

# NotebookLM Copy/Paste Pack (with Summaries)

Window: 2025-06-30 → 2025-11-06

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

## Department: MGSB: 4 East

Positive reviews: 12 | Negative reviews: 3

### Positive reviews (copy/paste block)

[POS 1] Having nurses guide me for the first day

[POS 2] Patients acknowledged great service from doctors, MAs and med techs.

[POS 3] 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 4] Talking to a patient about her dog and learning more about her

[POS 5] 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 6] Talked to one patient and they really liked the service provodee

[POS 7] I nurse asked me about my interaction with a patient to see if she could connect with them.

[POS 8] They were helpful in guiding me.

[POS 9] Had a great conversation with a patient

[POS 10] One patient said their surgeon was excellent and I hear praises for Nurse Kia and Nurse Lori

[POS 11] Talked to a patient about their job and had a great conversation

[POS 12] It was Halloween so i enjoyed all the patients interacting with me about their grandkids/kids/dogs Halloween costumes and showing me pictures!

### Negative reviews (copy/paste block)

[NEG 1] Sometimes team members were a little slow responding to call bells

[NEG 2] 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 3] One person was just complaining about the beeping of the machines in his room.

# Department: MGSB: Emergency Department

Positive reviews: 26 | Negative reviews: 13

## 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.

### **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: MGSB: IMC (3 East & 3 West)

Positive reviews: 2 | Negative reviews: 2

### 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: MGSB: Inpatient Rehabilitation

Positive reviews: 8 | Negative reviews: 5

## Positive reviews (copy/paste block)

[POS 1] talking to patients

[POS 2] talking to the parents

[POS 3] A nurse asked me to help move a patients belongings to another room

[POS 4] talking to the patients

[POS 5] The staff were very welcoming!

[POS 6] talking to patients

[POS 7] talking to patients

[POS 8] talking to patients

## Negative reviews (copy/paste block)

[NEG 1] none

[NEG 2] none

[NEG 3] na

[NEG 4] na

[NEG 5] na

## Department: MGSH: O'Neill 3

Positive reviews: 11 | Negative reviews: 10

### 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 was 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: MGSB: O'Neill 4

Positive reviews: 1 | Negative reviews: 1

### 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: MGSB: Preoperative Services (ASU/PACU/Endo)

Positive reviews: 2 | Negative reviews: 1

### Positive reviews (copy/paste block)

[POS 1] Met everyone, very nice, got to watch a colonoscopy.

[POS 2] One relative brought snickerdoodles to celebrate the nurses who took care of their mother.

### Negative reviews (copy/paste block)

[NEG 1] One patient was having a little bit of trouble waking up. 2 patients consistently felt cold and needed blankets.



# Department: MUMH: 9 West

Positive reviews: 30 | Negative reviews: 14

## Summaries

**Positive summary:** This department received high marks for kind and attentive nurses who mentored volunteers and engaged in deep, meaningful conversations with patients about their lives and hobbies.

**Negative summary:** Patients sometimes experienced delays in having requests fulfilled, and volunteers noted that the floor could be boring during quiet periods when there was nothing to do.

## Positive reviews (copy/paste block)

[POS 1] nurses checking up on patients, fulfilled needs

[POS 2] Made a nice lady some tea and helped her find and clean her dentures.

[POS 3] 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 4] I had some wonderful talk with one of the nurses at the clinic.

[POS 5] Nurses very kind and answered any questions I had.

[POS 6] nurses are quite nice and attentive

[POS 7] 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 8] Nurses were kind enough to talk and give me advice.

[POS 9] Helped out a nurse with restocking items was very helpful for me in understanding the system.

[POS 10] Nurses were very kind to answer any questions I had.

[POS 11] Nurses were very friendly today and were happy to help me when I needed help

[POS 12] Most positive, I got to listen to patient's story about their hunting experience

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

[POS 14] liked the doctors approach

[POS 15] Talking to people

[POS 16] Memorable conversation

[POS 17] It was my first shift, so everyone tried their best to familiarise me with the environment.

[POS 18] 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 19] I had a great 2 hour conversation with a patient.

