MUMH: 9 West

Positive reviews: 46 | Negative reviews: 28

Summaries

Positive summary: This department is noted for deep, meaningful conversations between volunteers and patients. Nurses were described as kind, attentive, and helpful mentors.

Negative summary: Feedback mentioned boredom during quiet periods and occasional delays in having requests fulfilled when the floor was busy.

Positive reviews (copy/paste block)

[POS 1] none

[POS 2] I had a meaningful conversation with one of the patients and they were helping me talk about what I want to do in the fixture

[POS 3] none

[POS 4] I felt that I had truly become integrated/a part of the team when nurses went out of the way to look for me and could rely on me to carry out tasks throughout the entire shift

[POS 5] Had a nice talk with one nurse who was telling me about how she became a nurse, and she gave me very helpful advice for me as a pre med student.

[POS 6] Patients - about their nephew going to college and their love for food.

[POS 7] Talked to some nurses who shared many interesting stories about their experience with me.

[POS 8] I had wonderful conversation with one of the people there.

[POS 9] positive interactions with nurses

[POS 10] Nurses were very kind and some even gave me advice as a pre med student.

[POS 11] Nurses were very kind and were happy to answer any questions I had even when they were busy.

[POS 12] The most positive event for me was today was that I was able to talk with patients. Specifically a patient that I had met before.

[POS 13] Nurses were very happy to talk to me and give me advice about being a pre med student.

[POS 14] Nurses were very efficient and quick to cater to patients needs today no patient felt that they had to wait.

[POS 15] Today, I had about hour long conversations with two of the patients. It was really great being able to hear their story and keep company. Also I learned a lot from the nurses.

[POS 16] Nurses were very patient with me and were happy to answer any general questions I had.

[POS 17] nurses checking up on patients, fulfilled needs

[POS 18] Made a nice lady some tea and helped her find and clean her dentures.

[POS 19] It was fun hanging out with one of the patient and also I go to meet their sister whom I had been hearing about.

[POS 20] I had some wonderful talk with one of the nurses at the clinic.

[POS 21] Nurses very kind and answered any questions I had.

[POS 22] nurses are quite nice and attentive

[POS 23] My most positive experience that I had today was that I had wonderful conversation with one of the patient about their hobby of fishing.

[POS 24] Nurses were kind enough to talk and give me advice.

[POS 25] Helped out a nurse with restocking items was very helpful for me in understanding the system.

[POS 26] Nurses were very kind to answer any questions I had.

[POS 27] Nurses were very friendly today and were happy to help me when I needed help

[POS 28] Most positive, I got to listen to patient's story about their hunting experience

[POS 29] Nurses were kind to answer any questions I had.

[POS 30] liked the doctors approach

[POS 31] Talking to people

[POS 32] Memorable conversation

[POS 33] It was my first shift, so everyone tried their best to familiarise me with the environment.

[POS 34] 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.

[POS 35] I had a great 2 hour conversation with a patient.

[POS 36] Cynthia was very open to answering my questions! I appreciate that greatly

[POS 37] I had a deep 2 hour conversation with a patient

[POS 38] I told a old lady that I am a student volunteer from Hopkins and she was very interested in my career. We had a valuable talk about me going to dental school and it was so good!

[POS 39] Talked to a veteran

[POS 40] A lady complemented on my new nails. So we talked about our nails for minutes and it was a great conversation. Also, another lady asked me about what I am doing at school and she wished me luck in the future. It was so great to make such interactions with patients today.

[POS 41] Talked to a lady with a son studying medicine

[POS 42] The interactions were meaningful and kept their minds off of their hospitalization.

[POS 43] Cynthia answered all my questions!

[POS 44] Everyone was very kind and respectful.

[POS 45] It was great to help a patient who was in pain and wanted ice to alleviate the pain. I got him a cup of ice and I worked with the nurse to help him.

[POS 46] One of the patients shared a story about their life and it was really meaningful. It gave me hope that life has a lot of meaning and is worth the trials and tribulations!

Negative reviews (copy/paste block)

[NEG 1] none

[NEG 2] A patient thought they had to wait a long time to get the nurses attention for something

[NEG 3] none

[NEG 4] Some of the nurses didn't want to talk with me at all but maybe they were just busy.

