

# Volunteer Rounding Report

**MedStar Health**

Month of analysis: **2025-12**

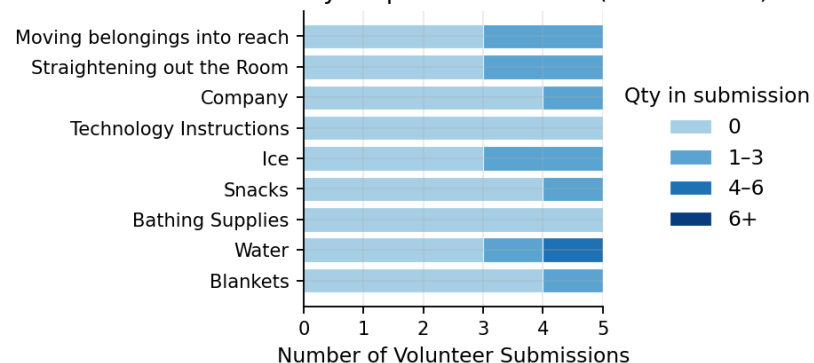
Quarter window: **2025-06-01 → 2025-12-31**

# MUMH: 4th Floor — Monthly Dashboard (Window: 2025-06-01 → 2025-12-31)

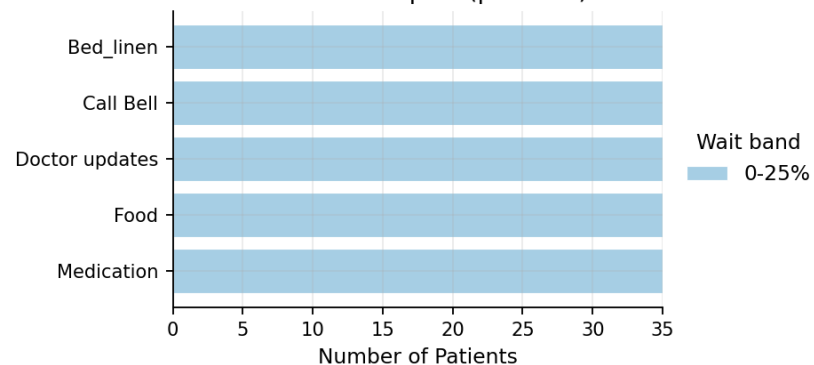
Reviews — Month 2025-12: 5 | Quarter: 131

## Monthly (2025-12) Report

Most Commonly Requested Services (submissions)

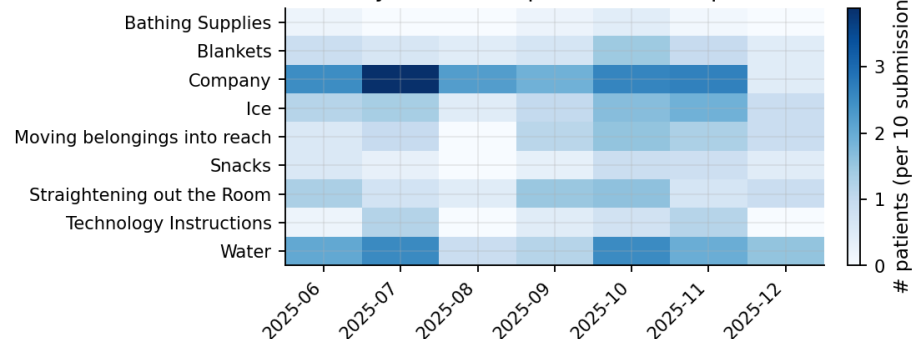


Wait Time Report (patients)

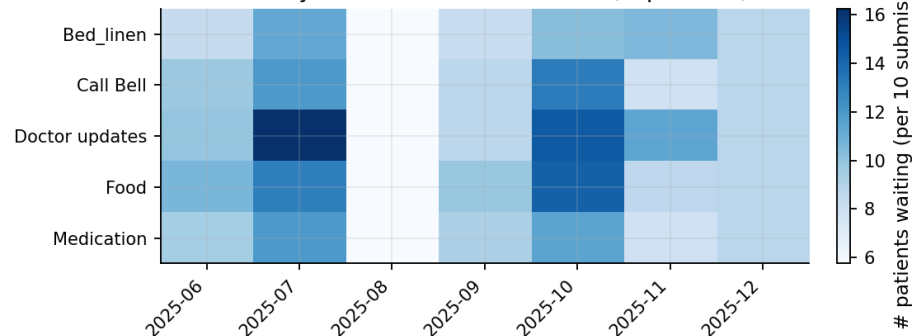


## Quarterly Report

Monthly Service Request Trends (# patients)



Monthly Patient Wait Time Trends (# patients)



### Positive themes

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 themes

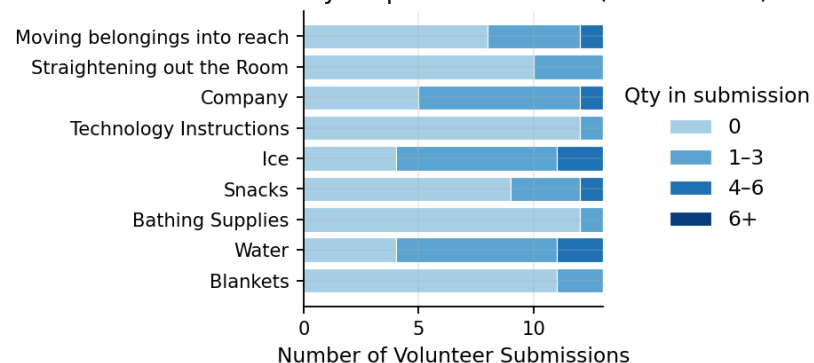
Issues included long insurance delays, a patient being left on a plastic toilet for 30 minutes, and an instance of a doctor being rude to a volunteer about wearing gloves.

# MUMH: 6 East/IMC-HF — Monthly Dashboard (Window: 2025-06-01 → 2025-12-31)

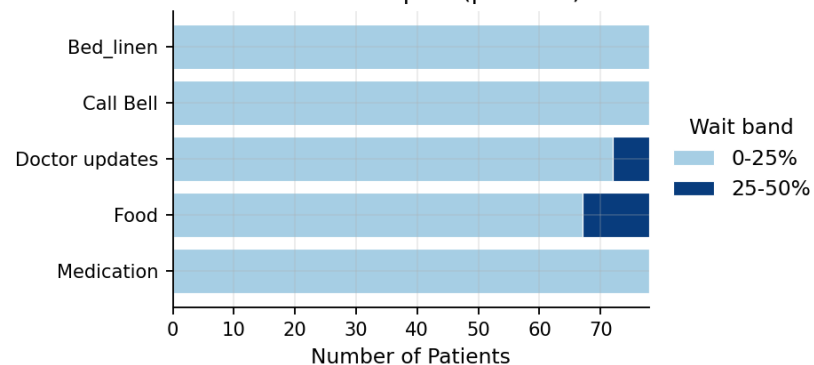
Reviews — Month 2025-12: 13 | Quarter: 136

## Monthly (2025-12) Report

Most Commonly Requested Services (submissions)