[POS 20] Cynthia was very open to answering my questions! I appreciate that greatly

[POS 21] I had a deep 2 hour conversation with a patient

[POS 22] 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 23] Talked to a veteran

[POS 24] 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 25] Talked to a lady with a son studying medicine

[POS 26] The interactions were meaningful and kept their minds off of their hospitalization.

[POS 27] Cynthia answered all my questions!

[POS 28] Everyone was very kind and respectful.

[POS 29] 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 30] 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] 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 2] It was little boring at the mid time as I didn't feel that productive

[NEG 3] The most negative event would be that I was kinda bored for little bit when there was nothing to do.

[NEG 4] Sometimes patients had to wait for a request.

[NEG 5] wanted food a bit quicker if possible (but just a suggestion)

[NEG 6] Today was little boring for me as there was nothing much to do.

[NEG 7] Nurses can be busy sometimes so were unable to answer my questions

[NEG 8] Patients sometimes waited before a nurse fulfilled their request as it was quite busy today

[NEG 9] Sometimes it took a while for nurses to get to patients when called

[NEG 10] Sometimes, I feel bored due to lack of interactions that come in between of some calls.

[NEG 11] Sometimes patients had to wait for the nurses to come help them.

[NEG 12] Nothing today!

[NEG 13] Nothing negative happened today!

[NEG 14] Nothing negative happened today.

# Department: MUMH: 4th Floor

Positive reviews: 42 | Negative reviews: 22

## Positive reviews (copy/paste block)

[POS 1] Nurses smiling and asking me for help

[POS 2] I helped out the nurses by giving water/soda to the patients.

[POS 3] Patient said she enjoyed the food service and quality

[POS 4] The janitor was really nice and sweet.

[POS 5] PCT, she was so nice

[POS 6] I had a nice hour long talk with an elderly veteran and he wished me well.

[POS 7] The patients and staff were all very lovely and kind to me.

[POS 8] I was able to help the nurses clear the cabinets and organize the stocks.

[POS 9] The nurses gave me clear tasks and were chatting with me.

[POS 10] One patient said their stay here has been good and gave me advice about friendships.

[POS 11] Team members were great in helping me get oriented to what my general activities on the Cardiac Surgery floor would be.

[POS 12] 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 13] Charge nurse checked in on me throughout the shift.

[POS 14] 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 15] 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 16] I met the volunteer who works before me!

[POS 17] I was told the staff was extremely nice to them and they enjoyed their time here.

[POS 18] Patients were very pleased with their nurses and med techs updating them on updates with regards to medications and doctor visits

[POS 19] The nurses were nice in helping me with the tasks they wanted me to complete.

[POS 20] Nice conversations, welcoming, also asked to do tasks which felt like I was helpful

[POS 21] 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 22] The patients shared a lot of their childhood memories

[POS 23] Patients thought they received food that was warmed up and liked the menu that was provided

[POS 24] The patients shared how much better they felt

[POS 25] Nurses on my floor were really nice

[POS 26] 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 27] Thankful of help

[POS 28] Very positive descriptions of interactions with nurses, doctors , and techs

[POS 29] 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 30] I'm able to drawing horses with one of the patients on my iPad

[POS 31] One patient was really fond of the staff's quick reception to his needs.

[POS 32] Not much on this day. Not many patients.

[POS 33] Patient said doctor was very informative about their care, almost too informative

[POS 34] Had good interactions with the nurses and patients

[POS 35] Attentive to making sure they get their walking time in the hallway

[POS 36] Charge nurse was nice in helping with directions on responsibilities

[POS 37] A patient felt as though the hospital staff were actually very attentive to detail with regards to their health and medications

[POS 38] 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 39] I got a hug from a staff member for showing her around!

[POS 40] Nurses very quick to call bell, food is good

[POS 41] Everyone is super friendly and smiley.

[POS 42] Most patients were sleeping this morning, but I was able to restock some of the rooms which was nice.

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

[NEG 1] Patient said he had been waiting almost a week for the hospital to sort out insurance

[NEG 2] 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 stepping 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 3] One patient asked when their food tray would be taken because they were finished with it.

[NEG 4] None

[NEG 5] It was hard introducing myself and getting to know other team members

[NEG 6] One of the patients got her breakfast taken from her and she was very upset that it was taken.

