

# NotebookLM Copy/Paste Pack (with Summaries)

Window: 2025-06-30 → 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: 30 | Negative reviews: 13

## 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] 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 2] Talked with a patient's child during their wait time

[POS 3] Nurses offering to show me how they administer vacutainer systems

[POS 4] 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 5] Nurses and doctors and PAs always explain everything really well and are really friendly

[POS 6] Nurses were kind enough to help answer any questions I had.

[POS 7] Talked to several patients during wait times

[POS 8] PAs were super helpful and teaching me everything

[POS 9] Nurses were very friendly and happy to answer all questions.

[POS 10] I talked to one of the nurses who was very kind to explain one of the medical conditions I asked about

[POS 11] Nurses were very friendly and were kind to me.

[POS 12] Patient allowing me to feel his arm where his fistula used to be to learn about hemodialysis complications

[POS 13] Dr. Yip letting me follow her on each of her cases

[POS 14] Looked over a few patient cases with a nurse. She was very helpful and explained things to me.

[POS 15] Everyone is willing to help if needed.

[POS 16] The RN made sure I was involved by providing with ways of helping the patients.

[POS 17] none

[POS 18] Nurses and doctors are super nice and explain things to me clearly

[POS 19] Some patients were very grateful for the assistance and care.

[POS 20] All the patients are very kind and appreciative, even in their most vulnerable state.

[POS 21] Supportive and kind nurses.

[POS 22] Nurses being friendly and kind

[POS 23] Team members are very supportive of patients and eager to listen to their stories.

[POS 24] The triage nurse and registration staff were very kind and I had a great time working with them!

[POS 25] Someone told me that he comes to MedStar because the service is always very fast and the staff are kind.

[POS 26] Everyone is willing to help.

[POS 27] Supportive team.

[POS 28] Everyone is supportive.

[POS 29] 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 30] 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] None

[NEG 2] Overwhelming work nurses were stretched thin

[NEG 3] Sometimes patients had to wait for nurses.

[NEG 4] Pas were criticized for delayed paperwork by pts

[NEG 5] Sometimes patients had to wait a little bit if nurses were busy.

[NEG 6] Sometimes all the nurses were very busy so they couldn't answer my questions.

[NEG 7] Sometimes patients had to wait a while for nurses to come help them.

[NEG 8] Patient was in bad mood and argumentative

[NEG 9] None.

[NEG 10] None.

[NEG 11] none

[NEG 12] None

[NEG 13] Nurses being overwhelmed and hurt by patients

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

Positive reviews: 2 | Negative reviews: 2

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

[NEG 2] 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: 10 | Negative reviews: 7

## 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] talking to patients  
[POS 4] talking to the parents  
[POS 5] A nurse asked me to help move a patients belongings to another room  
[POS 6] talking to the patients  
[POS 7] The staff were very welcoming!  
[POS 8] talking to patients  
[POS 9] talking to patients  
[POS 10] talking to patients

## Negative reviews (copy/paste block)

[NEG 1] na  
[NEG 2] na  
[NEG 3] none  
[NEG 4] none  
[NEG 5] na  
[NEG 6] na  
[NEG 7] 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: 3 | Negative reviews: 2

### **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] Met everyone, very nice, got to watch a colonoscopy.

[POS 3] 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] 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: 47 | Negative reviews: 27

## 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] Nurses smiling and asking me for help

[POS 4] I helped out the nurses by giving water/soda to the patients.

[POS 5] Patient said she enjoyed the food service and quality

[POS 6] The janitor was really nice and sweet.

[POS 7] PCT, she was so nice

[POS 8] I had a nice hour long talk with an elderly veteran and he wished me well.

[POS 9] The patients and staff were all very lovely and kind to me.

[POS 10] I was able to help the nurses clear the cabinets and organize the stocks.

[POS 11] The nurses gave me clear tasks and were chatting with me.

[POS 12] One patient said their stay here has been good and gave me advice about friendships.

[POS 13] Team members were great in helping me get oriented to what my general activities on the Cardiac Surgery floor would be.

[POS 14] 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 15] Charge nurse checked in on me throughout the shift.

[POS 16] 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 17] 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 18] I met the volunteer who works before me!

[POS 19] I was told the staff was extremely nice to them and they enjoyed their time here.

[POS 20] Patients were very pleased with their nurses and med techs updating them on updates with regards to medications and doctor visits

[POS 21] The nurses were nice in helping me with the tasks they wanted me to complete.

