Interviewee: 21-year-old female nurses aid and nursing student. Lowell General. Orthopedic unit

1. Typical work day
   1. Aid:
      1. 8-hour shift
      2. Lunches cut short
      3. 10,000 – 12,000 steps during normal shift
   2. Nurse:
      1. 12 hour shift
      2. Working while eating or snacking during documentation
      3. 10,000 steps during time period
2. Patient demographics
   1. Typical age is 60+, 65 -80 is most common
   2. 50-50 gender split (sometimes more men)
3. Patient/nurse interaction
   1. 2 -3 patients per floor do not speak English as primary language
   2. Family members used to communicate or translator
   3. Translators aren’t around for small questions the patient may have
   4. Speak impairment from strokes in critical care
4. Patient Requests
   1. Meds
   2. Blanket
   3. Bathroom
   4. Water or snacks
   5. Walk
   6. Speak to nurse of doctor
5. Call bell system
   1. Problems
      1. Hard to organize patient needs
      2. Easily forget what the patient wants if you have to go into another room to attend to another patient
   2. 5-minute turnaround time
6. Fatigue
   1. Moving patients
   2. Upper back aches
   3. Legs are exhausted after working 3+ days in a row