

Monthly Volunteer Rounding Report

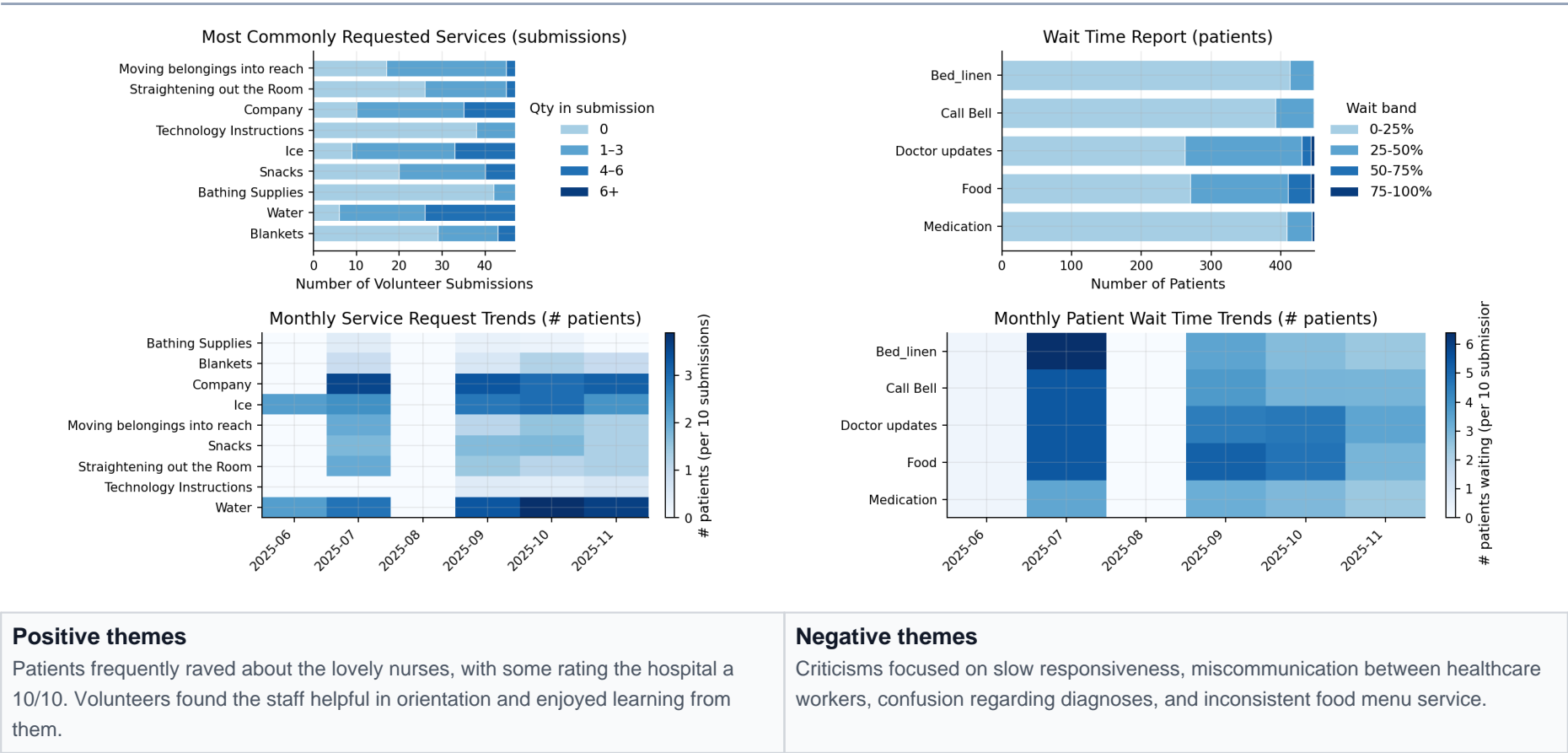
Latest month: **2025-11**

Window: 2025-06-30 → 2025-11-06

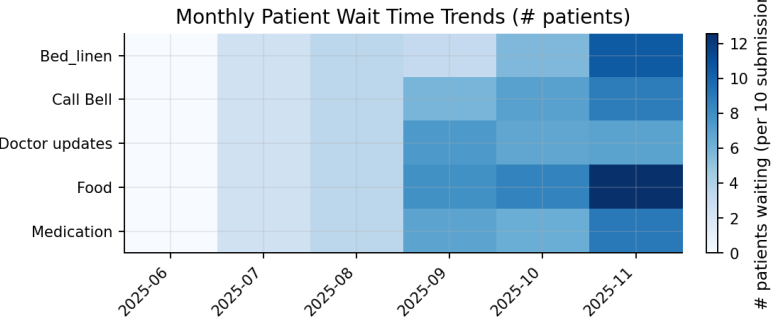
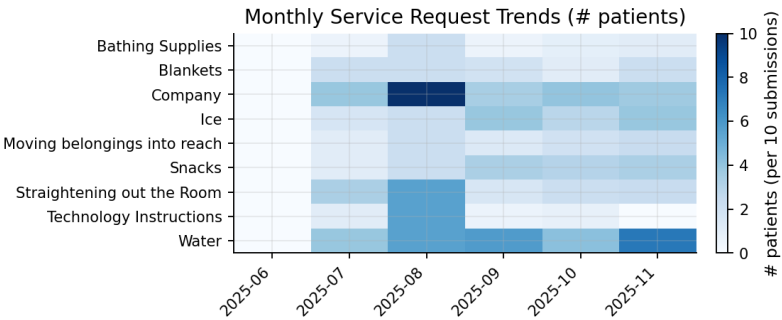
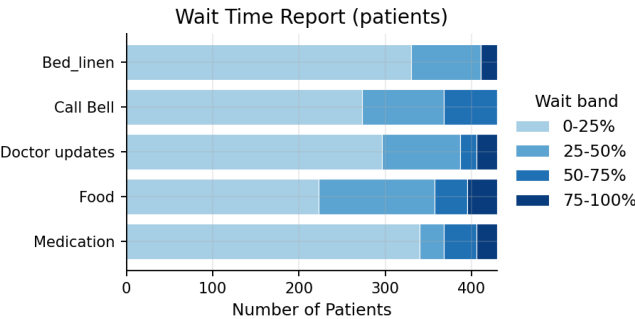
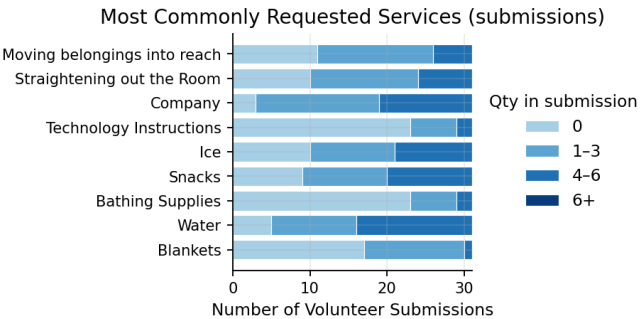
MUMH: 4th Floor — Monthly Dashboard (Window: 2025-06-30 → 2025-11-06)