[POS 22] Nice conversations, welcoming, also asked to do tasks which felt like I was helpful

[POS 23] 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 24] The patients shared a lot of their childhood memories

[POS 25] Patients thought they received food that was warmed up and liked the menu that was provided

[POS 26] The patients shared how much better they felt

[POS 27] Nurses on my floor were really nice

[POS 28] 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 29] Thankful of help

[POS 30] Very positive descriptions of interactions with nurses, doctors , and techs

[POS 31] 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 32] I'm able to drawing horses with one of the patients on my iPad

[POS 33] One patient was really fond of the staff's quick reception to his needs.

[POS 34] Not much on this day. Not many patients.

[POS 35] Patient said doctor was very informative about their care, almost too informative

[POS 36] Had good interactions with the nurses and patients

[POS 37] Attentive to making sure they get their walking time in the hallway

[POS 38] Charge nurse was nice in helping with directions on responsibilities

[POS 39] A patient felt as though the hospital staff were actually very attentive to detail with regards to their health and medications

[POS 40] 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 41] I got a hug from a staff member for showing her around!

[POS 42] Nurses very quick to call bell, food is good

[POS 43] Everyone is super friendly and smiley.

[POS 44] Most patients were sleeping this morning, but I was able to restock some of the rooms which was nice.

[POS 45] Sweet greetings! Most patients just needed sleep.

[POS 46] Sweet nurses!

[POS 47] 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] Patient said he had been waiting almost a week for the hospital to sort out insurance

[NEG 7] 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 8] One patient asked when their food tray would be taken because they were finished with it.

[NEG 9] None

[NEG 10] It was hard introducing myself and getting to know other team members

[NEG 11] One of the patients got her breakfast taken from her and she was very upset that it was taken.

[NEG 12] None

[NEG 13] N/a

[NEG 14] This week I didn't receive many negative responses to be honest

[NEG 15] Nursing staff not always being available upon call button being hit

[NEG 16] I didn't have any negative events with team interactions to share.

[NEG 17] Patients would like things to be in reach of them while laying on their bed

[NEG 18] None

[NEG 19] no negative interactions

[NEG 20] Not available for this week actually everyone was very positive about their experiences

[NEG 21] None

[NEG 22] Patient was left sitting on plastic toilet for 30 min, tried to get off and hurt themselves (got an arrhythmia after it)

[NEG 23] Woke patient up at 4 AM for tests

[NEG 24] Not applicable for this week :)

[NEG 25] None

[NEG 26] Surgeon was a bit quick and impersonal (imo that's to be expected)

[NEG 27] None

# Department: MUMH: 6 East/IMC-HF

Positive reviews: 58 | Negative reviews: 17

## 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 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 13] The staff members were really nice in helping be get oriented with the floor and the common responsibilities
- [POS 14] 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 15] 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 16] Talking to one of the patients for 2 hours plus good stories
- [POS 17] talked with guy about spiders, home with large patio
- [POS 18] Patients asked me to go visit them again the next day.
- [POS 19] 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 20] A patient kept giving me advice. That was nice.
- [POS 21] I offered companionship to a nice lady.
- [POS 22] Everyone was really nice and friendly.

[POS 23] Multiple patients were raving about the nurses stating how lovely they have been

[POS 24] 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 25] Talking to patient and got good life advice

[POS 26] 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 27] Some one told me everyone was nice

[POS 28] I walked the floor with one of the patients.

[POS 29] How positive the staff is here and how everyone is very attentive

[POS 30] 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 31] 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 32] A patient said he would rate this hospital 10/10

[POS 33] Lots of positive interactions with nursing staff

[POS 34] 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 35] Talking to one of the patients about life

[POS 36] 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 37] Someone said all the doctors are super nice

[POS 38] 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 39] Patient was extremely happy that I mentioned I want to be a nurse and he said the nurses here are very noble

[POS 40] 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 41] Talking to one of the patients that was nurse and gave me good advice

[POS 42] 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 43] I ran into a man who commended my volunteering here. It was very nice.

[POS 44] Patient was saying how great the nurses and staff on this floor have been - very

[POS 45] I talked to a lady about her life and life lessons.

[POS 46] 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 47] Whenever I asked the nurses for help or confirm that a patient could eat something, they were happy to help.