[NEG 7] None

[NEG 8] N/a

[NEG 9] This week I didn't receive many negative responses to be honest

[NEG 10] Nursing staff not always being available upon call button being hit

[NEG 11] I didn't have any negative events with team interactions to share.

[NEG 12] Patients would like things to be in reach of them while laying on their bed

[NEG 13] None

[NEG 14] no negative interactions

[NEG 15] Not available for this week actually everyone was very positive about their experiences

[NEG 16] None

[NEG 17] Patient was left sitting on plastic toilet for 30 min, tried to get off and hurt themselves (got an arrhythmia after it)

[NEG 18] Woke patient up at 4 AM for tests

[NEG 19] Not applicable for this week :)

[NEG 20] None

[NEG 21] Surgeon was a bit quick and impersonal (imo that's to be expected)

[NEG 22] None

# Department: MUMH: 6 East/IMC-HF

Positive reviews: 42 | Negative reviews: 12

## Positive reviews (copy/paste block)

[POS 1] 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 2] The staff members were really nice in helping be get oriented with the floor and the common responsibilities

[POS 3] 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 4] 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 5] Talking to one of the patients for 2 hours plus good stories

[POS 6] talked with guy about spiders, home with large patio

[POS 7] Patients asked me to go visit them again the next day.

[POS 8] 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 9] A patient kept giving me advice. That was nice.

[POS 10] I offered companionship to a nice lady.

[POS 11] Everyone was really nice and friendly.

[POS 12] Multiple patients were raving about the nurses stating how lovely they have been

[POS 13] 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 14] Talking to patient and got good life advice

[POS 15] 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 16] Some one told me everyone was nice

[POS 17] I walked the floor with one of the patients.

[POS 18] How positive the staff is here and how everyone is very attentive

[POS 19] 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 20] 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 21] A patient said he would rate this hospital 10/10

[POS 22] Lots of positive interactions with nursing staff

[POS 23] 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 24] Talking to one of the patients about life

[POS 25] 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 26] Someone said all the doctors are super nice

[POS 27] 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 28] Patient was extremely happy that I mentioned I want to be a nurse and he said the nurses here are very noble

[POS 29] 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 30] Talking to one of the patients that was nurse and gave me good advice

[POS 31] 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 32] I ran into a man who commended my volunteering here. It was very nice.

[POS 33] Patient was saying how great the nurses and staff on this floor have been - very

[POS 34] I talked to a lady about her life and life lessons.

[POS 35] 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 36] Whenever I asked the nurses for help or confirm that a patient could eat something, they were happy to help.

[POS 37] Talking to my girly about food

[POS 38] Talked to a man about his family.

[POS 39] 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 40] Patient was grateful for the nurses and staff

[POS 41] Said the staff at this hospital was the best there is

[POS 42] 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.

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

[NEG 1] Slow responsiveness!

[NEG 2] probably one sharps item (or just drug) that was left out on patient deak

[NEG 3] N//A

[NEG 4] 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 5] Patient was standing up outside his room waiting for a wheel chair while stating he was supposed to be discharged much earlier

[NEG 6] The food menu service was inconsistent

[NEG 7] No updates and confusion about diagnosis

[NEG 8] Long waiting periods in general

[NEG 9] Case management problems

[NEG 10] Patient was talking about how the ER nurse waiting to put oxygen on her until the last minute when she needed it badly.

[NEG 11] The patient felt like a guinea pig being; They felt like there was too much miscommunication across the healthcare workers and her needs.

[NEG 12] One patient was continuously asking for the doctor and ignored nursing staff



# Department: MUMH: 7 East/IMC

Positive reviews: 48 | Negative reviews: 24

## Positive reviews (copy/paste block)

[POS 1] Was able to talk to a new nurse and have insightful conversations

[POS 2] I talked with a Nurse Tech about getting a job because I recently finished my CNA license. She was very supportive and friendly.

[POS 3] 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 4] The nurses were very sweet when I asked them questions and they appreciated it

[POS 5] Nurses helped me identify liquid thickeners for a patient.

[POS 6] All the nurses and staff on the floor were super kind and helpful!

[POS 7] I had a long conversation with Ms. Crocker. She was telling me about her family dynamic and her sleeping patterns

[POS 8] I spoke to a patient for a long time! He called me his nephew!