MUMH: 6 East/IMC-HF — Monthly Dashboard (Window: 2025-06-30 → 2025-11-06)

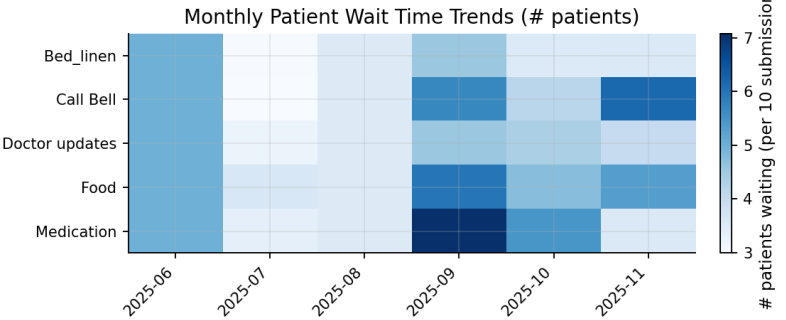
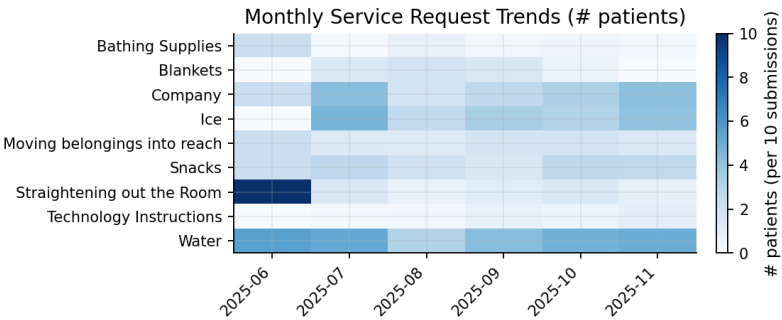
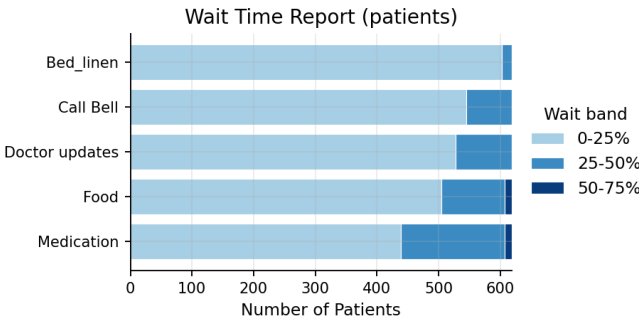
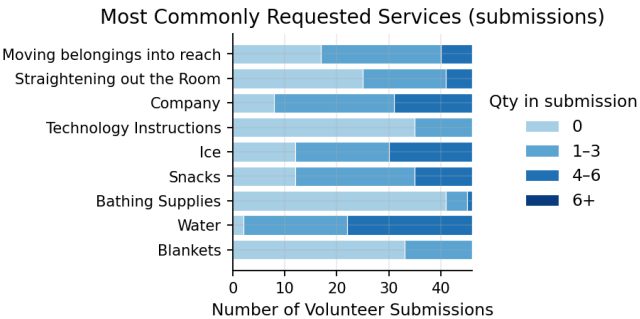


MUMH: 7 East/IMC — Monthly Dashboard (Window: 2025-06-30 → 2025-11-06)