[POS 48] Talking to my girly about food

[POS 49] Talked to a man about his family.

[POS 50] 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 51] Patient was grateful for the nurses and staff

[POS 52] Said the staff at this hospital was the best there is

[POS 53] 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 54] I talked to someone about cruises and woodworking.

[POS 55] 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 56] 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 57] 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 58] Got to see a patient 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] Slow responsiveness!

[NEG 6] probably one sharps item (or just drug) that was left out on patient deak

[NEG 7] N//A

[NEG 8] 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 9] Patient was standing up outside his room waiting for a wheel chair while stating he was supposed to be discharged much earlier

[NEG 10] The food menu service was inconsistent

[NEG 11] No updates and confusion about diagnosis

[NEG 12] Long waiting periods in general

[NEG 13] Case management problems

[NEG 14] Patient was talking about how the ER nurse waiting to put oxygen on her until the last minute when she needed it badly.

[NEG 15] The patient felt like a guinea pig being; They felt like there was too much miscommunication across the healthcare workers and her needs.

[NEG 16] One patient was continuously asking for the doctor and ignored nursing staff

[NEG 17] 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: 60 | Negative reviews: 31

## 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] Was able to talk to a new nurse and have insightful conversations
- [POS 11] I talked with a Nurse Tech about getting a job because I recently finished my CNA license. She was very supportive and friendly.
- [POS 12] 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 13] The nurses were very sweet when I asked them questions and they appreciated it
- [POS 14] Nurses helped me identify liquid thickeners for a patient.
- [POS 15] All the nurses and staff on the floor were super kind and helpful!
- [POS 16] I had a long conversation with Ms. Crocker. She was telling me about her family dynamic and her sleeping patterns
- [POS 17] I spoke to a patient for a long time! He called me his nephew!
- [POS 18] Patient shared about her story and how she had no visitors so far but excited to see her grandkids in couple of weeks!
- [POS 19] A nurse thanked me for assisting with patient comfort and making sure they had everything they needed
- [POS 20] 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 21] I helped one of the nurses deliver microwaved food to one of the patients.
- [POS 22] Nurses were very kind!
- [POS 23] 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 24] Nurses were nice in letting me know who to call for instructions.

[POS 25] All the staff were super friendly as usual.

[POS 26] me and the nurses got along well

[POS 27] talked with lady about current plans to travel!

[POS 28] Talked to a person I talked to last week.

[POS 29] I asissted in retrieving supplies like hypo needles from the supply room for nurses.

[POS 30] Helping an elderly lady get hygiene supplies

[POS 31] I had a patient who really loved the dietary specialists and she quite looked forward to the food.

[POS 32] The nurses showed gratitude that I helped put blankets in the blanket warmer.

[POS 33] I got a charger for a patient who needed to call her grandkids.

[POS 34] Learned how to answer the phone

[POS 35] Met new nurses and techs. Had good conversations with them and asked questions

[POS 36] Talked to the same patient from 3 weeks ago who is doing better!

[POS 37] Volunteers (us!!!!) coming here and there for help!!

[POS 38] A nurse showed me where the crossword puzzles for patients are

[POS 39] 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 40] Patients were very nice in asking for drinks or crackers

[POS 41] Talking to the nurses and secretaries

[POS 42] A nurse was very attentive to a patient and they felt cared for.

[POS 43] Patients said thank you and were very happy with service.

[POS 44] all the nurses and staff were lovely :)

[POS 45] helping the nurses our

[POS 46] 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 47] I saw that one of the longer time patients left!

[POS 48] Very nice conversation with a nurse.

[POS 49] The nurses were very supportive and helped identify which patients were off NPO or fluid restriction so I could clean the sign.

[POS 50] Patient was very nice today and asked me about my time.

[POS 51] bringing a patient snacks

[POS 52] I walked a patient to the vending machine and he recommended a food combo

[POS 53] Talked to a patient for 1.5 hours!

[POS 54] 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 55] The unit secretary Destiny is very helpful in contacting nurses and technicians, Ethel was also very helpful helping me move a bed.

[POS 56] Patient was very happy that he had someone to talk to

[POS 57] talking to someone about their life

[POS 58] Met new people today

[POS 59] Talked about family!

[POS 60] 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] 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 7] Very slow not much to do but also my first day so will get the hang of things

[NEG 8] Many nurses did not pick up the phone when I called.

[NEG 9] I heard a code blue today

[NEG 10] Nothing I can think of!