[NEG 5] I didn't have any negative event or moment. One negative I could say is that when leaving I wasn't able to say bye to Patient before leaving due to them being asleep.

[NEG 6] Sometimes patients were unable to open the packaging on their food on their own and the nurses sometimes didn't notice so I helped the patients with opening them. To be fair, they were probably busy.

[NEG 7] Today, I felt like there was less interactions than I had hoped.

[NEG 8] Sometimes the nurses were very busy and took a while to get to the patient when they asked for a nurse.

[NEG 9] Sometimes patients had to wait when they called a nurse over.

[NEG 10] I didn't really have bad interactions but there was little interaction as most patients were asleep.

[NEG 11] Some nurses didn't really have time to answer my questions because they were busy.

[NEG 12] Some nurses were very busy and didn't really have time to answer my questions.

[NEG 13] I didn't really have any negative thing that happen

[NEG 14] One of the patients felt it took a while before the nurses catered to her request.

[NEG 15] An elderly man was sitting in the hall confused and saying many pessimistic things like "I'm all alone in this world" even after staff and I tried to help him.

[NEG 16] It was little boring at the mid time as I didn't feel that productive

[NEG 17] The most negative event would be that I was kinda bored for little bit when there was nothing to do.

[NEG 18] Sometimes patients had to wait for a request.

[NEG 19] wanted food a bit quicker if possible (but just a suggestion)

[NEG 20] Today was little boring for me as there was nothing much to do.

[NEG 21] Nurses can be busy sometimes so were unable to answer my questions

[NEG 22] Patients sometimes waited before a nurse fulfilled their request as it was quite busy today

[NEG 23] Sometimes it took a while for nurses to get to patients when called

[NEG 24] Sometimes, I feel bored due to lack of interactions that come in between of some calls.

[NEG 25] Sometimes patients had to wait for the nurses to come help them.

[NEG 26] Nothing today!

[NEG 27] Nothing negative happened today!

[NEG 28] Nothing negative happened today.

Department: MUMH: Emergency Department

Positive reviews: 56 | Negative reviews: 40

Summaries

Positive summary: The team was praised for speedy triage and a clean environment. Staff were described as kind and relatable, often making patients laugh even in vulnerable states.

Negative summary: Negative reviews cited long waits for doctor updates and issues with hallway beds, which lacked call bells and sometimes had stained linens.

Positive reviews (copy/paste block)

[POS 1] The triage nurse gave me advice about testing (mcat, nursing) and also about the variety of nurse positions available- some work from home, ER, etc.

[POS 2] There was a pictorial scale for pain on 1-10 that mom and kid really liked. The staff were super nice , multiple patients felt.

[POS 3] Great staff attitude

[POS 4] A few patients complimented this hospital for its specialty in hand surgeries (a lot of patients today had hand issues) and other hospitals couldnt operate on them so they were sent here

[POS 5] This was my first shift, and the nurse who showed me around was very nice and helpful!

[POS 6] The triage nurse was very kind to all the patients.

[POS 7] The charge nurse was very nice to me!

[POS 8] Patient really appreciative that Ms. Ann the tech and I came and found him. His girlfriend had said that he texted her saying after X-rays, he was left in the hallway and didn't know where he was at. We went to X-ray and found he wasn't there, and then found they had put him in the main floor on the side instead of adt1.

[POS 9] Patient said they should've come here first, as they had to wait at Hopkins for 16 hours

[POS 10] There wasnt one today

[POS 11] Patient really appreciative that triage nurse gave them clothes (hoodie, mittens, and sweatpants), gave them bus tokens, a bag, and spent so much time with them answering all their questions. Another patient really appreciative how nice everyone was to them

[POS 12] Lots of space and great attitude from nurses

[POS 13] Patients appreciated the volunteers for their help and their company while they were waiting for the other staff members to get back to them

[POS 14] Chatting with a patient after bringing them to their room

[POS 15] Today was my first day on the floor and everyone was so nice and welcoming! They showed me around where everything was and the nurses, techs, and doctors all helped me out when I was lost.