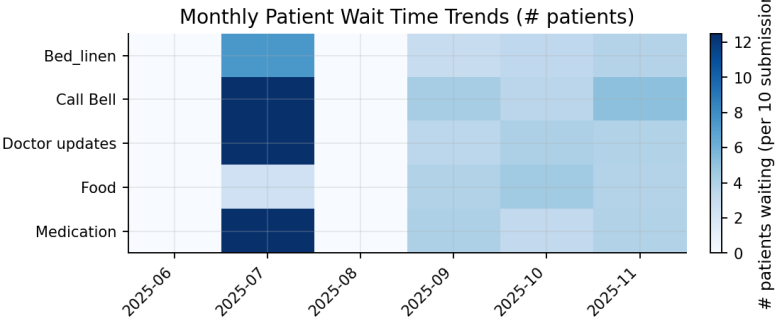
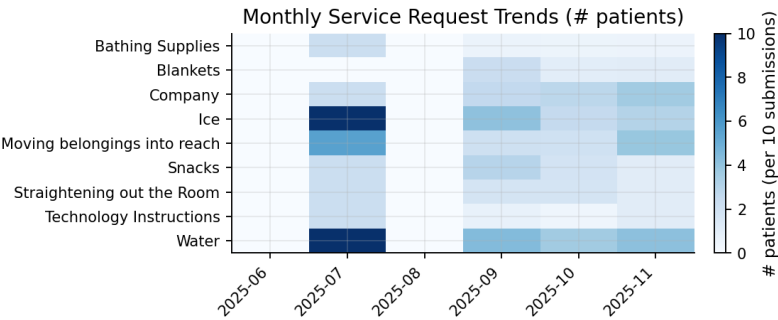
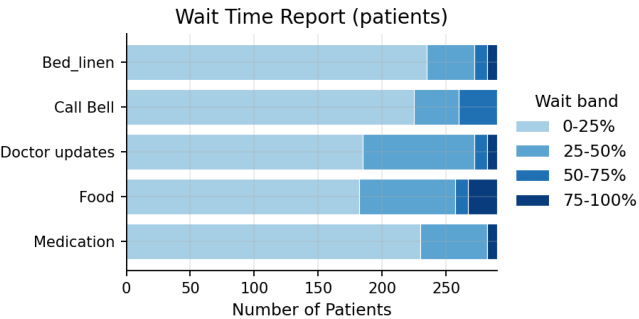
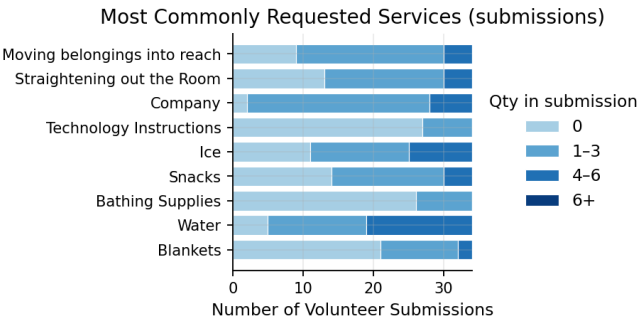
Positive themes Nurses and techs were described as sweet and supportive, showing gratitude for volunteer assistance. Patients appreciated the companionship and the quick response to many requests.	Negative themes Negatives involved unanswered phones, slow delivery of lunch, and instances of patients being in pain without receiving immediate medication. There was also a report of a guest complaining about uncleaned bodily fluids on curtains.
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MUMH: 8th Floor — Monthly Dashboard (Window: 2025-06-30 → 2025-11-06)



Positive themes Patients expressed immense trust in the hospital, citing prompt and kind nursing teams. Staff went above and beyond, such as buying gifts for patients or helping with complex financial logistics.	Negative themes Concerns were raised about understaffing, particularly in the evenings, leading to long waits for medicine, food, and restroom assistance. There were also reports of poor communication between doctors and physical therapists.
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MUMH: 9 East — Monthly Dashboard (Window: 2025-06-30 → 2025-11-06)