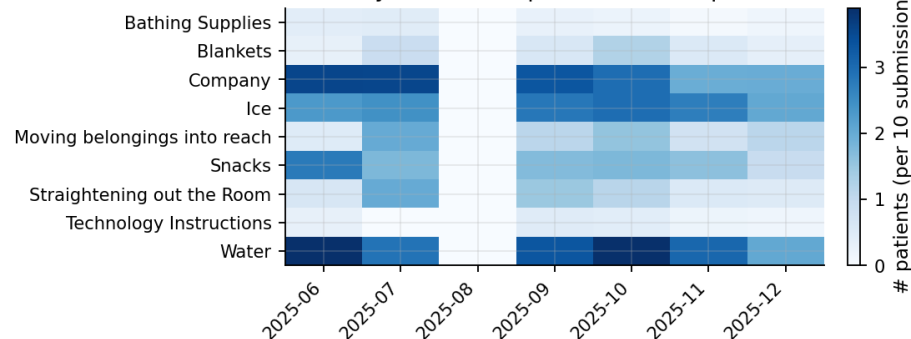


Wait Time Report (patients)

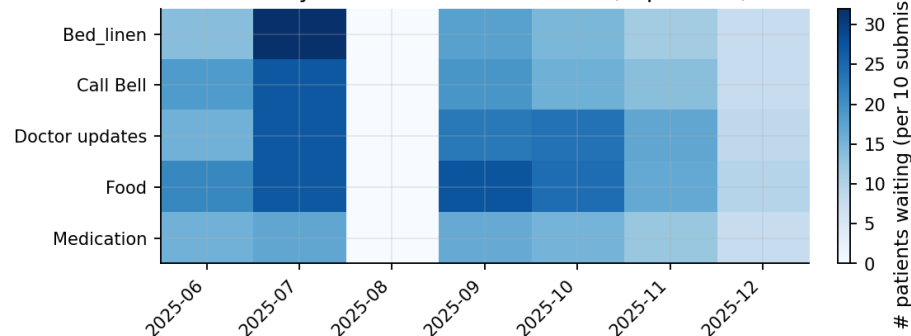


## Quarterly Report

Monthly Service Request Trends (# patients)



Monthly Patient Wait Time Trends (# patients)



### Positive themes

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 themes

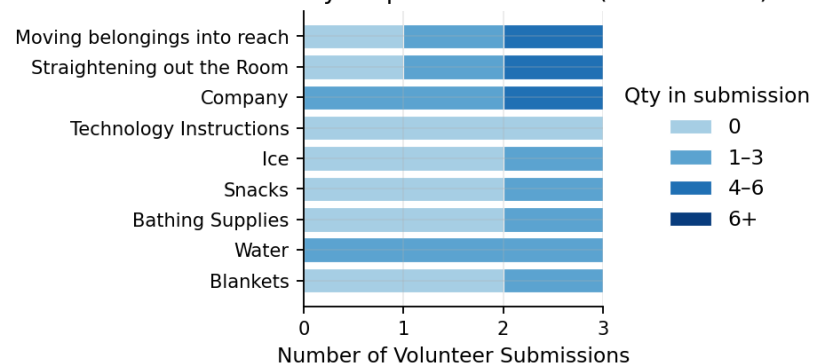
Criticisms centered on slow responsiveness, confusion regarding diagnoses, and miscommunication across healthcare workers that made one patient feel like a "guinea pig."

# MUMH: 7 East/IMC — Monthly Dashboard (Window: 2025-06-01 → 2025-12-31)

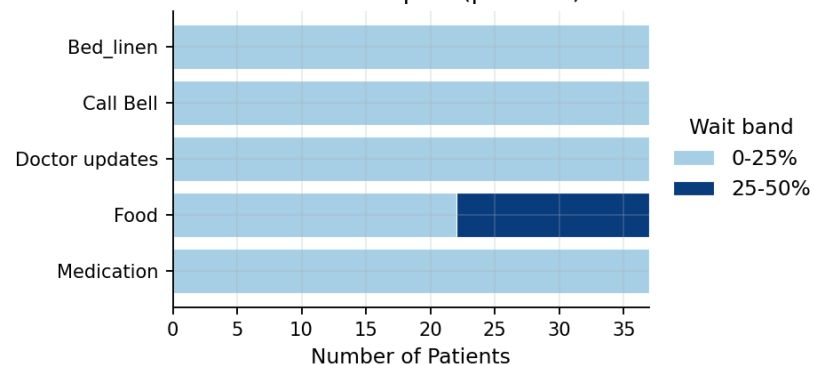
Reviews — Month 2025-12: 3 | Quarter: 87

## Monthly (2025-12) Report

Most Commonly Requested Services (submissions)

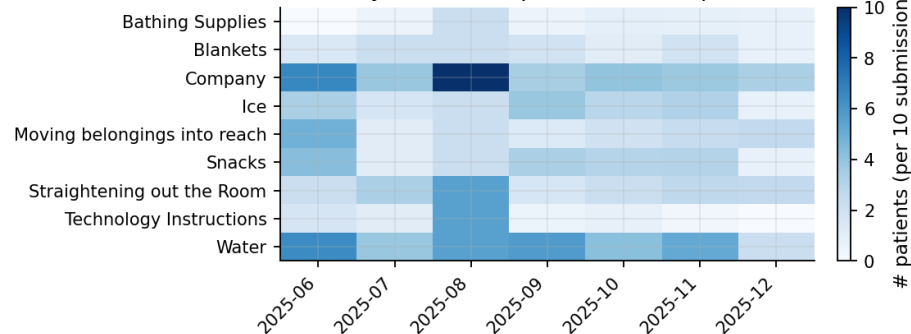


Wait Time Report (patients)

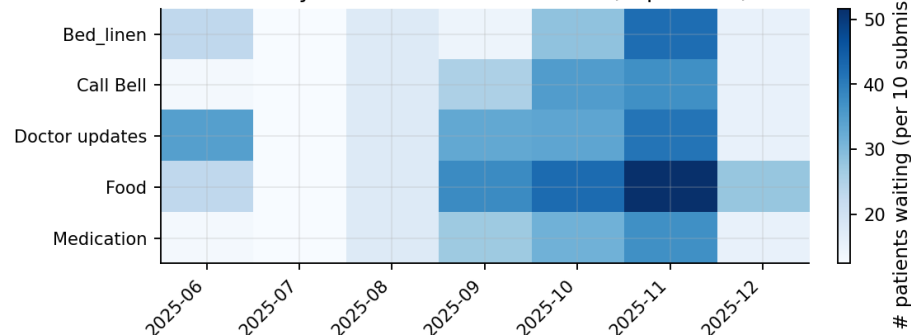


## Quarterly Report

Monthly Service Request Trends (# patients)



Monthly Patient Wait Time Trends (# patients)



### Positive themes

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 themes

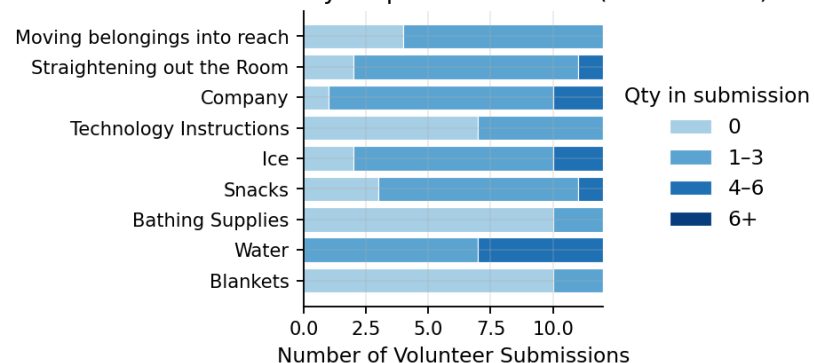
Negative feedback involved nurses not answering phones, uncleaned bodily fluids on curtains, and a patient with dementia making racist remarks to the staff.

