The talking pauses as they both smile and she lets out a noise

towards the man fingers spread forward elbows slightly bent. She

laughs while doing this. The man laughing as well waving his arm

around index finger extended pointing towards the ceiling. The man leaves about five mintues later. The woman then begins to

tap her foot as she looks around, glancing occasionally at another

The woman leans back, her hands move to her face where

she rests her head. Sides of her lips lower, eyes close slightly.

A nurse comes out into the atrium, yells, "Mr. Walter Emory,"

around and walks back inside firm A. The doors then close

twice, her hands in her pockets. There is no answer. She turns

\_\_\_ saying, 'What time are you leaving?' and I said, I told you

30 - 40 year old Woman on cellular phone: "Hey Pumpkin! How

45 - 55 year old man on cellular phone: "Uh huh. Absolutely"

A woman around 200 lbs, 55 years old sits crossed legged next

to a 300 lb. man in a wheelchair. The woman is on the phone

in her right hand while her left hand holds an iPad. The man,

wearing a veteran hat, is asleep sitting up. The woman yawns as

she interfaces with the iPad . Her belongings are laid out on her

armrest, her left arm resting on her belongings. Her foot shakes

A man waits in line for firms A and B check-in. He stands straight

looking straight forward. He blinks occasionally, hand comes to

up, phone in right hand resting by his hip. He says nothing,

his head and scratches and grooms. Still silent, still standing.

A man at the information desk leans on his hand, pushing his

cheek into his eyes. He looks at his computer, eyes drifting

A man talks on his phone. The converstation is not about

A man looks at phone, slouched in chair, belongings in lap.

A 60 - 70 year old man stands at the "DIRECTORY" sign,

rotates his head 20° clockwise toward me, nods, and steps

He states: "I can't read. I'm just looking at the pictures."

He replies: "They're changing so much, I don't know where

55 - 65 year old man taps his cane on the ground three times,

each tap about I second apart, as he stands for 36 seconds in

symbol lights I' above the west-most elevator door and the man

front of the middle elevator. At the end of the 36 seconds, a

Booklets approximately 10 - 20 pages each located on an

approximately 21" wide  $\times$  69" high  $\times$  21" deep radial book rack.

[Cafe Counter] Two specific four digit numbers each divided

I say: "I feel very much the same way."

begins to walk toward the elevator.

things are. Haven't been here in four years."

approximately 1.5' back and to his left. He continues to look at

hospital process. He wears a veteran's badge. He sits back in his

chair, legs straight and extended. He ends conversation, stands

in rhythm, her shoelaces are untied.

up and walks around.

Moments later she stands up and walks away with her walker in

man talking with the man next to him.

PEOPLE TO INTERFACE 28 - 38 year old man on cellular phone: "Just got a call from

echoing through the atrium. The woman lifts both her arms

for other converstation with the people next to her.

She talks a bit with the two men to her left. But she is too far

A woman yells loudly through the atrium for a patient. There

is no response so she walks back inside the primary care

Friendly greeting in a sweet tone of voice and engaging tone.

Man waiting talks on his cell phone audibly to others, affirming

wheelchair, a patient at the VA medical center. He has a stoma

in his neck, probably being treated fro throat cancer. The man

is asleep, sick. The wife is waiting to check-in for her husband's

appointment. The woman yawns, bored from waiting. She uses

her iPad as a way to pass the time, checking email, playing

A veteran is waiting in line for primary care. He holds the

sure his hair is kept afterwards.

something else to pass the time.

disease and illness.

phone in his hand, praying for a call to speed up the time. He

is quiet as he waits, scratching an itch on his head, but making

A VA employee is waiting for someone to ask for information.

He is bored and tired, using his computer to pass the time.

A man talks on his phone about personal matters. He is a

veteran. He sits back in the chair in a relaxed manner, legs

stretched out. After his conversation he stands up to find

A man uses his phone to pass the time, relaxing in the chair.

Without any place to put his stuff, he places them in his lap.

We make small talk about renovations. The man acts politely

The older gentlemen taps his cane in near-perfect I second

intervals like the ticking of a clock. When his elevator arrives,

he moves slowly, but determinedly toward the elevator door.

A variety of short reading material, lightweight and on topics of

The hours of the cafe are posted on a piece of printer paper

and openly toward me and I attempt to reciprocate.

games, surfing the internet. She is tired, exhausted from this

A husband and wife sit next to each other. The man in a

away to have a more intimate converstation. She decides to

leave to find something else to do.

