**Assignment:** General Visitor -Walk up to the 2nd floor and sit in each waiting area: to right of elevator, and end of hallway.

|  |  |  |
| --- | --- | --- |
| QUESTION | Yes | No |
| Were you greeted with a smile? |  |  |
| Did someone ask if they could help you |  |  |
| Was our staff professional? |  |  |
| Were the waiting areas clean, orderly and welcoming? |  |  |
| Was it quiet? |  |  |
| Did you overhear any conversations that you would determine to be private information regarding a patient? |  |  |
| Were the hallways open and easy to walk down, or was there clutter? |  |  |
| Were exits easy to find and marked appropriately? |  |  |
| Could you find the public bathrooms? |  |  |
| Were the public bathrooms clean? |  |  |

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