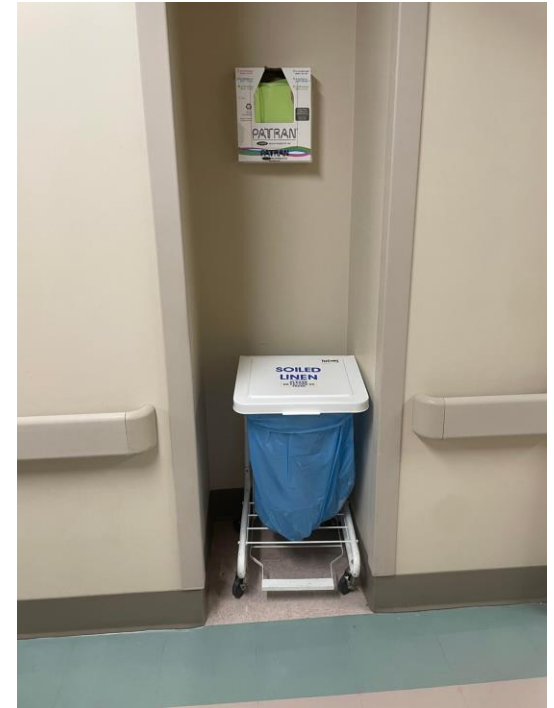


# My Summer at UPMC Shadyside

My job at UPMC Shadyside is the Patient-Family Concierge. Before that I was a Hospitality Associate. According to the job description, it is something like being a janitor, only with extra responsibilities. In actual experience, it is so much more. I view myself as a supporter for the nurses, staff, and patients, who are all in need of extra help and attention. The unit is large, constantly brimming with people of all different experiences, and full of equipment which has its own demands for upkeep. A day as a Patient-Family Concierge involves balancing all of these needs, along with your own limited time, and constantly deciding what is most important at that very moment. Often I find myself caught between two or more tasks, as I track down an item for a patient, respond to a call from a nurse, and do small organization tasks where they are needed. This may seem hectic, but it provides an enriching experience where focus is needed throughout the entire shift. For me this can be very rewarding when done well, as everyone else is navigating the same challenges with time management, and every task done is something they will not have to worry about. The recognition and praise received from the staff and patients is enough to make it all worthwhile. Overall, I enjoyed my job along with all of its unique demands.

One of the most demanding tasks of my job is to make sure that the patients have clean sheets, gowns, pillow cases, and towels, and that the dirty ones are cleared out. With 32 patients on the floor there is a high turnover for linens. Any patient that is left in dirty linens has the potential to complain and make life harder for nurses and Patient Care Technicians (PCTs)



Another task that keeps patients satisfied is making sure they have food and water. Each patient has different dietary needs and restrictions, so it is important to verify what they can actually have before offering food or water. Some patients will try and trick you into giving them food when they are not allowed to have it.



Keeping the unit clutter-free is another essential part of daily tasks. According to UPMC regulations, no equipment can be left in the hallway without someone actively using it. However, equipment will often be left where it was last used. It is helpful to store this equipment before it becomes a problem.







Overall, my time at UPMC Shadyside was an eye-opening experience. The environment is professional, and often quite somber, but when needed, it can be joyful, and take on the tone of a large family, since employees spend so much time together and rely on each other for emotional support. I learned a lot about what it really takes to make a hospital like Shadyside run smoothly without issues.