# MUMH: 8th Floor — Monthly Dashboard (Window: 2025-06-01 → 2025-12-31)

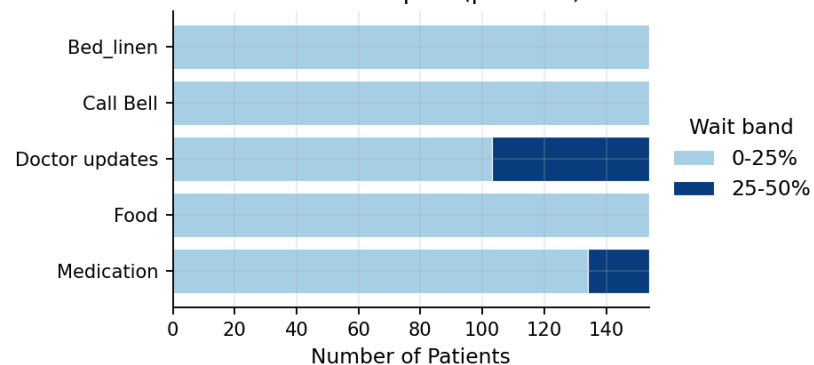
Reviews — Month 2025-12: 12 | Quarter: 172

## Monthly (2025-12) Report

Most Commonly Requested Services (submissions)

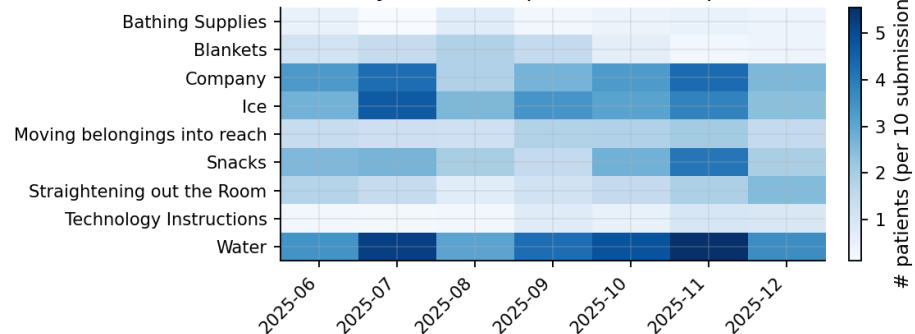


Wait Time Report (patients)

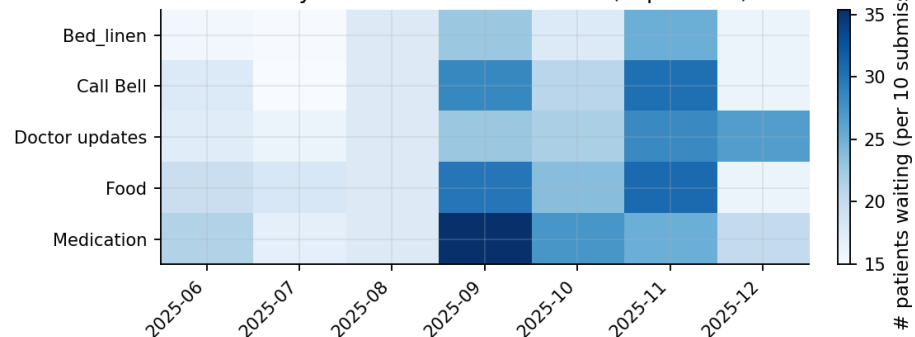


## Quarterly Report

Monthly Service Request Trends (# patients)



Monthly Patient Wait Time Trends (# patients)



### Positive themes

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 themes

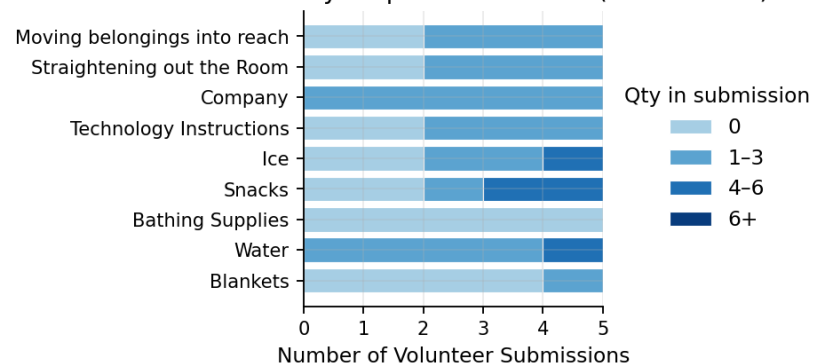
Concerns were raised about being understaffed in the evenings, leading to long waits for medicine and bathroom assistance. One report mentioned a doctor forgetting staples inside a patient.

# MUMH: 9 East — Monthly Dashboard (Window: 2025-06-01 → 2025-12-31)

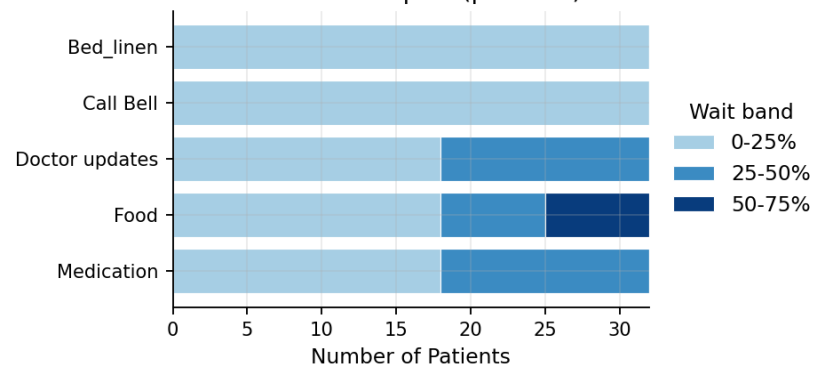
Reviews — Month 2025-12: 5 | Quarter: 92

## Monthly (2025-12) Report

Most Commonly Requested Services (submissions)

