WCMH Patient First Leadership Team

**OBSERVATION**

1. Room clean (free from debris, garbage, garbage can empty, etc) Y or N
2. When was the last time linen was changed? Today Y or N
3. Ice visible in water? Y or N
4. Was you offered a bath today? Y or N
5. Staff offer assistance when in the room? Y or N
6. Staff friendly (including registration, housekeeping, etc)? Y or N
7. All staff including Physicians available to you, on request? Y or N
8. White dry erase board completed with current information? Y or N
9. Was you educated on your illness? Y or N
10. How is the food?
11. Any concerns?
12. Any comments?
13. Anything we can do to make your next stay better?

**YOU! Are our Priority**

Books

Newspaper

Coffee

Chaplain

Puzzles

Radio

Magazines