Interviewee: 24-year-old female nurse. Lowell General Hospital. Medical/Surgical Unit

1. Typical work day
   1. Patient assignment
   2. Take report from previous shift
   3. Review labs, patient history, vitals, medications, doctor notes
   4. Prioritize patients based on needs
   5. Give morning meds
   6. Documentation and assessments
   7. Prep patients for tests
   8. Give more meds
   9. Report at end of shift to nurse taking over
2. Patient demographics
   1. About equal gender
   2. 0 % less than 18
   3. 50% 60+
   4. 20 – 30 year olds with drug problems (infections, overdose, etc)
3. Patient/nurse interaction
   1. 5 patients per nurse
   2. 10% of a nurse’s day is interacting with one patient
   3. Foreign patients
      1. Diversity in the city (i.e. Lowell has high Cambodian and Portuguese population)
      2. Some know basic English – patient’s family can be helpful
      3. iPad for interpreters
         1. Older patients can have issues using theses device (i.e. hearing difficulty)
      4. During day an interpreter can be easy to find
4. Patient Requests
   1. Patient sometimes don’t use call bell
      1. They yell for nurse or sometime find nurse on floor
   2. Floor policy states “medical staff cannot pass by a patient’s room if their call light is on
   3. Easily forgotten or misunderstood– especially during giving meds to other patients
5. Call bell system
   1. 10 – 20 calls per day
   2. 10 – 15 minutes turnaround time
      1. Can be longer if giving meds to another patient
   3. Problems
      1. Noise
      2. Walking back and forth to room (unknown what patient wants until walking to room)
      3. Requests may not be urgent, so time is wasted responding to all per policy
      4. Interruptions – especially with Ascom phone (patients can call nurse directly)