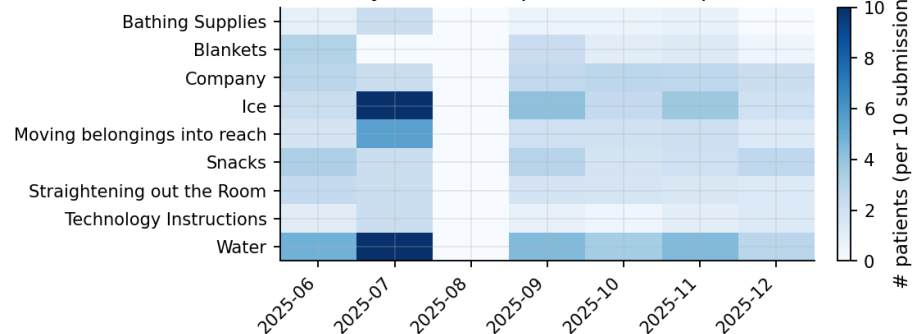


Wait Time Report (patients)

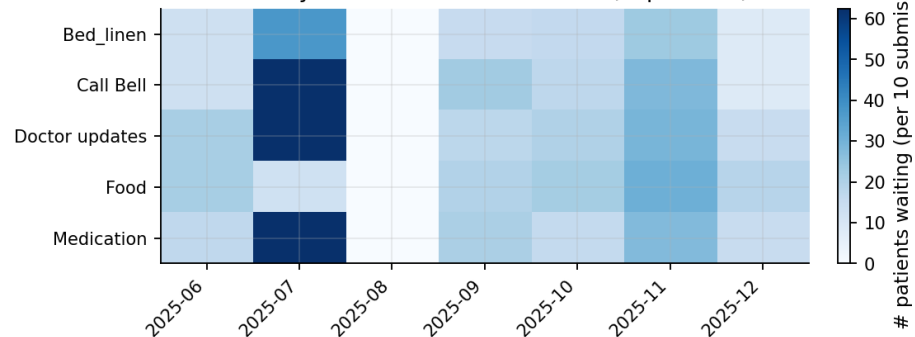


## Quarterly Report

Monthly Service Request Trends (# patients)



Monthly Patient Wait Time Trends (# patients)



### Positive themes

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 themes

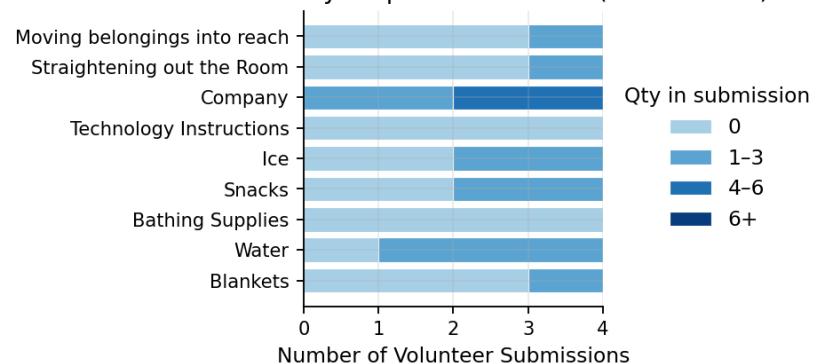
Dissatisfaction was expressed regarding food quality and long waits for meals. There were also reports of delayed communication from doctors regarding updates or discharge.

# MUMH: 9 West — Monthly Dashboard (Window: 2025-06-01 → 2025-12-31)

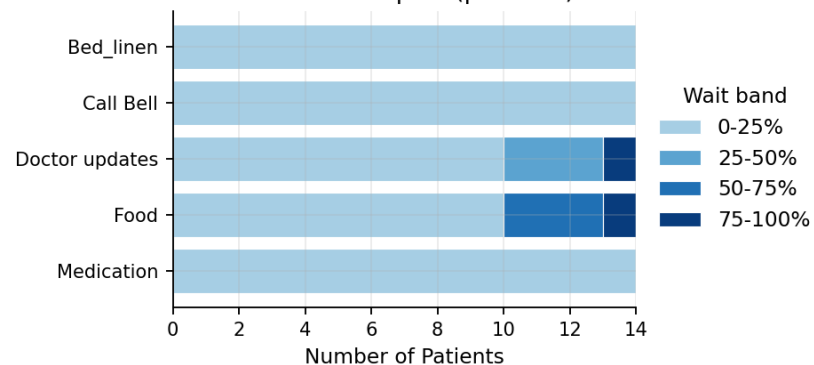
Reviews — Month 2025-12: 4 | Quarter: 103

## Monthly (2025-12) Report

Most Commonly Requested Services (submissions)

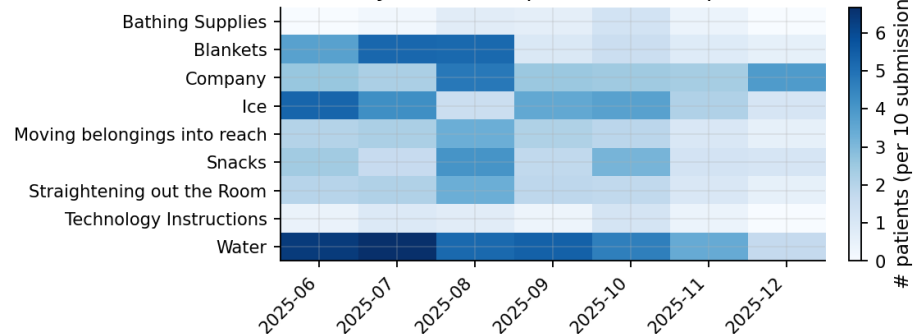


Wait Time Report (patients)

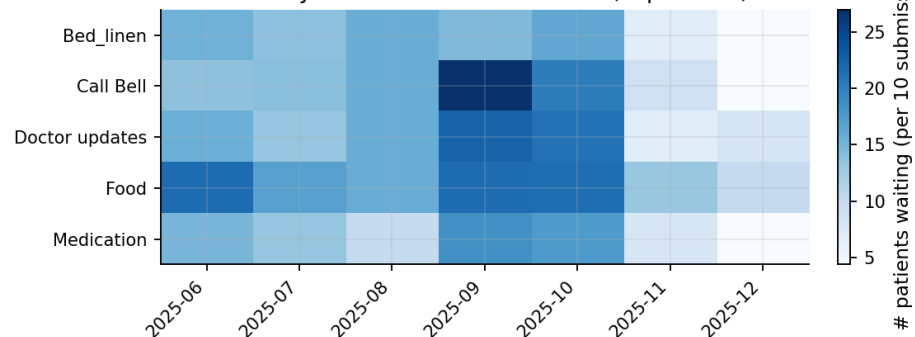


## Quarterly Report

Monthly Service Request Trends (# patients)



Monthly Patient Wait Time Trends (# patients)



### Positive themes

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

### Negative themes

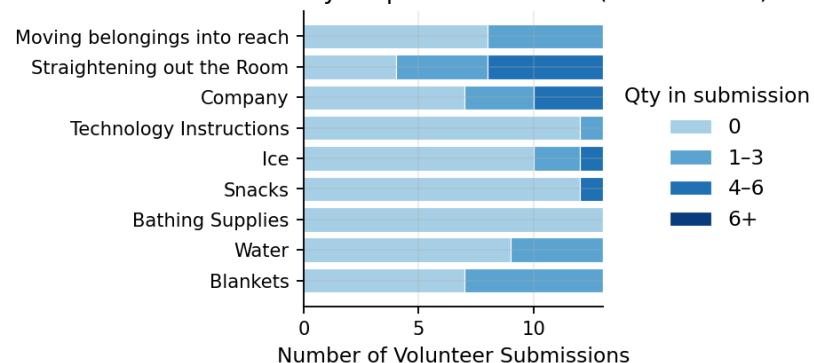
Feedback mentioned boredom during quiet periods and occasional delays in having requests fulfilled when the floor was busy.