Frustrated phone conversation occurs.

something with a confident tone of voice.

The woman wants to bring her attention back to a

The atrium is a loud and disorganized space, yelling seems to

The shuttle can be identified as an initial period of waiting and

One friend/family member gets called by another, probably

certainty. Also, people waiting can easily overhear and up one-

The man on the phone wants to project confidence or

ended scraps of conversation from others that are on their

The wife of the man is the one waiting to be helped. She is

the one going through the process of checking in and filling

out paperwork. The man is waiting to be treated. The woman

is probably tired from pushing around he husband all day. Her

only outlet from this process is her iPad. She is essentially sit-

A man waits in line to be checked-in, he is limited to his

With nothing to do the staff member interacts with his

computer and not the hundred veterans sitting in the waiting

With his attention is fixed on the phone, the man is content

with how his time is being used. When the conversation ends,

A man uses his phone to fix his attention to. It is essentially an

Wayfinding seems to be an issue for the man now that he

Waiting for one of the elevators could be both awkward and

painful if the one who is waiting has trouble standing. This may force the individual to consider sitting down, judging the time

and effort that sitting and getting up again takes vs. continued

Informative booklets, but potentially disconcerting to have

displayed.

returns to the Hospital. It has become unfamiliar to him.

the man needs other information to attend to.

phone and looking around as activities.

has been used to plan or inform a friend or family member.

conversation, however she is unable to do so.

be the only option for getting patient's attention.

younger friend/family member.

ting alone , waiting.