[POS 9] Patient shared about her story and how she had no visitors so far but excited to see her grandkids in couple of weeks!

[POS 10] A nurse thanked me for assisting with patient comfort and making sure they had everything they needed

[POS 11] 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 12] I helped one of the nurses deliver microwaved food to one of the patients.

[POS 13] Nurses were very kind!

[POS 14] 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 15] Nurses were nice in letting me know who to call for instructions.

[POS 16] All the staff were super friendly as usual.

[POS 17] me and the nurses got along well

[POS 18] talked with lady about current plans to travel!

[POS 19] Talked to a person I talked to last week.

[POS 20] I asissted in retrieving supplies like hypo needles from the supply room for nurses.

[POS 21] Helping an elderly lady get hygiene supplies

[POS 22] I had a patient who really loved the dietary specialists and she quite looked forward to the food.

[POS 23] The nurses showed gratitude that I helped put blankets in the blanket warmer.

[POS 24] I got a charger for a patient who needed to call her grandkids.

[POS 25] Learned how to answer the phone

[POS 26] Met new nurses and techs. Had good conversations with them and asked questions

[POS 27] Talked to the same patient from 3 weeks ago who is doing better!

[POS 28] Volunteers (us!!!!) coming here and there for help!!

[POS 29] A nurse showed me where the crossword puzzles for patients are

[POS 30] 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 31] Patients were very nice in asking for drinks or crackers

[POS 32] Talking to the nurses and secretaries

[POS 33] A nurse was very attentive to a patient and they felt cared for.

[POS 34] Patients said thank you and were very happy with service.

[POS 35] all the nurses and staff were lovely :)

[POS 36] helping the nurses out

[POS 37] 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 38] I saw that one of the longer time patients left!

[POS 39] Very nice conversation with a nurse.

[POS 40] The nurses were very supportive and helped identify which patients were off NPO or fluid restriction so I could clean the sign.

[POS 41] Patient was very nice today and asked me about my time.

[POS 42] bringing a patient snacks

[POS 43] I walked a patient to the vending machine and he recommended a food combo

[POS 44] Talked to a patient for 1.5 hours!

[POS 45] 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 46] The unit secretary Destiny is very helpful in contacting nurses and technicians, Ethel was also very helpful helping me move a bed.

[POS 47] Patient was very happy that he had someone to talk to

[POS 48] talking to someone about their life

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

[NEG 1] 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 2] Very slow not much to do but also my first day so will get the hang of things

[NEG 3] Many nurses did not pick up the phone when I called.

[NEG 4] I heard a code blue today

[NEG 5] Nothing I can think of!

[NEG 6] Patient was in pain screaming for meds, and there was nothing we could do

[NEG 7] 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 8] a lot of patients are sleeping in the morning so there is not much to do and help out with

[NEG 9] Patient was mad about the quality of medical treatment.

[NEG 10] 1 of the nurses was kind of rude

[NEG 11] Nothing I can recall!

[NEG 12] The sodas were not stocked in the kitchen, also the keypad to the kitchen is still broken.

[NEG 13] One individual was in a bit of a rush but the patient wanted to talk.

[NEG 14] 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 15] People waiting longer than notmal

[NEG 16] Nothing I can consider negative!

[NEG 17] Pt in pain / nurses cannot deliver more pain meds..

[NEG 18] A patient had gotten lunch a couple of times and it was not what she ordered.

[NEG 19] 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 20] Can't recall!

[NEG 21] Nurses were a bit busy today.

[NEG 22] A patient with a dementia was yelling out racist remarks to all of the black staff

[NEG 23] Na

[NEG 24] Not a negative event but one of the guests complained that there was bodily fluids on the curtains that weren't cleaned.

# Department: MUMH: 8th Floor

Positive reviews: 79 | Negative reviews: 51

## Positive reviews (copy/paste block)

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

[POS 2] Ms Connie remembered me and printed the census sheet.

[POS 3] Nurses were very friendly with me and willing to answer my questions I had.

[POS 4] One patient had awesome experiences with the nurses, everyone was extremely kind and responsive

[POS 5] Patient enjoyed speaking with the friendly nurses

[POS 6] Almost all patients had awesome service, extremely kind nurses

[POS 7] 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 8] The patients were very sweet and talked to me for an hour

[POS 9] Patient appreciated the snacks.