# MUMH: Emergency Department — Monthly Dashboard (Window: 2025-06-01 → 2025-12-31)

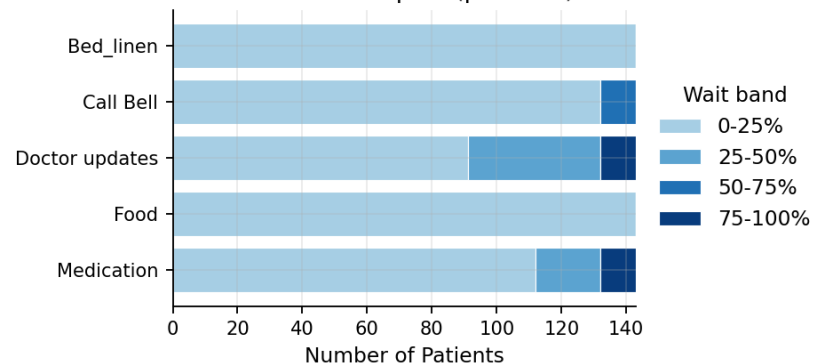
Reviews — Month 2025-12: 13 | Quarter: 154

## Monthly (2025-12) Report

Most Commonly Requested Services (submissions)

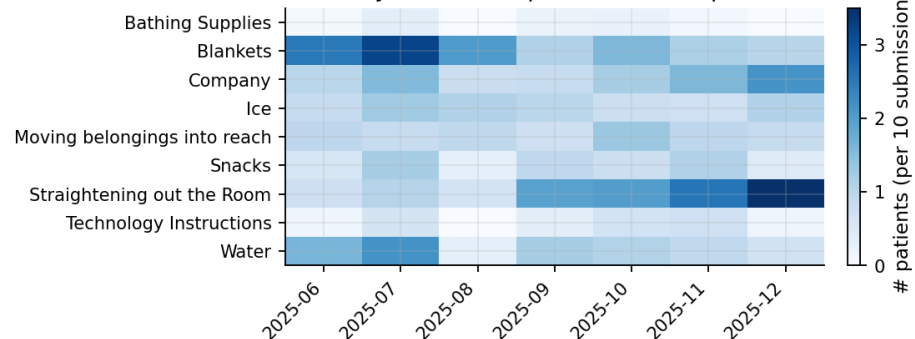


Wait Time Report (patients)

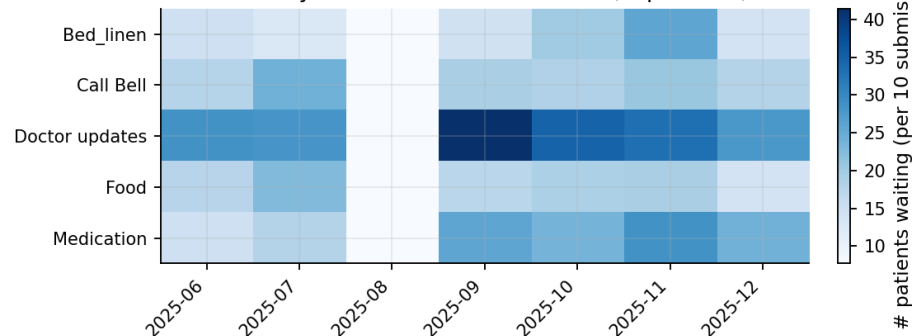


## Quarterly Report

Monthly Service Request Trends (# patients)



Monthly Patient Wait Time Trends (# patients)



### Positive themes

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 themes

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

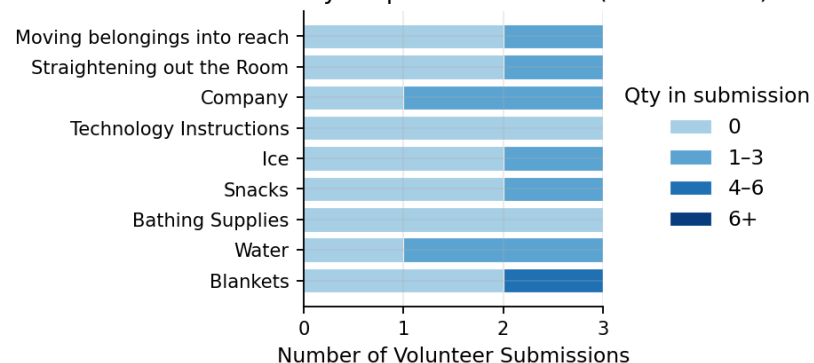


# MGSH: 4 East — Monthly Dashboard (Window: 2025-06-01 → 2025-12-31)

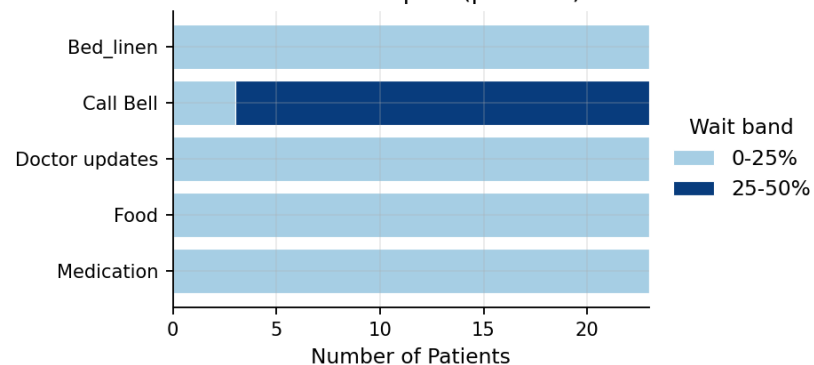
Reviews — Month 2025-12: 3 | Quarter: 26

## Monthly (2025-12) Report

Most Commonly Requested Services (submissions)

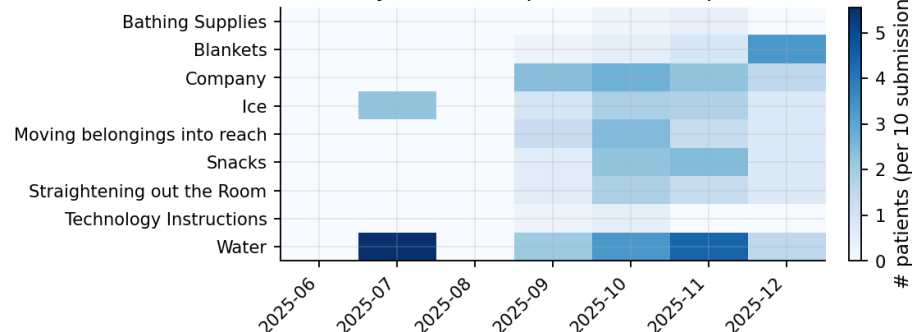


Wait Time Report (patients)