## PHENOMENOLOGICAL OBSERVATIONS CONCLUSIONS DESCRIPTION CONCLUSIONS INTERPRETATIONS DESCRIPTION INTERPRETATIONS **ANALYSIS ANALYSIS** This staff member, like many, is inviting with his facial I smile at a 55 - 65 year old man with a lanyard. The corners of People talk amongs each other while waiting to be called by desk -"Mr. Brown is called by a women at "Firms A&B" 8:15a – woman interexpression and probably acts similarly to those others he I smile and the staff member smiles back a genuine, warm smile. acts with women beside her – man stands up and points to his right his lips protrude approximately 2 centimeters. man was lost so asked for directions to his destination Patients are unsure of where to go for their appoinment in walks in direction he points goes down hall way 8:17a (3 min interaction interacts with throughout the day. He must be happy to work with person behind desk) The escort does not always stay with the patient. He picks him up, drops him off and continues on his way. This makes 45 - 55 year old man wheels a 55 - 65 year old man from west Escort taking a patient to his room potentially, drops down the him seemsto be a mechanism for the chair's movement and in to east. Wheels the wheelchair, now empty east to west through halls and through the waiting areas. Two 50s age people approach desk and interact with person behind People have trouble finding where they need to go freeing up room for the chair's cargo rather than working for Module B 3 minutes later: "Comin' through people, coming Two people are lost and ask the front desk for directions desk who points in a direction and the two people walk in direction an individual patient. His recurrence in the elevator waiting through, coming through." space also gives those waiting a reference point with which to experience retrospective time. Patient in Wheelchair: "Where are you going to take me?" Uneasy tone of the patient is met by a confident, smooth, and The escort uses his humor and tone of voice to at once engage 60s black man with darker colors on walks with another black man Patients are sometimes taken to their destinations by "escorts" Escort: "I take you anywhere you wanna go as long as we're patient is being escorted to his destination the listener and put him at ease, building rapport with the man inside the VA. Don't tell 'em I'm taking you downtown now!'' he is attending. Two 60s men approach desk and interact with people behind, person Wife supports husband when he askes the information desk for Two people were lost to get to an appointment so asked for direcbehind points in direction interaction ends Assertively trying to assist others. Seeking out people to help. tions from people working the information desk 55 - 60 year old man in blue vest: "Anything I can help you with, Speaks sharply, asking the same general question to different there?'' at least 2 - 3 times in an hour. Perhaps the inquiring woman is testing the patience of the 50s black man approaches desk, interacts with person behind desk, and People are assigned to talk to someone at the front information man was expected at ask the front desk for information because there spokesperson. Whatever the circumstance, the spokesperson 30 - 40 year old woman behind a 6' long table to 45 - 55 year Spokesperson's verbalization becomes somewhat short/negative desk who give a paper that tells the patient information they was a sheet of paper for him at the desk with instructions on it hands the older men a material (sheet of paper) and walks down back does not seem to be inviting. old woman: "Well we can put you on our 'do not call list' and with another person inquiring of her represented cause. need to know hall we won't call you... If you ever change your mind, stop by and 40 - 50 year old man: "Can you hold that elevator for me? Can 60s white man approaches desk interacts with person who points then People are getting lost at VA hospital and so ask the information desk People are polite and hold the elevator for each other at the When people are lost in the hospital they will stop to ask for Man walks briskly, calling out for the people inside the elevator 30 - 40 year old woman rotates her head toward the man and older man walks in direction pointed – another older man behind him for directions to where they need to be VA Medical Center. This is just one of many times this occurs. to keep it open a little longer and they eagerly oblige. extends her left arm forward against the elevator door recess. interacts then points, man walk in direction pointed This incremental repetition draws attention to the passage Woman 20 - 30 years old stands I' west of a north/south Barista has to call three times into the hallway in order for man Older man stands in front of "Firms A&B" is called, walks away (8:44a of time. The second interval between repetitions feels longer man waits to be told where to go after talking to front desk People have trouble finding where they need to go counter: "Latte? ...Latte? ...Latte??" to pick up that his order is up at the cafe. than the previous because more attention is drawn to the time 30 - 40 year old man: "With caramel? That's me." where your order could have been being focused upon. 5 people inside the middle second-floor elevator are laughing as Cheery, upbeat verbal punctuation occurs at the end of There is facial engagment and friendly interactions between staff and patients "escort" interacts with person behind desk employees seem to know one other and talk and joke with each other elevator travel for a group of people. A good-humored conversation has just gone on inside the elevator car as it was moving. People must actually talk and "escort" attends 50s man in wheel chair in wheel chair area where share together inside elevators at this institution. Patients unable to walk well are escorted (by "escorts") into Employee escort assists patient into wheelchair there are places/seats in are labled "escort" 55 - 65 year old woman to 55 - 65 year old man: "I don't feel The wife has some aversion to the downstairs atmosphere or A woman requests to her husband that the two of them should prefers the upstair because of positive aesthetic qualities it Woman explains the perks of staying with VA Medical, so they don't Woman: "orthopedics...ammoniating switch board, that's for you where VA Hospital is suggested as better choice for veterans than posesses. your thing..." "if you can try to set up an Orthodontist appointment Cleveland Clinic or University Hospital have to go through another hospital 35 - 45 year old woman sits next to 6 - 9 year old girl with pink It may very well be that the mother has had to take or wanted today....' We set up everything so you don't have to go to UH'' Mother and daughter are seated waiting together. to take her daughter to this visit. This wait may be fairly critical or potentially joyful at the end. Perhaps serious injury/illness Man: "mam, I have a cat scan today, they said I couldn't..."; Woman: "if A friendly older