Interviewee: 21-year-old female nurses aid. Southern Health

1. Typical work day
   1. Assist patients with
      1. Eating
      2. Bathing
      3. Dressing
      4. Walking
      5. Toileting
   2. Documenting the above
2. Patient demographics
   1. Age range from 20 -100
   2. Mostly male
3. Patient/nurse interaction
   1. 15 – 30 patients per aid
   2. Frequently encounter patients where English is not primary language
   3. Communication barrier with language and patients who have trouble communicating due to stroke
4. Patient Requests
   1. Bathroom
   2. Cleaning themselves
   3. Medication
5. Call bell system
   1. Problems
      1. Overwhelming – especially when only aid on floor
      2. One aid could be assisting a patient for 30 mins at time, so other patients may have to wait longer
         1. Staffing is an issue
6. Fatigue
   1. Running around answering endless call lights
   2. Moving patients around