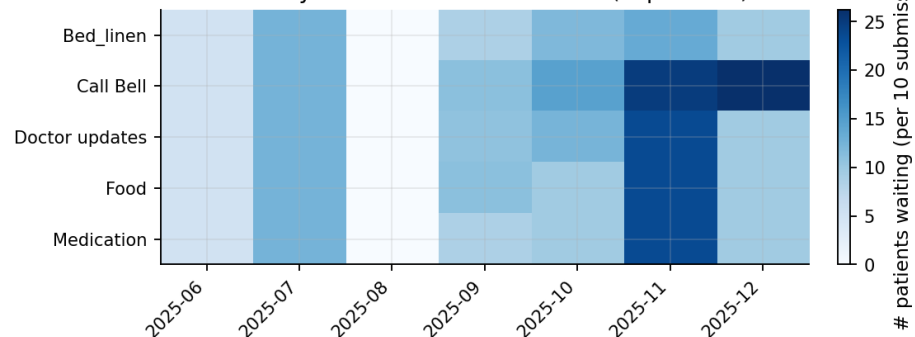


## Quarterly Report

Monthly Service Request Trends (# patients)



Monthly Patient Wait Time Trends (# patients)



### Positive themes

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 themes

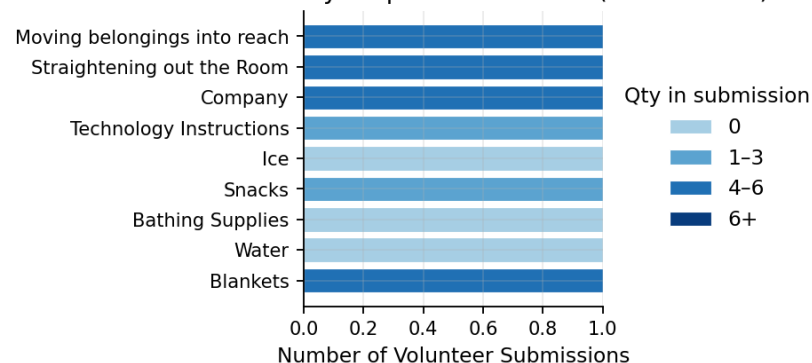
Complaints focused on slow responses to call bells and the annoying beeping of machines. More serious issues included a patient feeling disrespected by a doctor and another reporting insensitive or dismissive responses regarding mental health medication.

# MGSH: Emergency Department — Monthly Dashboard (Window: 2025-06-01 → 2025-12-31)

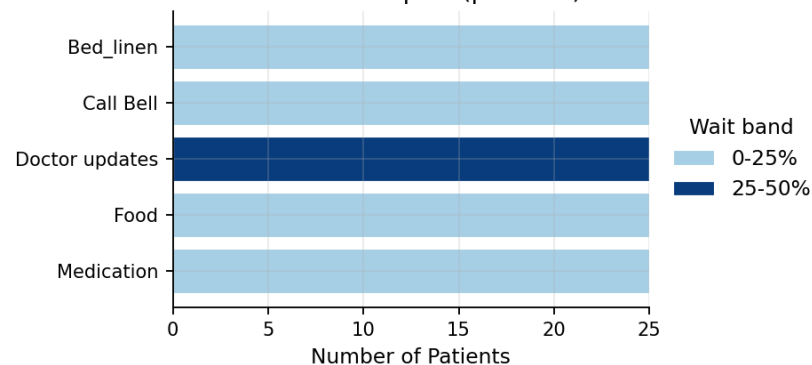
Reviews — Month 2025-12: 1 | Quarter: 90

## Monthly (2025-12) Report

Most Commonly Requested Services (submissions)

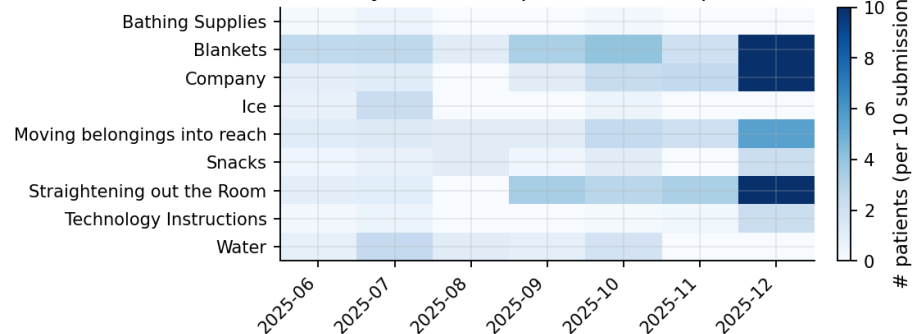


Wait Time Report (patients)

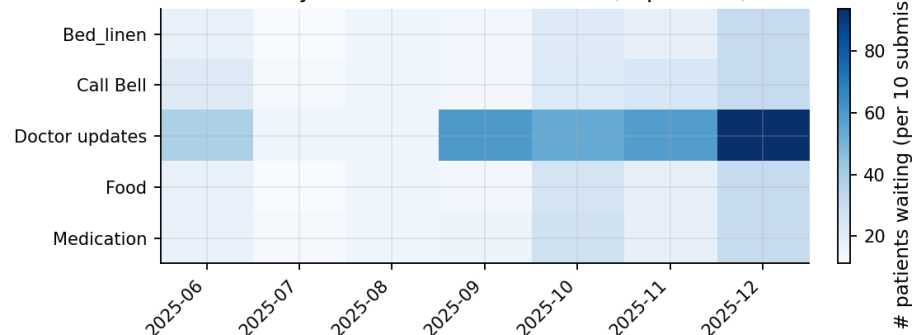


## Quarterly Report

Monthly Service Request Trends (# patients)



Monthly Patient Wait Time Trends (# patients)



### Positive themes

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 themes

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.