[NEG 11] Patient was in pain screaming for meds, and there was nothing we could do

[NEG 12] 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 13] a lot of patients are sleeping in the morning so there is not much to do and help out with

[NEG 14] Patient was mad about the quality of medical treatment.

[NEG 15] 1 of the nurses was kind of rude

[NEG 16] Nothing I can recall!

[NEG 17] The sodas were not stocked in the kitchen, also the keypad to the kitchen is still broken.

[NEG 18] One individual was in a bit of a rush but the patient wanted to talk.

[NEG 19] 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 20] People waiting longer than notmal

[NEG 21] Nothing I can consider negative!

[NEG 22] Pt in pain / nurses cannot deliver more pain meds..

[NEG 23] A patient had gotten lunch a couple of times and it was not what she ordered.

[NEG 24] 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 25] Can't recall!

[NEG 26] Nurses were a bit busy today.

[NEG 27] A patient with a dementia was yelling out racist remarks to all of the black staff

[NEG 28] Na

[NEG 29] Not a negative event but one of the guests complained that there was bodily fluids on the curtains that weren't cleaned.

[NEG 30] Seeing people my age as patients in the hospital

[NEG 31] Na

# Department: MUMH: 8th Floor

Positive reviews: 108 | Negative reviews: 68

## 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] I spoke with a patient about art for almost 1 hour.

[POS 26] Ms Connie remembered me and printed the census sheet.

[POS 27] Nurses were very friendly with me and willing to answer my questions I had.

[POS 28] One patient had awesome experiences with the nurses, everyone was extremely kind and responsive

[POS 29] Patient enjoyed speaking with the friendly nurses

[POS 30] Almost all patients had awesome service, extremely kind nurses

[POS 31] 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 32] The patients were very sweet and talked to me for an hour

[POS 33] Patient appreciated the snacks.

[POS 34] A patient said they've been to many hospitals and none compare to MedStar in terms of care and attention given

[POS 35] I talked with a patient for almost an hour, and she was really sweet and friendly.

[POS 36] I had nice long talks with several patients today who gave me great life advice and wished me well in the future.

[POS 37] Patient appreciated the snacks / graham crackers.

[POS 38] One of the nurses was very kind and was willing to answer any questions I had even though I had quite a few.

[POS 39] All the patients were wonderful and had nice conversations with me

[POS 40] One of the nurses gave me some really good advice for uni.

[POS 41] Many of the patients were very nice and thanked me for volunteering. Also, one of the CNAs thanked me for volunteering, as well.

[POS 42] The nurses were very helpful and friendly.

[POS 43] All patients shared how they had a great experience with the nursing team.

[POS 44] 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 45] 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 46] One patient had a wedding and invited me to attend! Most memorable experience

[POS 47] 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 48] I gave a patient my old phone and it made his day since he had no entertainment before!

[POS 49] This patient told me a lot about his previous experiences and we really bonded.

[POS 50] Patient was so hungry, had a horrible day, and I got him some food and we bonded

[POS 51] 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 52] 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 53] All patients said nurses were extremely nice and everything.

[POS 54] I talked to Ms Barb for two hours in 827

[POS 55] One patient said staff was awesome, always attentive

[POS 56] 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 57] Staff was amazing and responsive

[POS 58] I talked for some time with this one person on family and Baltimore as a city.

[POS 59] Someone said they really liked my smile.

[POS 60] Talked to a patients family member about perseverance

[POS 61] Nurses were very supportive whenever I needed it.

[POS 62] A patient said food was always on time and nursing staff were very prompt/attentive!

[POS 63] Someone getting excited over their dishcharge today!!

[POS 64] 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 65] 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 66] One patient had a nurse that did everything for her

[POS 67] 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 68] Spoke a long time with a person about various topics, like chilli, sports, military history. Really enjoyed it.

[POS 69] Learning about how people love MedStar and have been here for many surgeries because they trust us

[POS 70] 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 71] Mr.Gerber and Mike were very nice and talked with me!

[POS 72] A lot of patients said every nurse was awesome to them

[POS 73] Patients said nurses were awesome and best hospital in area

[POS 74] Loved talking to this old lady who was a former biker.

[POS 75] Loving MedStar and the staff

[POS 76] 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 77] Patients had 0 complaints about service; they've been here many times

[POS 78] Mr Thompson was very sweet and gave me a lot of advice as I kept him company

[POS 79] I had a nice conversation with two patients, they were eager to share life advice and experience, which I enjoyed listening to.