[POS 16] The patients appreciated the help and companionship the volunteers in this program are able to provide them

[POS 17] Chatting with a patient on the way to her room

[POS 18] Staff was friendly towards patients.

[POS 19] Getting to listen to RN and techs discuss the cases and walking the patients back. Actual things to do.

[POS 20] I learned where the radiology department was and was able to drop off a CD on my own

[POS 21] Met with the triage team and everyone was welcoming and kind, especially Anna

[POS 22] Staff was very friendly

[POS 23] A nurse thanked me for helping her get new blankets for a patient.

[POS 24] The patients appreciate the help and companionship the volunteers provide as they wait for team members to get back to them

[POS 25] A patient was very grateful that I helped get her to her car in the garage as well as the gift shop for parking validation. She was in a wheelchair and told me she couldn't imagine walking that distance in crutches.

[POS 26] Good speed with triaging and going to rooms

[POS 27] The patients appreciated the company and help I was able to provide as they were waiting for assistance from the medical professionals on the floor

[POS 28] A nurse asked me my name and thought my name was cute and wrote it down as a possible name for her child

[POS 29] The patients appreciate the help and companionship us volunteers provide

[POS 30] One patient talked about how respectful and kind the staff are here

[POS 31] The triage nurse was really nice

[POS 32] They appreciate the help and company us volunteers are able to provide

[POS 33] One patient came back after coming here last week because they thought everyone here was so kind.

[POS 34] The patients appreciate the assistance and companionship us volunteers are able to provide

[POS 35] An older woman was asking me questions and she was really sweet

[POS 36] One of the patients and her daughter come to UMH often and say they've received good care in the past.

[POS 37] I was able to learn how all the staff members were able to work together to ensure the best treatment is provided for the patients.

[POS 38] Getting to know the nurses in triage who showed me the whole emergency department, were kind, and relatable.

[POS 39] Some patients expressed much gratitude for the help.

[POS 40] Nurses and techs treated very nicely today.

[POS 41] Nurses expressed their excitement about me being there and showed me how to clean bed areas, etc

[POS 42] The team was very kind to me in showing me around the Emergency Department when I first got there and security opening the door for me at certain points!

[POS 43] Patient really appreciative of how quick the nurses were as soon as they arrived, showing hustle

[POS 44] Nurses were kind and compassionate.

[POS 45] They mentioned how it's always super helpful to have volunteers on Mondays, when it tends to be busier.

[POS 46] The nursing staff was very kind!

[POS 47] One patient said she chose to come here because the ER is the fastest compared to other hospitals

[POS 48] Super happy room smells so good and clean and it was big room. EVS did a really good job on cleaning and super friendly too. A mom super thankful for word searches and crossword puzzles I gave their child, and the registration Ms. Angie was really nice to the kid as well looking if could give him some juice and crackers.

[POS 49] Patients were very kind and appreciative.

[POS 50] Very speedy at triage. Very friendly, made patients laugh.

[POS 51] Shorter wait times than usual

[POS 52] Several patients very appreciative of the team - nurses, techs, registration, and environmental services who all were really friendly and greeted patient and got the patient a room with care very quickly. Everyone was very patient and took time to talk with the patients.

[POS 53] Great attitude and service, as well as short wait times

[POS 54] Patient told me he really appreciated me. He was thankful how I gave him crossword puzzles and word searches, got a chair for his son, and checked in with him throughout, and lastly stopped by before I left to give him more puzzles.

[POS 55] Registration Ms. Angie is super friendly and knows everybody. Everyone at triage was super nice to child and mom (were multiple today).

[POS 56] Patients talked about how they make sure to come to union memorial for the good service

Negative reviews (copy/paste block)

[NEG 1] No negative interactions!

[NEG 2] Don't like how only allow 1 visitor at a time

[NEG 3] Long turn back times for info

[NEG 4] N/a

[NEG 5] Wait time, one patient got very frustrated

[NEG 6] Transfer accidentally returned patient to main floor between halls 2 and 3 , instead of being returned to ADT1 post X-ray. Another Patient irritated that not allowed to drink water before seeing doctor The rooms 26 and 27 are much colder than the main floor.

