Interviewee: 21-year-old female nurses aid. Newton Wellsley Geriatric medical/surgical unit

1. Typical work day
   1. Assist patients with
      1. Eating
      2. Bathing
      3. Dressing
      4. Walking
      5. Toileting
   2. Taking vitals and blood sugars
   3. Repositioning patients
   4. Documenting the above
2. Patient demographics
   1. Age is usually 60+
   2. Mostly male
3. Patient/nurse interaction
   1. 7 - 10 patients per aid
   2. 1 -2 patients per day who do not speak English as primary language
4. Patient Requests
   1. Bathroom
   2. New linens
   3. Speak to nurse or doctor
5. Call bell system
   1. Problems
      1. Hard to prioritize requests
      2. Wastes time
   2. Wants to know what the patient needs before entering the room
   3. 5-minute turnaround time on quiet day
   4. 15 – 20 minutes if busy
   5. Turnaround time dependent on
      1. Patients on unit
      2. Staffing
      3. Criticality of patients
      4. Demands
6. Fatigue
   1. Alarm fatigue
   2. Hears ringing for remainder of day after shift
   3. Cleaning patients is tiring