

hi I'm April Walker and house supervisor here at firm X I've been a nurse for 18 years probably like you I've heard it all seen it all done it off being a nurse a long time my words and actions don't always come across as intended that's what this video is all about part of the patient experience initiative say this not that project you will watch our patient and their family members hear our words in our tone and see our body language and actions and sometimes in ways we probably aren't proud of we filmed in certain areas of the hospital and used employees the volunteered to help with this project the actions and words portrayed represent all departments and all job functions what are you here for my wife's been having abdominal pain and been throwing on what's her name Suzie Smith do you have any insurance yes well if you just want to have a seat they'll get to yeah thanks you how can I help you today my wife's been having some abdominal pain and throwing up sorry to hear that what's your name Suzie Smith Jim an insurance card in the driver's license I can get from ya process that through thank you so much and you would hover see and they should be right with you is there anything else I can get you I have a nemesis back here it would help there you are oops this one's still dirty looks like we forgot to clean that one let's find a different one oh I'm sorry these rooms not ready we have another room just down the hall you so what's your problem today my stomach has been hurting a lot I've been throwing up all day can't keep anything down do you take any pain medications um I take two more tab for six times a day um for back pain but it doesn't seem to be helping my stomach at all do you really take that much all right so the doctors ordered a cat scan and some labs and labs really take a long time so you're going to be here for a while could I have some water no you can't have anything to eat or drink you're NPO hello my name is Jim I'm going to be your emergency room nurse today what do you prefer to be called Susie all right Susie I understand you're having abdominal pain today yeah it's been hurting since this morning I've been throwing up all day I can't keep anything down I'm sorry to hear that do you take any medications at home including pain medication I um take two lortab every four to six hours for back pain but it doesn't seem to be helping my stomach at all okay let me confirm this so you take lower caps to every four to six hours as you need that for back pain okay I also see on here where the physician is ordered a cat scan and some lab work based on your symptoms so somebody from lab will be in to draw your blood and a transporter will be over to take you over to cat scan can I have some water right now based on your dominant a and we need more information so we don't want you to eat or drink anything on the off side chance that you may have to have a procedure if you were to eat or drink it could delay your care so I'm going to give you a call light excuse me sir if you need anything at all just be sure to hit your call light and we'll come in okay hey did you see who's in room 25 no who crazy Annie's back again I'm so sick and tired of taking care of her seems like I'm the only one that can handle their mood swings so every time it comes up who they call me I wish someone would step up every once in a while I heard the funniest thing about any of the other day oh really I'm ready for something juicy hey I just saw who was in room 25 I'm taking care of that room today but I know you never had a connection in the past would you mind taking care of her and I'll watch over one a year other patients no that will be fine I'll be happy to um but first let me tell you about the funniest thing that happened the other day hey hold that thought I want to hear you have to save let's talk about it at lunch okay that sounds good to me hi hon I'm your transporter are you Susie yeah Susie Smith oh oh is this for the CT scan yeah this is for CT oh do you

you know well the CT scan hurt I don't know hon but I'm just here to push you around hey um you don't know what they do there hi I'm Carolina here to take you down to CT and your full name I'm Suzy Smith I'll help you a chair do you know what is going to happen I'm you're having abdominal pain how you are going to take you CT scan oh that's right they said that this would need to happen sir we're all done with the scan now you can go and be with your wife this looks really bad that does look bad I need to go tell dr. white you sir we're all done with the scan now you can go and be with your wife this image looks really fuzzy that does look fuzzy let me see if dr. white wants us to repeat this well looks like you're getting admitted you're going to have to wait here until the rooms ready they're really busy upstairs and all the rooms are dirty so soon as something is available they'll come and get you where am I going not sure well Susie the doctors would like to admit you to the hospital to get you better before going home we're going to be placing you on the 4th floor where we have great nurses and doctors to take care of you a transporter and canna scrubs will be here within about 30 minutes to take you upstairs do you have any questions I did have one question I was just wondering about the result all the transporters are busy I guess I'm gonna have to take you upstairs oh my gosh oh my gosh Oh everybody hey how was your weekend okay it was way too short I was open to get some time off but I don't think that's gonna I know what you mean that's the way it is around this place they never think of our needs that's another day in paradise hope the elevators are working today hey Susie all the transporters are busy so I get the pleasure taking upstairs oh good morning hey how was your weekend it was good I got spent some time for family play there you're in good hands with my friend Jim here was the best nursery job seems like you have a good team here Thanks take care Hey don't put her all the way down there nurses don't want to walk that far why do I put in room for 10 can't believe they can't pick a room hm there is a room that just opened up down the hall it's right by the nurse's station why do we put her in there that way it'll be easier for her family to get to her and we can keep it better eye on you okay we're on our way okay mark okay Susie g4i futuro may help you get into bed hi Susie my name is Tiffany I'm gonna be your nurse tonight is it okay if I call you Susie yeah that's great I'm gonna give you your call light if you need a stop number on one of the nurses just hit the red button okay okay and there's also a call light on your bed okay thank you Thanks we're going to talk about report right here with you so we don't miss anything and you can be included in the conversation is that okay yeah that's fine this is Susie oh hi Sookie I got here as soon as I could the parking lot was completely full I drove around for minutes just trying to find a place to park I finally wound up parking across the street Oh traffic was pretty bad I almost got hit I'm so sorry hey oh hey girl how are ya are you I had your Girl Scout cookies downstairs in my car oh you do I don't get them to my fare tonight after work you know what we can go right after this I'm parked right down in the front row don't tell Doug okay hey I'm a dietitian I'm here to see how the food is well I'm really hungry but this is terrible oh you know I'm really sorry this is the cardiac diet you're on and it's just not very flavorful I'm sorry about that the cardiac diet are you sure for me you know what I've heard is that they couldn't read the doctor's order very well so this is kind of what you got stuck with so I'm sorry is there anything else I can do no all right thing oh hi Susy mommy got here as soon as I could they have this great show service it dropped me right off at the front door I'm so glad yeah thanks for coming oh yes that's not I just use my name blinking on the dietitian I'm here to see how your foods been well I'm

really hungry but this is terrible you know you're on a cardiac diet it's designed to be low sodium for your current condition so that's why it tastes a little bit different but we add the mrs. dash in order to make it a little bit more flavorful for you the cardiac diet are you sure you know actually I'm not a hundred percent positive I'd be happy to go check the doctors orders for you and come back and let you know what I find that'd be great okay is there anything else I can do for you um no thank you all right thanks hey Lindsay when you get a minute can you give me a call yeah sure I'd let you say hi Susie I just spoke with your doctor and he's going to be up in just a minute he's going to review your test results answer any questions you might have okay that's whole that's just one of our therapists you know when you're in the hospital you never know how little your insurance or your gown my cover hey Suzy I just talked to your doctor on the phone and he's going to be on his way up here to talk to you he'll answer any questions review your labs and your tests with you oh that's just one of our therapists we have a variety of staff members here to help assist with patient needs I can't believe dr. white stuff like crap he's such a jerk he is I don't want to call him right now my cutie yes my wife she's in a lot of pain and she needs medication okay what's the remember for ten for ten hmm all right well I'm not the nurse for that patient but we'll find a 14 we're gonna write down there okay I can't believe you said that Bell I don't want to call them okay looks like globs we needed the cbc pt/ptt shook m7 yeah it's how can I help you my wife she's in a lot of pain and she needs a medicine okay can I get her name in the room number I mean Susie Smith and it's room for ten for Ken all right looks like Tiffany's taken care of Suzy today I'll talk to