# MGSH: IMC (3 East & 3 West) — Monthly Dashboard (Window: 2025-06-01 → 2025-12-31)

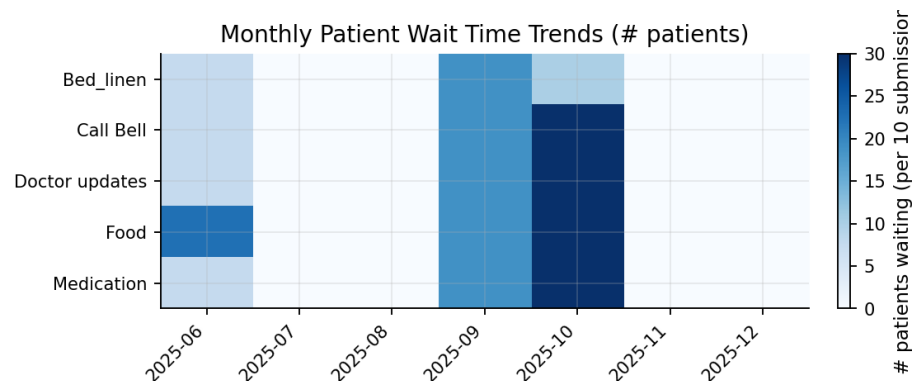
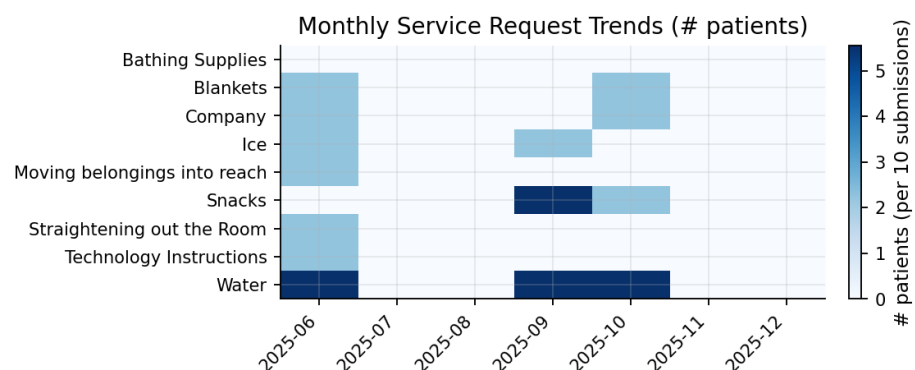
Reviews — Month 2025-12: 0 | Quarter: 3

## Monthly (2025-12) Report

No data to plot

No data to plot

## Quarterly Report



### Positive themes

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

### Negative themes

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.

# MGSH: Inpatient Rehabilitation — Monthly Dashboard (Window: 2025-06-01 → 2025-12-31)

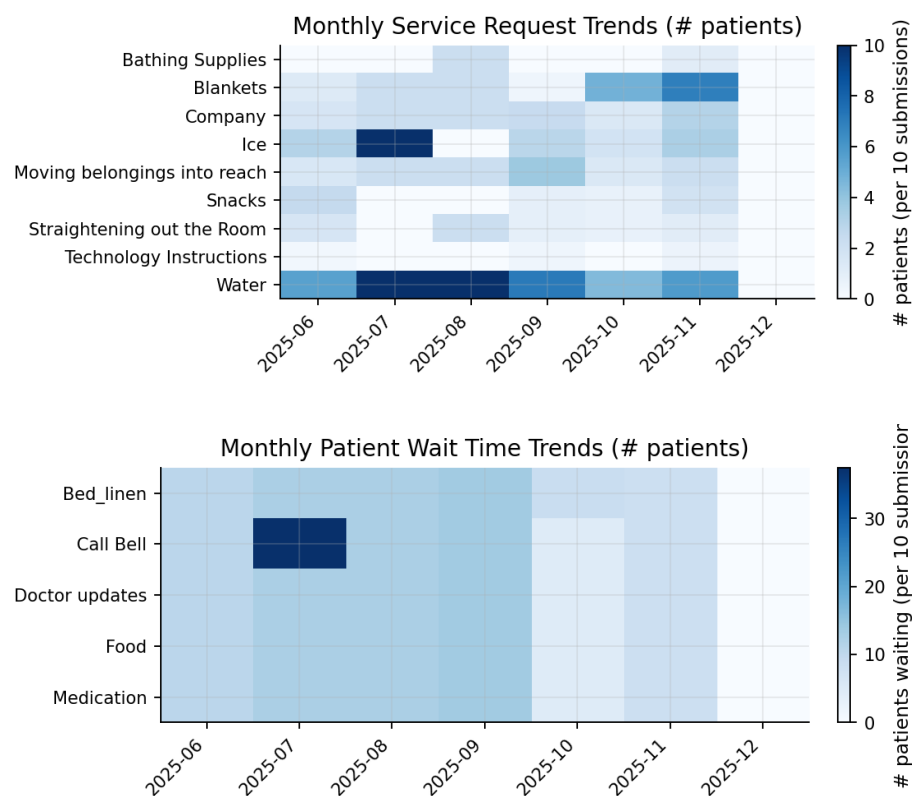
Reviews — Month 2025-12: 0 | Quarter: 22

## Monthly (2025-12) Report

No data to plot

No data to plot

## Quarterly Report



### Positive themes

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

### Negative themes

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

# MGSH: O'Neill 3 — Monthly Dashboard (Window: 2025-06-01 → 2025-12-31)

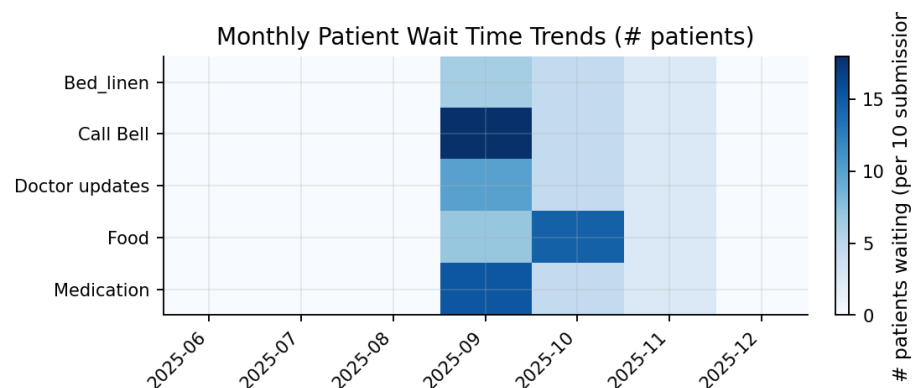
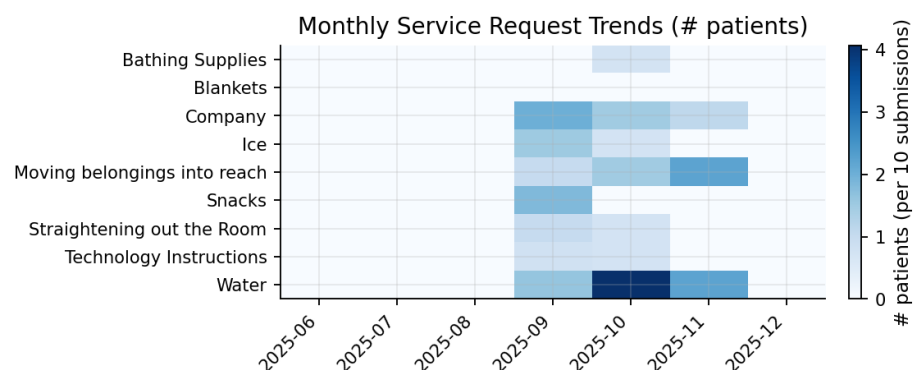
Reviews — Month 2025-12: 0 | Quarter: 16

## Monthly (2025-12) Report

No data to plot

No data to plot

## Quarterly Report



### Positive themes

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 themes

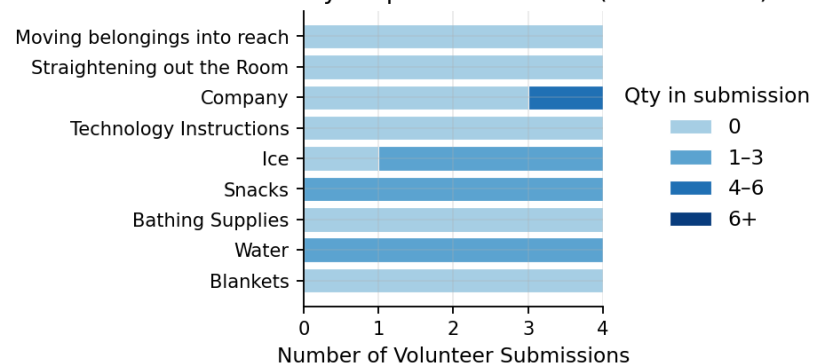
Reviews highlighted a lack of urgency, with reports of delayed pain medication, rude behavior regarding food requests, and a charge nurse who was condescending to a volunteer.