[POS 80] Patient got all 26 of his surgeries at MedStar because staff is good

[POS 81] This patient was going to tell people about how awesome his stay was.

[POS 82] Patients have no complaints about staff.

[POS 83] The gentlemen in 803 was very kind and gave me a lot of advice during our talk!

[POS 84] Patient shared with me how they had awesome interactions with nurses.

[POS 85] All the patients had awesome experiences with the doctors

[POS 86] I had a lengthy talk in Spanish with a patient's family member who blessed me and we prayed together.

[POS 87] I just had a chance to speak with so many wonderful people. This lady was so excited when I brought her chocolate pudding.

[POS 88] Family support meant a lot

[POS 89] 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 90] Patient had an awesome experience with nurse; they were super kind

[POS 91] Patient had amazing experience with nurses and doctors, super kind

[POS 92] Patients say they have no problem with nurses; everyone is super kind

[POS 93] 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 94] I was able to speak with a patient about Minecraft and she loved the fact that the hospital had popsicles

[POS 95] 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 96] Everyone was very pleased with the doctors, all of them were very patient, good at explaining.

[POS 97] I spoke with Mr Harry for two hours and enjoyed accompanying him!

[POS 98] Patient traveled very far just to see the awesome doctors. Nurses were extremely kind.

[POS 99] Patients says nurses were very quick

[POS 100] I had so many wonderful conversations with so many patients.

[POS 101] I met this nice family and very enthusiastic lady, we talked about the helipad.

[POS 102] I talked with this one couple about native health systems for a while and it was quite pleasant.

[POS 103] Patients loved the service!

[POS 104] Chatting with Mike the nurses

[POS 105] Very good nursing, very nice

[POS 106] Mrs. Lisa in 801 was very sweet and I enjoyed talking to her.

[POS 107] 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 108] 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 amazing

[NEG 17] Nothing negative

[NEG 18] Sometimes nurses were very busy so one patient had to wait a while for her nurse.

[NEG 19] One patient said the older nurses were impatient, and overworked

[NEG 20] Patient was hungry and wanted snack/meal

[NEG 21] The food was not good for some patients

[NEG 22] Patient wanted to be discharged earlier

[NEG 23] A few patients noted that food quality was subpar

[NEG 24] 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 25] patients did not have any complaintw today

[NEG 26] Sometimes nurses were very busy so patients sometimes waited for a nurse to fulfill their request.

[NEG 27] A patient had to wait before a nurse came to help her.

[NEG 28] Patients received conflicting doctors instructions

[NEG 29] 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 30] The nurse are understaffed

[NEG 31] One patient had delays with service

[NEG 32] One patient had a rough encounter with nurse; they weren't being very gentle moving him around

[NEG 33] A patient experienced miscommunication with discharge data

[NEG 34] During the evening , nurses and doctors were understaffed. A doctor forgot staples inside of a patient

[NEG 35] 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 36] 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 37] One patient said that a 24 hour sitter was extremely sarcastic and horrible to him.

[NEG 38] One patient had to wait an hour until they got medicine.

[NEG 39] Food was cold at times

[NEG 40] 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 41] 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 42] Some patients had slightly longer wait times, but not much at all

[NEG 43] Sometimes late in the evenings they get a little slower

[NEG 44] 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 45] Waiting for medications for too long

[NEG 46] Rob some times has trouble getting medicine

[NEG 47] 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 48] One patient specifically said that he had to wait a long time for everything, nurses weren't on top of things

[NEG 49] Waiting for drugs

[NEG 50] none

[NEG 51] Patient recalls having to wait 30+ minutes for medicine; select few patients had this problem

[NEG 52] 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 53] Patient had slightly longer call bells

[NEG 54] Patient was in extreme pain and no worker noticed

[NEG 55] Patient said the hospital coordination was bad; they were supposed to be transported but then the nurse didn't tell transport

[NEG 56] Patient had to wait to go to restroom

[NEG 57] Service varied from morning to night shift needs to be more consistent

[NEG 58] 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 59] Patient had to wait for medicine and responses from nurse

[NEG 60] Patient had one bad night with nurses, saying it was chaotic, nobody came.

[NEG 61] One patient told me about how they had to wait a little during the evening hours

[NEG 62] 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 63] Honestly nobody seemed that displeased.