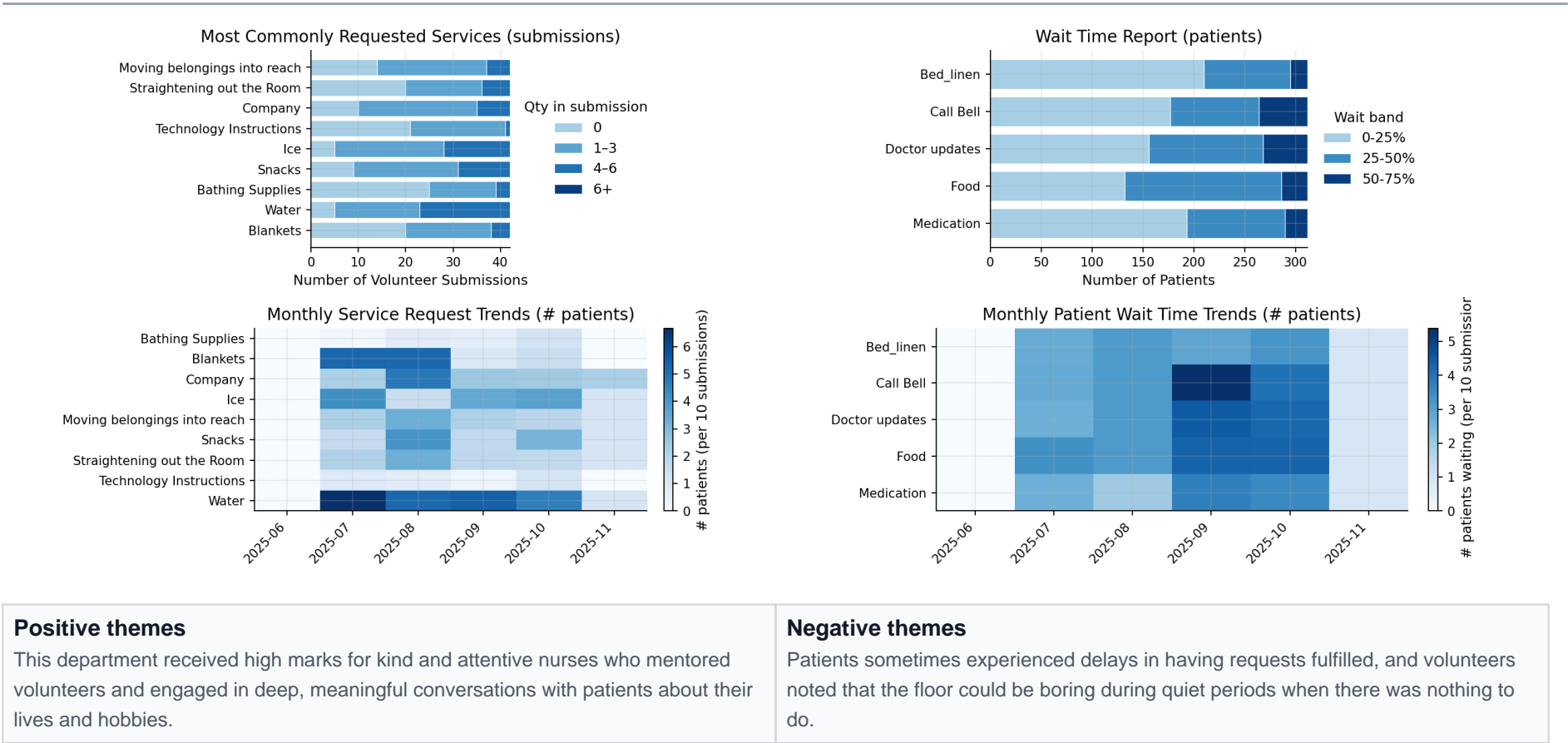
Positive themes

The floor staff was appreciated for being compassionate and responsive to pain. Patients and visitors expressed gratitude for the care and the companionship provided by volunteers.

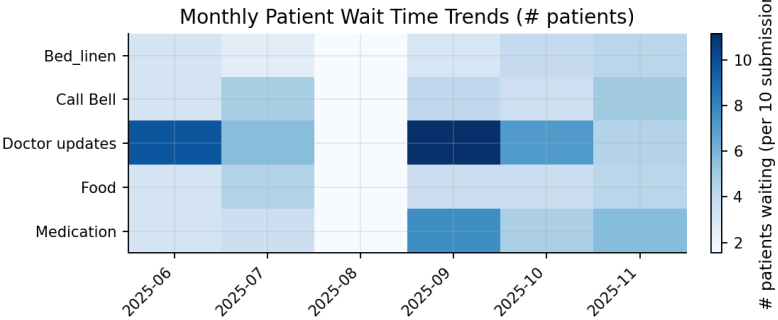
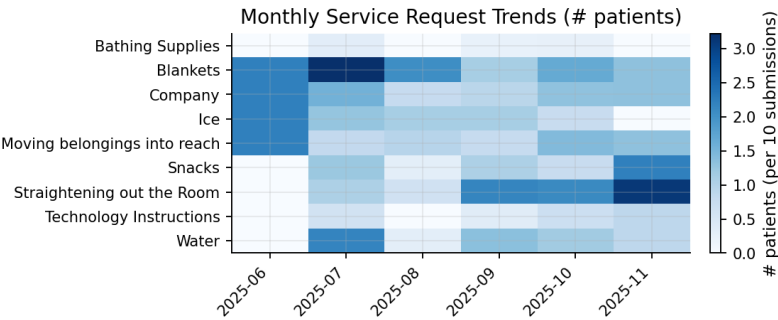
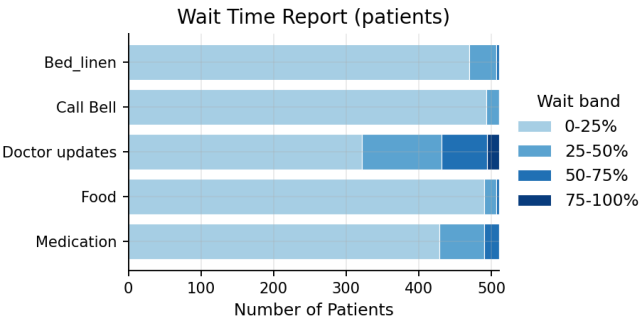
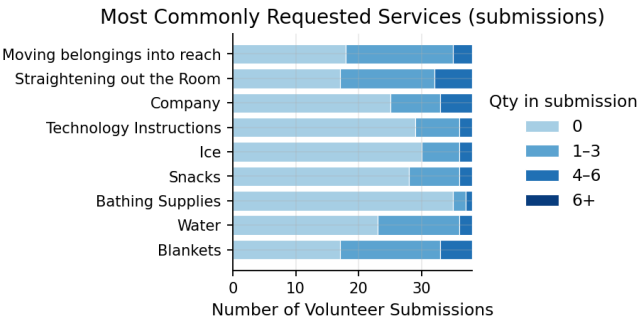
Negative themes

Feedback mentioned dissatisfaction with food quality and temperature. There were also reports of delayed communication from doctors regarding updates or discharge paperwork.