[POS 10] A patient said they've been to many hospitals and none compare to MedStar in terms of care and attention given

[POS 11] I talked with a patient for almost an hour, and she was really sweet and friendly.

[POS 12] I had nice long talks with several patients today who gave me great life advice and wished me well in the future.

[POS 13] Patient appreciated the snacks / graham crackers.

[POS 14] One of the nurses was very kind and was willing to answer any questions I had even though I had quite a few.

[POS 15] All the patients were wonderful and had nice conversations with me

[POS 16] One of the nurses gave me some really good advice for uni.

[POS 17] Many of the patients were very nice and thanked me for volunteering. Also, one of the CNAs thanked me for volunteering, as well.

[POS 18] The nurses were very helpful and friendly.

[POS 19] All patients shared how they had a great experience with the nursing team.

[POS 20] 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 21] 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 22] One patient had a wedding and invited me to attend! Most memorable experience

[POS 23] 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 24] I gave a patient my old phone and it made his day since he had no entertainment before!

[POS 25] This patient told me a lot about his previous experiences and we really bonded.

[POS 26] Patient was so hungry, had a horrible day, and I got him some food and we bonded

[POS 27] 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 28] 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 29] All patients said nurses were extremely nice and everything.

[POS 30] I talked to Ms Barb for two hours in 827

[POS 31] One patient said staff was awesome, always attentive

[POS 32] 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 33] Staff was amazing and responsive

[POS 34] I talked for some time with this one person on family and Baltimore as a city.

[POS 35] Someone said they really liked my smile.

[POS 36] Talked to a patients family member about perseverance

[POS 37] Nurses were very supportive whenever I needed it.

[POS 38] A patient said food was always on time and nursing staff were very prompt/attentive!

[POS 39] Someone getting excited over their dishcharge today!!

[POS 40] 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 41] 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 42] One patient had a nurse that did everything for her

[POS 43] 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 44] Spoke a long time with a person about various topics, like chilli, sports, military history. Really enjoyed it.

[POS 45] Learning about how people love MedStar and have been here for many surgeries because they trust us

[POS 46] 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 47] Mr.Gerber and Mike were very nice and talked with me!

[POS 48] A lot of patients said every nurse was awesome to them

[POS 49] Patients said nurses were awesome and best hospital in area

[POS 50] Loved talking to this old lady who was a former biker.

[POS 51] Loving MedStar and the staff

[POS 52] 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 53] Patients had 0 complaints about service; they've been here many times

[POS 54] Mr Thompson was very sweet and gave me a lot of advice as I kept him company

[POS 55] I had a nice conversation with two patients, they were eager to share life advice and experience, which I enjoyed listening to.

[POS 56] Patient got all 26 of his surgeries at MedStar because staff is good

[POS 57] This patient was going to tell people about how awesome his stay was.

[POS 58] Patients have no complaints about staff.

[POS 59] The gentlemen in 803 was very kind and gave me a lot of advice during our talk!

[POS 60] Patient shared with me how they had awesome interactions with nurses.

[POS 61] All the patients had awesome experiences with the doctors

[POS 62] I had a lengthy talk in Spanish with a patient's family member who blessed me and we prayed together.

[POS 63] I just had a chance to speak with so many wonderful people. This lady was so excited when I brought her chocolate pudding.

[POS 64] Family support meant a lot

[POS 65] 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 66] Patient had an awesome experience with nurse; they were super kind

[POS 67] Patient had amazing experience with nurses and doctors, super kind

[POS 68] Patients say they have no problem with nurses; everyone is super kind

[POS 69] 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 70] I was able to speak with a patient about Minecraft and she loved the fact that the hospital had popsicles

[POS 71] 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 72] Everyone was very pleased with the doctors, all of them were very patient, good at explaining.

[POS 73] I spoke with Mr Harry for two hours and enjoyed accompanying him!

[POS 74] Patient traveled very far just to see the awesome doctors. Nurses were extremely kind.

[POS 75] Patients says nurses were very quick

[POS 76] I had so many wonderful conversations with so many patients.

[POS 77] I met this nice family and very enthusiastic lady, we talked about the helipad.