[NEG 64] One patient had to wait a little

[NEG 65] One patient had to wait for a while to go pee, and no one came. So she peed on herself

[NEG 66] Understaffed in the evening

[NEG 67] Waiting for food and medicine at times

[NEG 68] 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: 36 | Negative reviews: 30

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

[POS 9] 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 10] Nice lady talked to me about her life.

[POS 11] They were happy with the environment, having had a satisfactory stay before discharge.

[POS 12] They were appreciative of the floor staff for their care.

[POS 13] Offered companionship to a nice woman.

[POS 14] They said the nurses were nice

[POS 15] A patient said thank you for existing when I offered to ask to get her bed changed

[POS 16] Today, the most fun part of the volunteer was talking to the nurses there about the patients.

[POS 17] Sat with a nice woman

[POS 18] Learned a lot about one persons experience in the army

[POS 19] A patient told me about a volunteer that came in to play violin for them and really enjoyed it.

[POS 20] One positive experience is that I saw two patients that I saw last week. They remembered me and were happy to see me.

[POS 21] Bring patients snacks and bonding over which snacks we liked best. Essentially, being able to help take their mind off of things.

[POS 22] They were happy I got them snacks to hold them over until lunch

[POS 23] 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 24] 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 25] The team's incessant support was appreciated.

[POS 26] My most positive interaction was getting chocolate from one of the nurses .

[POS 27] Nurse was responsive to patient in pain

[POS 28] A patient being discharged really appreciated the nurses and the responsibility with which they cared for her.

[POS 29] A patient said everyone has been treating them well.

[POS 30] A patient's visitor expressed gratitude and appreciation for the staff for taking good care of his wife.

[POS 31] My most positive interaction today was with one of the nurses in the station. We had fun conversation about work.

[POS 32] Patients were very pleased with the service form the nurses and doctors

[POS 33] A patient who had an unforeseen extended stay was very appreciative of the companionship and time spent

[POS 34] A patient said staff were treating them well.

[POS 35] One patient was served only vegetables for lunch and their nurse tech helped call dining to order a sandwich with meat for them.

[POS 36] I witnessed a staff member providing companionship while engaging in a conversation with the patient.

## **Negative reviews (copy/paste block)**

[NEG 1] The most negetive 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] 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 9] The patients didn't really enjoy the food.

[NEG 10] 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 11] None!

[NEG 12] They kept on saying that food took a long time to come

[NEG 13] 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 14] 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 15] The nurse was a little unwelcoming at first.

[NEG 16] Nothing really negative happened

[NEG 17] 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 18] Nothing really today!

[NEG 19] 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 20] 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 21] There weren't really a lot of people to talk to.

[NEG 22] However, the same patient was unhappy about a delay with seeing her doctor.

[NEG 23] A patient was disappointed that the floor was out of graham crackers.

[NEG 24] A patient was concerned as her discharge was delayed due to a delay in communication with her doctor.

[NEG 25] One negative thing I would say would be that it was lunch time and nobody seemed to need a companion.

[NEG 26] Patients would have wanted their food to be warmed up or reheated before given to them at certain times

[NEG 27] Multiple patients being discharged unfortunately had to wait for a long time for the paperwork

[NEG 28] A patient said another patient hit them.

[NEG 29] One patient said they feel like no one is listening to them about the issue they are having with their leg.

[NEG 30] A patient was disappointed on having to wait for the doctor's update for discharge.

# Department: MUMH: 9 West

Positive reviews: 33 | Negative reviews: 17

## 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] nurses checking up on patients, fulfilled needs

[POS 5] Made a nice lady some tea and helped her find and clean her dentures.

[POS 6] 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 7] I had some wonderful talk with one of the nurses at the clinic.

[POS 8] Nurses very kind and answered any questions I had.

[POS 9] nurses are quite nice and attentive

[POS 10] 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 11] Nurses were kind enough to talk and give me advice.

[POS 12] Helped out a nurse with restocking items was very helpful for me in understanding the system.

[POS 13] Nurses were very kind to answer any questions I had.

[POS 14] Nurses were very friendly today and were happy to help me when I needed help

[POS 15] Most positive, I got to listen to patient's story about their hunting experience

[POS 16] Nurses were kind to answer any questions I had.