MUMH: 9 West — Monthly Dashboard (Window: 2025-06-30 → 2025-11-06)

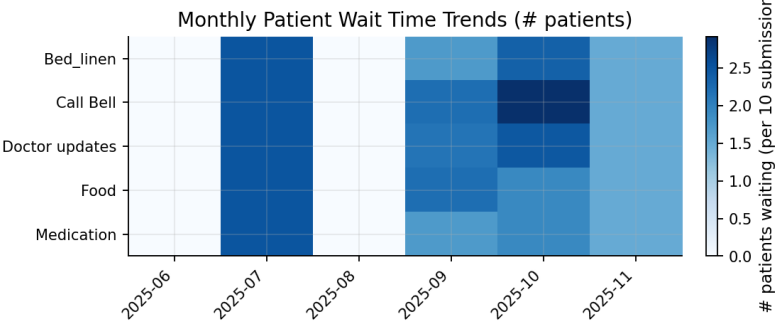
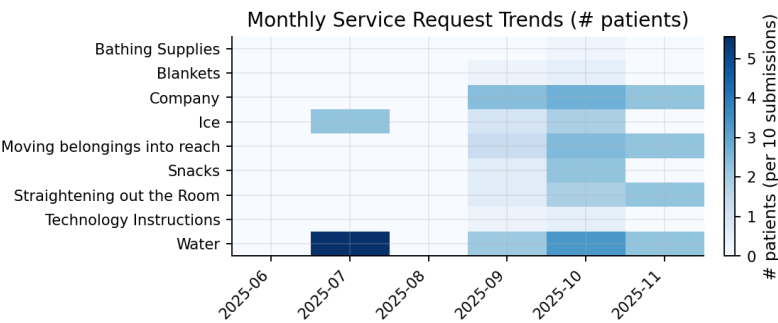
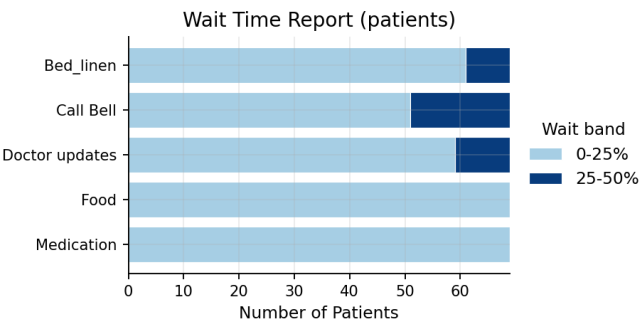
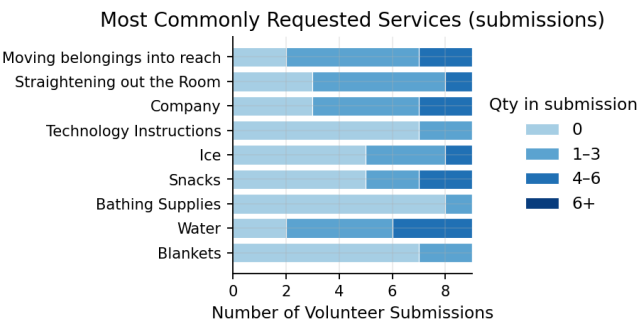


MUMH: Emergency Department — Monthly Dashboard (Window: 2025-06-30 → 2025-11-06)



Positive themes The department was praised for speedy triage, a clean environment, and a kind team that made patients laugh even in vulnerable states. Volunteers felt valued for providing companionship.	Negative themes Negative feedback cited long waits for doctor updates and frustrations with hall beds, which lacked call bells and sometimes had stained linens. One volunteer noted a professional speaking dismissively about a patient's fears.
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MGSH: 4 East — Monthly Dashboard (Window: 2025-06-30 → 2025-11-06)