# MGSH: O'Neill 4 — Monthly Dashboard (Window: 2025-06-01 → 2025-12-31)

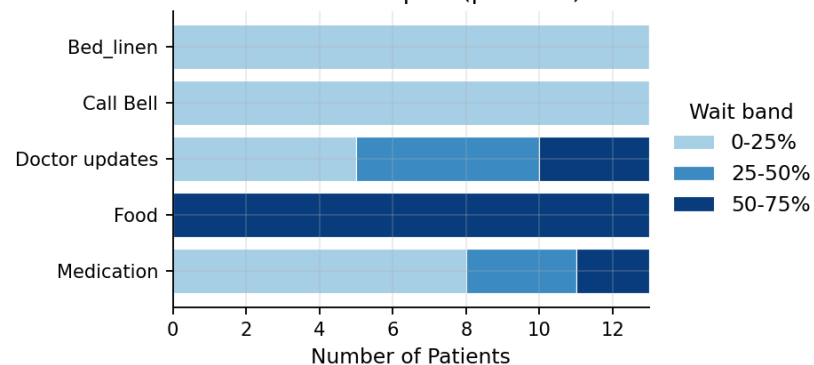
Reviews — Month 2025-12: 4 | Quarter: 20

## Monthly (2025-12) Report

Most Commonly Requested Services (submissions)

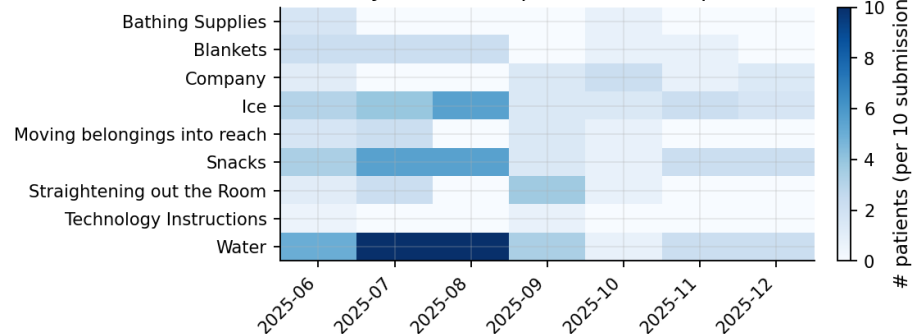


Wait Time Report (patients)

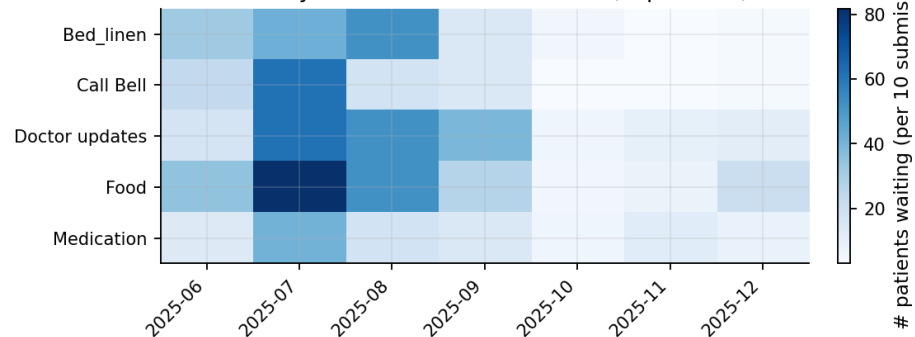


## Quarterly Report

Monthly Service Request Trends (# patients)



Monthly Patient Wait Time Trends (# patients)



### Positive themes

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

### Negative themes

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.

# MGSH: Preoperative Services (ASU/PACU/Endo) — Monthly Dashboard (Window: 2025-06-01 → 2025-12-31)

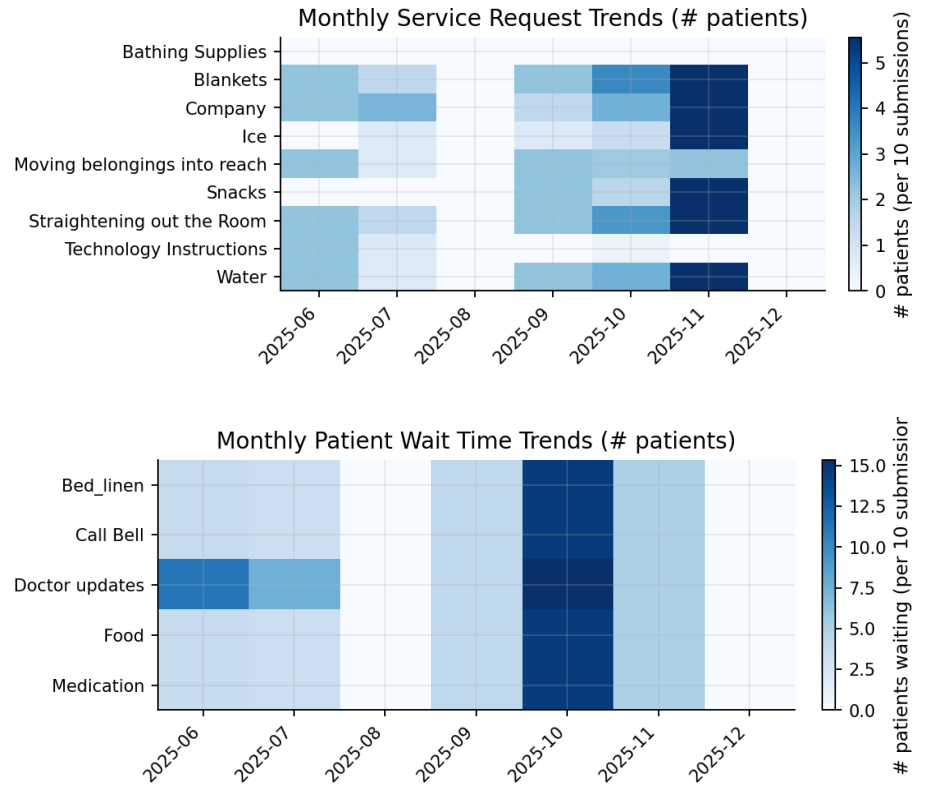
Reviews — Month 2025-12: 0 | Quarter: 15

## Monthly (2025-12) Report

No data to plot

No data to plot

## Quarterly Report



|  |  |
|--|--|
| <b>Positive themes</b><br>(Insufficient data for a positive themes summary.) | <b>Negative themes</b><br>(Insufficient data for a negative themes summary.) |
|--|--|