[NEG 7] Not team members but there were some patients not taking the nurses and I seriously (sexist comments)

[NEG 8] Patient unhappy when they learned from nurse that nurses can see in the system all the hospitals they've recently been discharged from.

[NEG 9] Long wait times to see doctors

[NEG 10] Not with team members but one visitor started to yell at us

[NEG 11] Patients often need to wait a while for staff members to get back to them, especially during rush hours

[NEG 12] The patients often feel like they are waiting a while for the staff to get back to them, especially during rush hours

[NEG 13] Someone was upset about not having a visitor allowed and decided to not get seen

[NEG 14] Long wait times to hear back from doctors and checking out.

[NEG 15] Someone who was in custody and was on drugs was an agitated and the police were around. A bit tnease

[NEG 16] Wait times were long for nurses and doctors

[NEG 17] Sometimes the nurses were too busy to answer my questions.

[NEG 18] Patients had to wait a while for team members to get to them, especially during rush hour

[NEG 19] Long waits for doctor updates

[NEG 20] The patients often have to wait a while for nurses and doctors to get back to them, even for what they think are small things

[NEG 21] The patients often felt like they needed to wait a while for staff members to get back to them, even for small things

[NEG 22] Secretary asked patient about his religion and I didn't know if that was appropriate or not

[NEG 23] The patients felt like they had to wait a while for the staff to get back to them

[NEG 24] The patients often feel like they are waiting a while for staff members to get back to them

[NEG 25] A patient was assigned hall bed, but when we got there there was a brine cup and the right of patient didn't seem happy, moved patient to another hall bed

[NEG 26] 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

[NEG 27] A few patients were a little upset or offended that they had to be weighed and have blood pressure taken.

[NEG 28] A lot of patients were stuck in the waiting room without being seen for long periods of time. Some people even left the ER. Patients were frustrated that there were not enough doctors available, and were taking that frustration out on the triage staff.

[NEG 29] 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.

[NEG 30] Hallways beds have no call bells. Nothing else

[NEG 31] A staff member seemed frustrated when I wasn't able to assist with a task as quickly as they expected. I felt a bit rushed, but I understood that everyone has busy days. I took it as a learning opportunity to improve my efficiency in future tasks

[NEG 32] The bed linens have stains, even though they are cleaned. Don't want hall bed.

[NEG 33] Long wait times for updates.

[NEG 34] Not having rooms clean and ready for patients to be placed in, many were sent back to the waiting room. Two patients came here on instructions from doctors that were vague and caused them confusion and anxiety.

[NEG 35] I worry personally if the pencils in the volunteer office are too sharp(are they a safety hazard?). A patient was disappointed that the ED doesn't do anything for teeth because his teeth had fallen out.

[NEG 36] One patient irritated that ED doesn't give out wait times.

[NEG 37] Sometimes long wait times at ER

[NEG 38] After a patient left a nurse made seem as if patient was exaggerating her concern and fear. I didn't know the severity of the patients injuries but no professional should speak about a patients concern even if the injury is minor. I didn't say anything but it made me upset because I was disappointed that someone in the medical field would talk about a patients genuine concern in that manner. This doesn't create a warm, welcoming and caring environment that MedStar believes in. It's even more upsetting because if this is what a medical professional thinks of your concern you can no longer trust the medical system as you will feel that they do not take you seriously.

[NEG 39] One patient in a hall bed at the end of hallway was a little irritated. She kept wanting her nurse. She said she was waiting for an ambulance to come pick her up. I think she left midway through my shift. Another patient with visitor was put in a hall bed- it seemed a little awkward, since the chair where visitor sitting then was slightly encroaching on the doorframe of another room that had patient and visitor in it.

[NEG 40] When people come into the ED through triage, they have to wait in line to register themselves in the order that the patient came into the ED. Also, people have to bring the patients themselves into the ED through triage- seemed patient a little irritated that they don't allow someone from the hospital to come outside and help get patient from car into ED. Rather, the patient needs to enter the ED on their own (or with help of significant other) in wheelchair.