

Experience

noisy
smell
paperwork
phones
neglect
visiting hours

wait
confusion
limitation
lost
squeamish
bad food

Communication

Talking
Gestures
Symptoms
Nurse Bell
Visual
Busy

Hospital

ER

Gift Shop

Chapel

Cafe

Elevators

Signs & Navigation

Waiting Room

Ambulance

Ward

doctor

Errors

Risk in Proectures

Patient's Room

patient

nurse

Reading Material

Games

Medical Supplies
Waste
Needles
Blood
Wheel Chairs
Physical Therapy

Sleeping

Wristband
Charts
Bed
Windows
"Get well soon" Balloons
Bed Remote
Hospital Gown
Meals
TV

daily news

Recreation

Home

Hospital's Values

Patient in pain
Efficiencies
Prioritizing
"bad news"
"good news"
Safety

Happiness
Community
Supervise
Satisfaction
Comfort
Involvement

Aware
Privacy
Guidance
Language

Patient's Values

Emotional Wellness
Sharing
Patient Knowledge
Patient's Needs
(allergies)
Empowering Patient
Religion

Attitude
Isolation
Home
Monitoring
Stories