[POS 78] I talked with this one couple about native health systems for a while and it was quite pleasant.

[POS 79] Patients loved the service!

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

[NEG 1] Nothing negative

[NEG 2] Sometimes nurses were very busy so one patient had to wait a while for her nurse.

[NEG 3] One patient said the older nurses were impatient, and overworked

[NEG 4] Patient was hungry and wanted snack/meal

[NEG 5] The food was not good for some patients

[NEG 6] Patient wanted to be discharged earlier

[NEG 7] A few patients noted that food quality was subpar

[NEG 8] 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 9] patients did not have any complaintw today

[NEG 10] Sometimes nurses were very busy so patients sometimes waited for a nurse to fulfill their request.

[NEG 11] A patient had to wait before a nurse came to help her.

[NEG 12] Patients received conflicting doctors instructions

[NEG 13] 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 14] The nurse are understaffed

[NEG 15] One patient had delays with service

[NEG 16] One patient had a rough encounter with nurse; they weren't being very gentle moving him around

[NEG 17] A patient experienced miscommunication with discharge data

[NEG 18] During the evening , nurses and doctors were understaffed. A doctor forgot staples inside of a patient

[NEG 19] 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 20] 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 21] One patient said that a 24 hour sitter was extremely sarcastic and horrible to him.

[NEG 22] One patient had to wait an hour until they got medicine.

[NEG 23] Food was cold at times

[NEG 24] 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 25] 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 26] Some patients had slightly longer wait times, but not much at all

[NEG 27] Sometimes late in the evenings they get a little slower

[NEG 28] 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 29] Waiting for medications for too long

[NEG 30] Rob some times has trouble getting medicine

[NEG 31] 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 32] One patient specifically said that he had to wait a long time for everything, nurses weren't on top of things

[NEG 33] Waiting for drugs

[NEG 34] none

[NEG 35] Patient recalls having to wait 30+ minutes for medicine; select few patients had this problem

[NEG 36] 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 37] Patient had slightly longer call bells

[NEG 38] Patient was in extreme pain and no worker noticed

[NEG 39] Patient said the hospital coordination was bad; they were supposed to be transported but then the nurse didn't tell transport

[NEG 40] Patient had to wait to go to restroom

[NEG 41] Service varied from morning to night shift needs to be more consistent

[NEG 42] 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 43] Patient had to wait for medicine and responses from nurse

[NEG 44] Patient had one bad night with nurses, saying it was chaotic, nobody came.

[NEG 45] One patient told me about how they had to wait a little during the evening hours

[NEG 46] There was no real negative event during my shift, I think I realized that not every patient wants to talk. I love gettign 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 47] Honestly nobody seemed that displeased.

[NEG 48] One patient had to wait a little

[NEG 49] One patient had to wait for a while to go pee, and no one came. So she peed on herself

[NEG 50] Understaffed in the evening

[NEG 51] Waiting for food and medicine at times



# Department: MUMH: 9 East

Positive reviews: 26 | Negative reviews: 20

## Positive reviews (copy/paste block)

[POS 1] Listening to body language and understanding when it is time to leave a patient alone.

[POS 2] 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 3] Nice lady talked to me about her life.

[POS 4] They were happy with the environment, having had a satisfactory stay before discharge.

[POS 5] They were appreciative of the floor staff for their care.

[POS 6] Offered companionship to a nice woman.

[POS 7] They said the nurses were nice

[POS 8] A patient said thank you for existing when I offered to ask to get her bed changed

[POS 9] Today, the most fun part of the volunteer was talking to the nurses there about the patients.

[POS 10] Sat with a nice woman

[POS 11] Learned a lot about one persons experience in the army

[POS 12] A patient told me about a volunteer that came in to play violin for them and really enjoyed it.

[POS 13] One positive experience is that I saw two patients that I saw last week. They remembered me and were happy to see me.

[POS 14] Bring patients snacks and bonding over which snacks we liked best. Essentially, being able to help take their mind off of things.

[POS 15] They were happy I got them snacks to hold them over until lunch

[POS 16] 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 17] 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 18] The team's incessant support was appreciated.

[POS 19] My most positive interaction was getting chocolate from one of the nurses .

[POS 20] Nurse was responsive to patient in pain

[POS 21] A patient being discharged really appreciated the nurses and the responsibility with which they cared for her.