male greets us as week walk up to the patient states his needs and nurse tells him what to do to get best Communication with staff will lead the best service results has occured or a happy reunion might take place. you call your doctor..." "gave me helpful info of sort... "if you don't information kiosk. We let him know we are here for volunteer hear...." "call..." Male attendant 50's asks if we need help. We tell him we are here Upon arrival, attendant at the main desk was informative and processing and he is very excited to hear this as he happily for volunteer purposes and he directs us to where we need to go. excited to help us out. leads us to the main corridor and directs us where we need to 'Interaction with women' man in 40s sits on my right – "I had an ap-Patients are not happy with finding out that appointments are Patient is unhappy with hospital service and handling of his appointpointment then said... and now I have to wait, they messed up." – He At volunteer office and the door continues to open and close as has earbuds and moves his head we stand there for information. The volunteer office was not as accommodating. We were It continues to do this the entire time there and appears to be confronted with confusion as if we had done something Man in wheel chair interacts with person sitting in chair The volunteer office unfortunately was a confusing experience. Patients and staff frequently exchange friendly interaction Man interacts as if good friends with the person sensitive to where we are standing. wrong. Because the door is automatic, we stood there with The tone in their voices led us to believe we did something the door opening and closing, nonstop for several minutes. At volunteer office request to get fingerprints to move forward There is a close knit family connection at the VA Hospital To 60s men talk amongst each other while sitting wrong. The mechanical door repeatedly opened and closed as Patients eagerly talk amongst themselves as the wait to be called on It felt awkward as we were confronted with the mechanical with project. Black female 50's looks confused. Walks to back of there was no where to stand while we waited for an answer. dumbness of the automatic door, along with the response we office to talk to another worker. She comes back and says we received from the attendant. There is a man wearing a vest by the front desk talkcan't just 'walk in' and had to make an appointment. Tells us no The man at the front desk directing the people to the The older man and women is a couple and they are waiting for different modules is often crowded, causing him to wave ing with different groups of people, consisting of one man one is available to help us until 1400. their appointment, at which later on in the observation their appoint-I ask the younger gentleman about getting fingerprints and he people off quickly, my question for this is are his directions and one girl and the other was just a man, and currently Ask to get fingerprints. Male white attendant with facial hair in The PIV waiting room was also a negative experience. The ment starts to run late. replies without ever making any sort of facial engagement. This is talking to another man to point out to different areas of really that effective for directing? What happens to the attendant did not put forth any effort in informing of the 30's replies but does not give facial engagement, continues to seemed quite rude as he continued to stare at his computer people who walk towards the directions he is pointing to? the VA Hospital. The people proceed in that direction process as he continued to look at the computer screen. engage with computer interface. monitor while I put my signature on the sign in sheet. Officer in charge of fingerprinting calls 'next' as opposed to the mixture of the main entry wait along with the orthopedic There is a variety of people walking through moving to Since the space is so cluttered the people walking through the space different locations of the hospital and having to talk around the people sitting, often saying "sorry about that" as they are occasionally run into the people sitting in the chairs and appologise waiting area causes a cluttered space that makes it harder for There was no sense of organization in the way they call the people to move effectively throughout the area without for being in their personal space First white male attendant begins to call names as opposed to you to get finger prints. The officer conducting the process The attendants in the room appeared to do things at their running into the people who are sitting down. would call 'next' and everyone would look at each other in leisure, lazily calling next as opposed to the names on the sign-in sheet. After awhile they realized the process they were confusion, silently wondering 'is it me?'. Finally, one of the Officer taking prints 5'8'' in 50's, short crew cut black and gray other attendants caught on and began calling the actual names using wasn't working, and eventually began calling names. hair. Begins process of fingerprint. Radio plays in background The older man and women were waiting for their appointment There is an older man sitting down next to older women The older man and women is a couple and they are waiting for on the list as opposed to 'next'. consisting of RnB music. who through out this whole time period, they have been inand it ended up being a little late he goes to the desk to ask for their appointment, at which later on in the observation their appointinformation about what is going on and seemed very irritated. So it is important to try and make situations that occur like this teracting. The man just got up out of the seat he was sitting in 1325 process for finger prints completed. There are two younger males that look to be closer to my ment starts to run late. which causes him stress. and walked over to the front desk. He continued to point in the age sitting near the entrance underneath the enormous is handled in a more effective way to relive tension. general direction to where the person he was interacting with USA flag. They both have drinks that look like there sere Two younger males in there 20's sitting near entrance under flag. was sitting then proceeded to walk towards his chair again super sized from the nearest fast food joint. They are very They each have a drink and are having a conversation. Both males Two younger veterans are killing time in the atrium. leisurely dressed and act/appear as if they are having a casual wearing sweatpants. They both return down one of the hallways. conversation as if the atrium was their 'living room'. It looks The two people sitting next to the people interacting are The amount of chairs along with the spacing causes awkardnes like they may be younger veterans, the first time I've seen any The man sitting down in the chair seems to have run into an acquainfor patients at times in the waiting area. the chair are lined righ facing a little bit out from the people