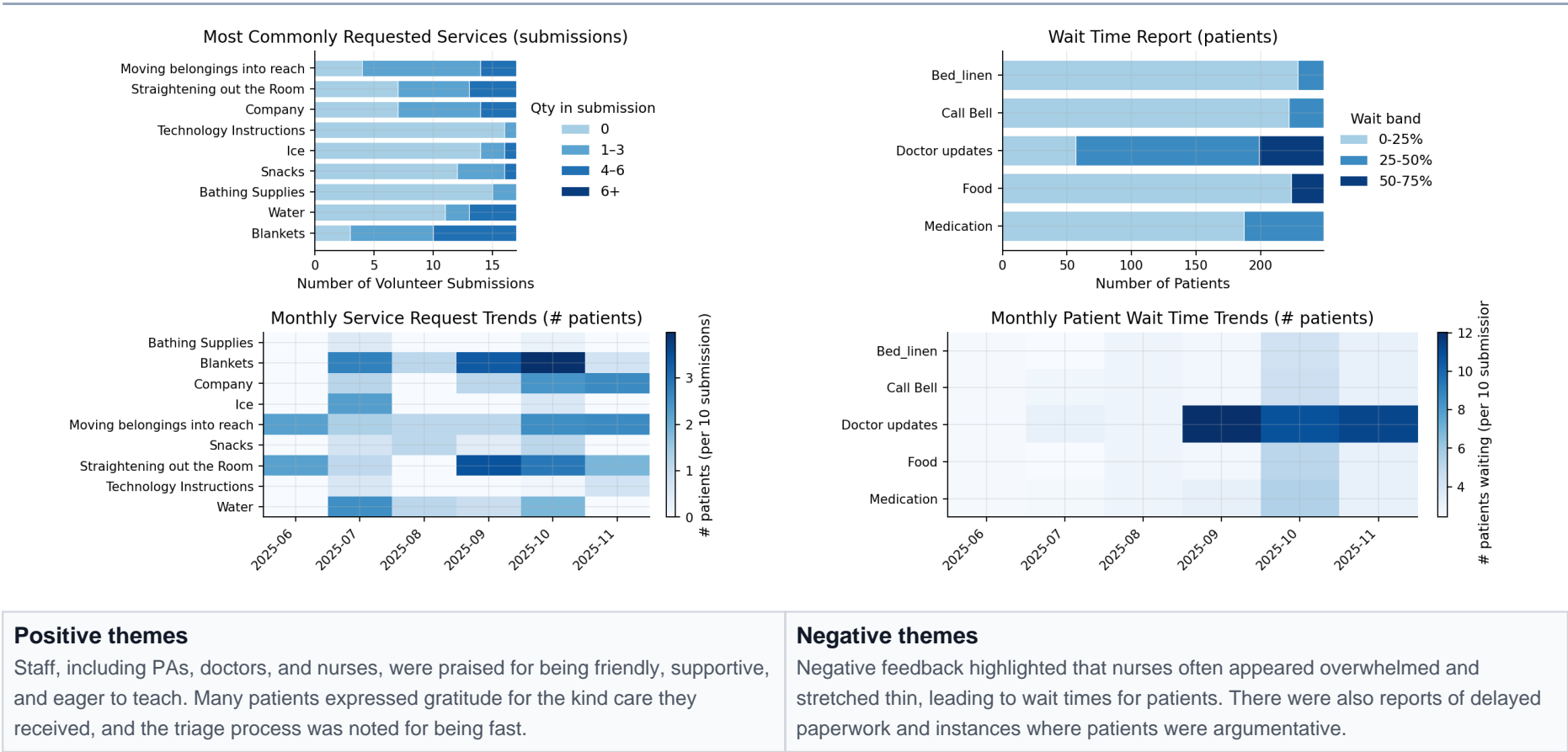
Positive themes

Patients acknowledged excellent service from doctors, medical assistants, and med techs. Volunteers enjoyed meaningful interactions and reported that nurses were helpful in providing guidance on their first day.

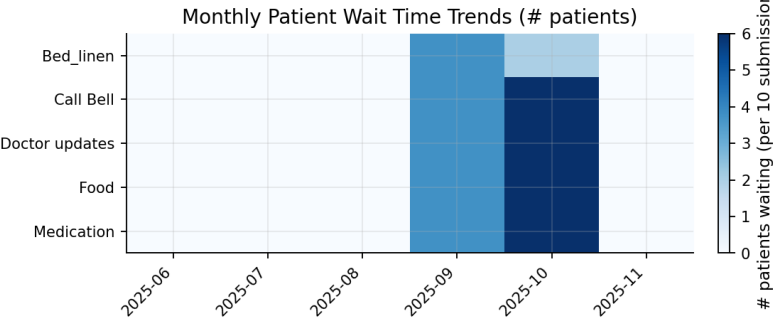
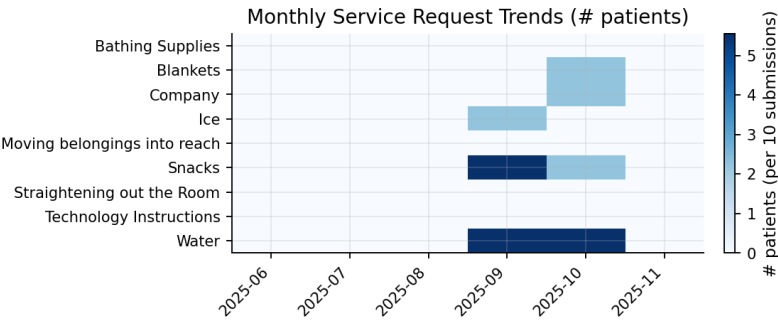
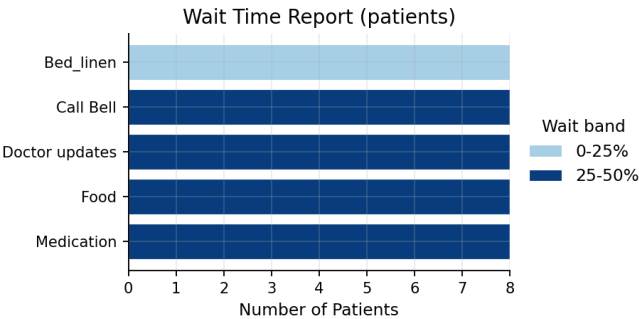
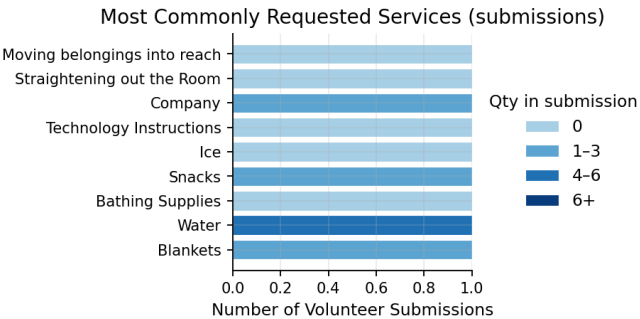
Negative themes

Feedback noted that staff members were sometimes slow to respond to call bells. Some patients complained about the noise from beeping machines, and volunteers felt there were periods with little to do when patients were sleeping.

MGSH: Emergency Department — Monthly Dashboard (Window: 2025-06-30 → 2025-11-06)



MGSH: IMC (3 East & 3 West) — Monthly Dashboard (Window: 2025-06-30 → 2025-11-06)