[POS 17] liked the doctors approach

[POS 18] Talking to people

[POS 19] Memorable conversation

[POS 20] It was my first shift, so everyone tried their best to familiarise me with the environment.

[POS 21] 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 22] I had a great 2 hour conversation with a patient.

[POS 23] Cynthia was very open to answering my questions! I appreciate that greatly

[POS 24] I had a deep 2 hour conversation with a patient

[POS 25] 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 26] Talked to a veteran

[POS 27] 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 28] Talked to a lady with a son studying medicine

[POS 29] The interactions were meaningful and kept their minds off of their hospitalization.

[POS 30] Cynthia answered all my questions!

[POS 31] Everyone was very kind and respectful.

[POS 32] 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 33] 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] 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 5] It was little boring at the mid time as I didn't feel that productive

[NEG 6] The most negative event would be that I was kinda bored for little bit when there was nothing to do.

[NEG 7] Sometimes patients had to wait for a request.

[NEG 8] wanted food a bit quicker if possible (but just a suggestion)

[NEG 9] Today was little boring for me as there was nothing much to do.

[NEG 10] Nurses can be busy sometimes so were unable to answer my questions

[NEG 11] Patients sometimes waited before a nurse fulfilled their request as it was quite busy today

[NEG 12] Sometimes it took a while for nurses to get to patients when called

[NEG 13] Sometimes, I feel bored due to lack of interactions that come in between of some calls.

[NEG 14] Sometimes patients had to wait for the nurses to come help them.

[NEG 15] Nothing today!

[NEG 16] Nothing negative happened today!

[NEG 17] Nothing negative happened today.

# Department: MUMH: Emergency Department

Positive reviews: 43 | Negative reviews: 31

## 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] Good speed with triaging and going to rooms

[POS 14] 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 15] A nurse asked me my name and thought my name was cute and wrote it down as a possible name for her child

[POS 16] The patients appreciate the help and companionship us volunteers provide

[POS 17] One patient talked about how respectful and kind the staff are here

[POS 18] The triage nurse was really nice

[POS 19] They appreciate the help and company us volunteers are able to provide

[POS 20] One patient came back after coming here last week because they thought everyone here was so kind.

[POS 21] The patients appreciate the assistance and companionship us volunteers are able to provide

[POS 22] An older woman was asking me questions and she was really sweet

[POS 23] One of the patients and her daughter come to UMH often and say theyve received good care in the past.

[POS 24] 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 25] Getting to know the nurses in triage who showed me the whole emergency department, were kind, and relatable.

[POS 26] Some patients expressed much gratitude for the help.

[POS 27] Nurses and techs treated very nicely today.

[POS 28] Nursed expressed their excitement about me being there and showed me how to clean bed areas, etc

[POS 29] 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 30] Patient really appreciative of how quick the nurses were as soon as they arrived, showing hustle

[POS 31] Nurses were kind and compassionate.

[POS 32] They mentioned how its always super helpful to have volunteers on Mondays, when it tends to be busier.

[POS 33] The nursing staff was very kind!

[POS 34] One patient said she chose to come here because the ER is the fastest compared to other hospitals

[POS 35] 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 36] Patients were very kind and appreciative.

[POS 37] Very speedy at triage. Very friendly, made patients laugh.

[POS 38] Shorter wait times than usual

[POS 39] 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 40] Great attitude and service, as well as short wait times

[POS 41] 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 42] Registration Ms. Angie is super friendly and knows everybody. Everyone at triage was super nice to child and mom (were multiple today).

[POS 43] 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] Long waits for doctor updates

[NEG 11] 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 12] The patients often felt like they needed to wait a while for staff members to get back to them, even for small things

[NEG 13] Secretary asked patient about his religion and I didn't know if that was appropriate or not

[NEG 14] The patients felt like they had to wait a while for the staff to get back to them

[NEG 15] The patients often feel like they are waiting a while for staff members to get back to them

[NEG 16] 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 17] 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 18] A few patients were a little upset or offended that they had to be weighed and have blood pressure taken.

[NEG 19] 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 20] 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 21] Hallways beds have no call bells. Nothing else

[NEG 22] 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 23] The bed linens have stains, even though they are cleaned. Don't want hall bed.

[NEG 24] Long wait times for updates.

[NEG 25] 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 26] 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 27] One patient irritated that ED doesn't give out wait times.

[NEG 28] Sometimes long wait times at ER

[NEG 29] 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 30] 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 31] 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.