[POS 22] A patient said everyone has been treating them well.

[POS 23] A patient's visitor expressed gratitude and appreciation for the staff for taking good care of his wife.

[POS 24] My most positive interaction today was with one of the nurses in the station. We had fun conversation about work.

[POS 25] Patients were very pleased with the service from the nurses and doctors

[POS 26] A patient who had an unforeseen extended stay was very appreciative of the companionship and time spent

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

[NEG 1] 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 1. When I tried to comfort them, they ended up crying.

[NEG 2] The patients didn't really enjoy the food.

[NEG 3] 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 4] None!

[NEG 5] They kept on saying that food took a long time to come

[NEG 6] 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 7] 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 8] The nurse was a little unwelcoming at first.

[NEG 9] Nothing really negative happened

[NEG 10] 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 11] Nothing really today!

[NEG 12] 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 13] 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 14] There weren't really a lot of people to talk to.

[NEG 15] However, the same patient was unhappy about a delay with seeing her doctor.

[NEG 16] A patient was disappointed that the floor was out of graham crackers.

[NEG 17] A patient was concerned as her discharge was delayed due to a delay in communication with her doctor.

[NEG 18] One negative thing I would say would be that it was lunch time and nobody seemed to need a companion.

[NEG 19] Patients would have wanted their food to be warmed up or reheated before given to them at certain times

[NEG 20] Multiple patients being discharged unfortunately had to wait for a long time for the paperwork

# Department: MUMH: Emergency Department

Positive reviews: 29 | Negative reviews: 21

## Positive reviews (copy/paste block)

[POS 1] Good speed with triaging and going to rooms

[POS 2] 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 3] A nurse asked me my name and thought my name was cute and wrote it down as a possible name for her child

[POS 4] The patients appreciate the help and companionship us volunteers provide

[POS 5] One patient talked about how respectful and kind the staff are here

[POS 6] The triage nurse was really nice

[POS 7] They appreciate the help and company us volunteers are able to provide

[POS 8] One patient came back after coming here last week because they thought everyone here was so kind.

[POS 9] The patients appreciate the assistance and companionship us volunteers are able to provide

[POS 10] An older woman was asking me questions and she was really sweet

[POS 11] One of the patients and her daughter come to UMH often and say theyve received good care in the past.

[POS 12] 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 13] Getting to know the nurses in triage who showed me the whole emergency department, were kind, and relatable.

[POS 14] Some patients expressed much gratitude for the help.

[POS 15] Nurses and techs treated very nicely today.

[POS 16] Nursed expressed their excitement about me being there and showed me how to clean bed areas, etc

[POS 17] 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 18] Patient really appreciative of how quick the nurses were as soon as they arrived, showing hustle

[POS 19] Nurses were kind and compassionate.

[POS 20] They mentioned how its always super helpful to have volunteers on Mondays, when it tends to be busier.

[POS 21] The nursing staff was very kind!

[POS 22] One patient said she chose to come here because the ER is the fastest compared to other hospitals

[POS 23] 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 24] Patients were very kind and appreciative.

[POS 25] Very speedy at triage. Very friendly, made patients laugh.

[POS 26] Shorter wait times than usual

[POS 27] 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 28] Great attitude and service, as well as short wait times

[POS 29] 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.

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

[NEG 1] Long waits for doctor updates

[NEG 2] 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 3] The patients often felt like they needed to wait a while for staff members to get back to them, even for small things

[NEG 4] Secretary asked patient about his religion and I didn't know if that was appropriate or not

[NEG 5] The patients felt like they had to wait a while for the staff to get back to them

[NEG 6] The patients often feel like they are waiting a while for staff members to get back to them

[NEG 7] 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 8] 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 9] A few patients were a little upset or offended that they had to be weighed and have blood pressure taken.

[NEG 10] 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 11] 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 12] Hallways beds have no call bells. Nothing else

[NEG 13] 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 14] The bed linens have stains, even though they are cleaned. Don't want hall bed.

[NEG 15] Long wait times for updates.

[NEG 16] 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 17] 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 18] One patient irritated that ED doesn't give out wait times.

[NEG 19] Sometimes long wait times at ER

[NEG 20] 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 21] 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.