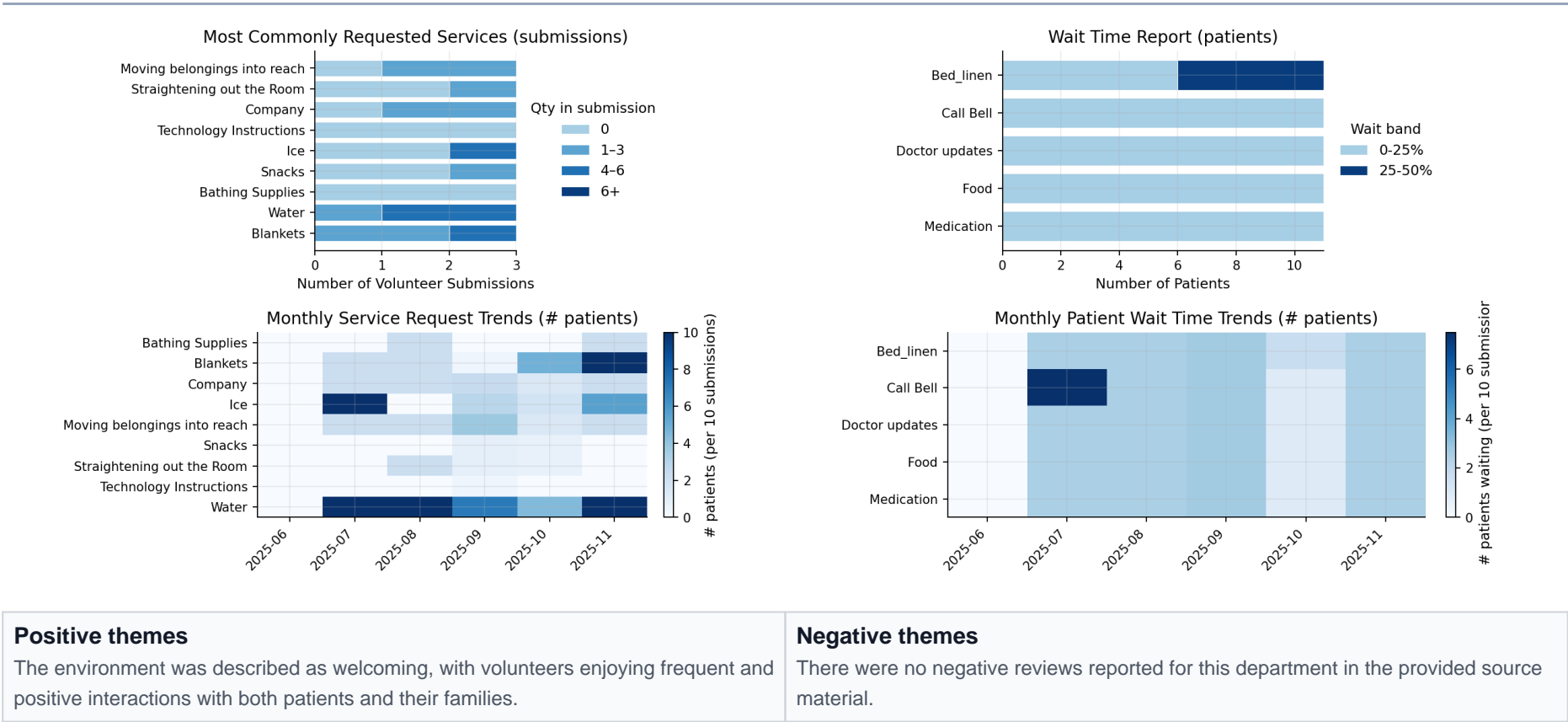
Positive themes

Patients reported being extremely happy with their care, specifically mentioning attentive nurses and staff who provided comfort items like blankets and snacks.

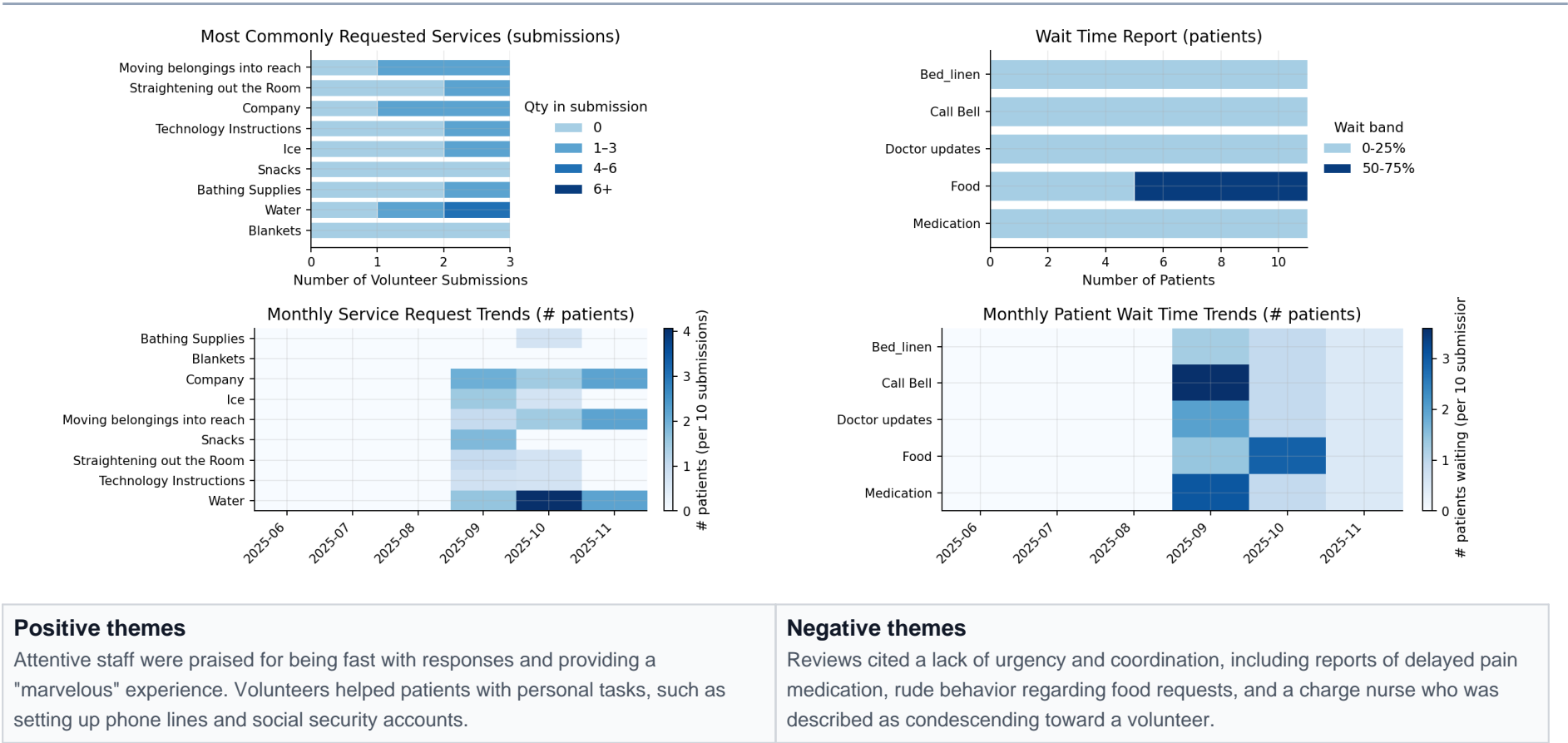
Negative themes

Significant issues included a six-hour wait for discharge papers and a report of a patient's persistent pain complaints not being addressed by the nursing staff until the end of a shift.

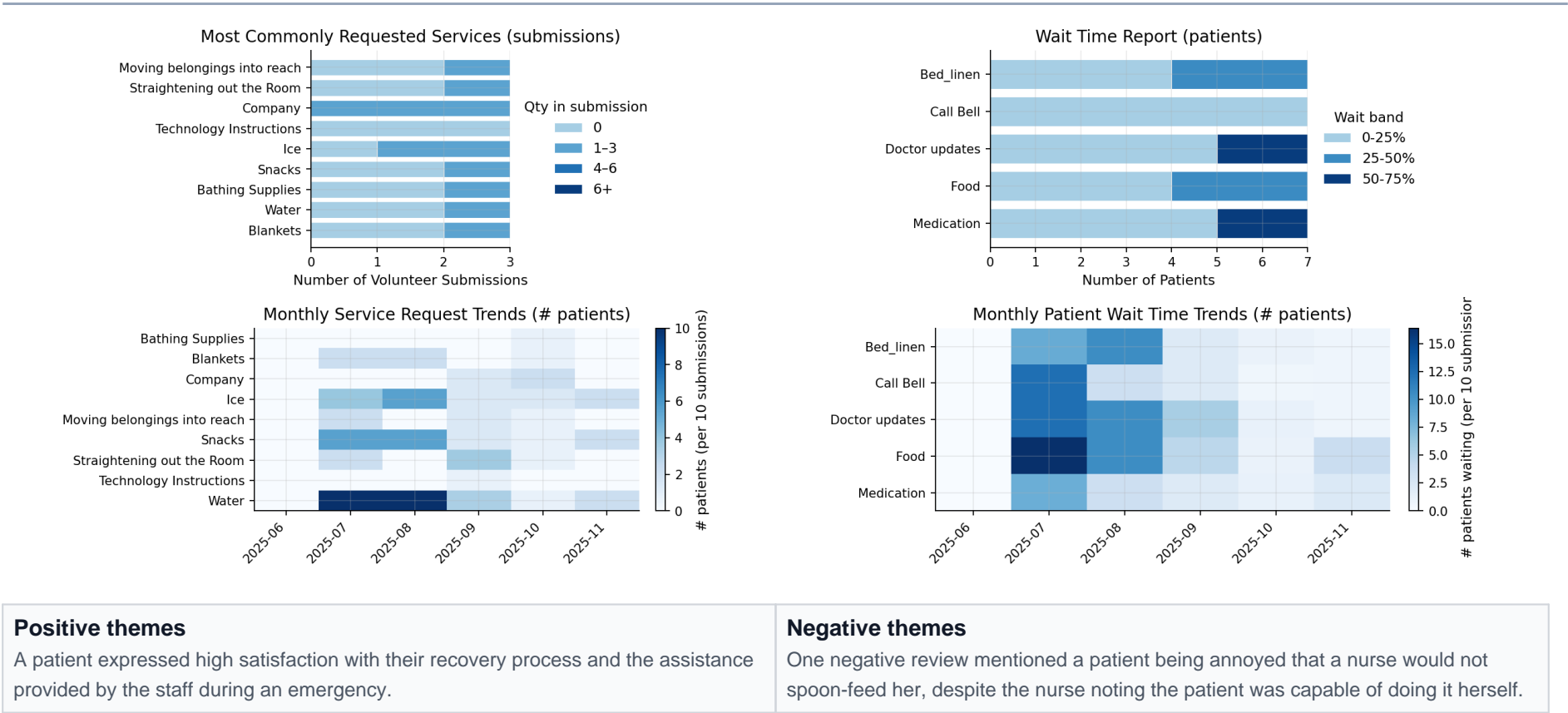
MGSH: Inpatient Rehabilitation — Monthly Dashboard (Window: 2025-06-30 → 2025-11-06)



MGSH: O’Neill 3 — Monthly Dashboard (Window: 2025-06-30 → 2025-11-06)



MGSH: O'Neill 4 — Monthly Dashboard (Window: 2025-06-30 → 2025-11-06)



MGSH: Preoperative Services (ASU/PACU/Endo) — Monthly Dashboard (Window: 2025-06-30 → 2025-11-06)