who are sitting next to tance that he know which he talks to for about 5 minutes, but since Male tall built and female short petite in 30's walk into office at them the man in front of me has one hand covering his index next to eachother making it so you have to sit infortably close A young couple walks in and head directly to the back office in there are no chairs the man has to sit all the way across the room and finger in his lap and continues to look at the from the people to a person you do not nessisarily know and the wide spaceing back of atrium. Spend about 5 min there and leave. Shaved head, This group of people are there for a short period of time. atrium. It appears that he too may be a younger veteran based talk a little bit louder to his friend. Slowly turning into an awkward who are sitting next to them. The man in front of me has one causes akward interactions for people who may want to talk sweatpants and boots for the male. Jeans and sweatshirt on the on his stature and haircut. hand covering his index finger in his lap and continues to look at the elevator, a man just came to talk to him then The juice/coffee bar seems to keep a steady line of customers Juice/coffee bar on second floor keeps steady line of customers People wait in line at the juice/coffee bar mid-afternoon. which mostly consist of staff members getting their afternoon (mostly staff members but includes family, friends, patients). Two Elderly veterans sit motionless in their wheelchairs. Their eyes re-The disabled veterans are stationary. They are disengaged from their These veterans seem to have been here time and time again. They may undersmoothie or caffeine pick me up. environment and because of this, remain passive in their environment. stand that they will be waiting a long period of time. main fixed on the floor and their faces appear emotionless. Two young males walks in with a toddler and seem Two males 30's walk in with little girl 5, seem overwhelmed overwhelmed with the atrium as they continue to walk and with atrium, look around not sure where to go. They pause in This group of people are confused are having trouble pause in confusion. Finally they settle on a destination, the There are 3 women in light blue outfits who appear to be in their 30's The female workers are taking a break. The cafe is an escape from work They may have just gotten off their shift or are seeking a coffee break to reenthe center. Walk to fountain located behind me. Come back into navigating upon entering the atrium, they spend a longer time water fountain. They return back to the center of the atrium, ordering at the cafe. and a time to relax and converse with coworkers. in the atrium than necessary. atrium and head to hallway. look around again, and eventually head down a hallway. An older tall black female walks in. It looks like she is This woman appears to know where she is going and is There are 3 escorts sitting and conversing near the elevator, behind the The escort carts partially block the view of the Atrium and prevent This area is a place for escorts to converse and wait for veterans who need to Tall black female 50's walks through atrium. 15 min later returns walking in with purpose and knows exactly where to go. She be escorted. escort carts. initiation with veterans and their families. purpose driven (picking up her husband and taking him home). soon returns with a man I'm assuming is her husband in a with black male 50's in wheelchair and walks him out. She waists no time and is in and out quickly. wheelchair and they leave the facility together. A female worker in firms A-B calls out a man by his name. The named There is no order to who goes to the firms at a prompted notice. The voice interjects the white noise of people talking and moving about the man responded to this by standing up and walking around my chair to When the prompt arises, everyone can hear and see who will go to the The somewhat redundant, but rapport-building mirroring environment. It demands attention. 45 - 55 year old man with blue vest asks: "Is everything okay?" Attendent/Staff member's voiced concern becomes get there. The female worker in the adjascent work desk projects out to expression on the part of this staff member is half off-putting, 35 - 40 year old woman: [Indiscernible Reply] the Atrium "Can I help who's next?" 45 - 55 year old man with blue vest responds: "Well hurry up All visible people sitting (12) are not laughing or smiling. (4) out of 15 People who are not initiating with anyone seem to suppress emotion. People Interactions and demands for attention from others result in the stimu-A man shakes hands with another man, one black, one white, Two veterans shake hands, smiling and laughing as they talk There is mis-communication between staff and patients may feel more engaged with their happenstances when they are accompanied people who are walking or standing are smiling or smirking. These same lation of expression within the face to convey emotions. Two veterans use the hallways as a way to walk around getting to one another. It was a chance meeting, one man finishing an both wearing veterans hats. They talk as the white man rests on by someone they can converse with. (4) people are all involved in some sort of conversation. excercise and light conversation. appointment, the other waiting for his. They walk to pass the his cane. Their lips raise up and their voices become louder and time, catching up on each others lives. quicker. They walk off together still talking. The men split up. There is a man appearing to be in his 50's recieving a document from The completion of receiving information from the desk allowed the The man was helped by the information desk fairly quickly and received what-Three men, talk to one another. They are close friends, at the information desk. He then proceeds to firms A-B. ever he needed to go to the next event. Three men talk to one another, standing about three feet apart. man to move on to his next task immediately without waiting. Three men us the atrium as a place to socialize and gather. least while in the medical center. They walk aimelessly around They walk back and forth, body swaying, their voices echo in the They enjoy their time waiting by talking to each other. the atrium passing time, no where to be. They nod as one atrium, their heads raise and lower.. The man is a respectful worker at the VA A man holds an elevator door for a patient with a leg scooter. People are respectful of others at the VA Wayfindings in the VA hospital are unclear Three men with "escort" vests sit by the elevators and Three volunteer escorts sit by the elevators behind the Three escorts are taking a break or waiting for someone to wheelchairs. They talk to one another, one man's head nods as wheelchairs. One man laughs as the other man speaks. I have had 4 veterans observe my notes as they passed me. Veterans are engaged with what they do not normally observe at the They are curious or suspicious of what I am working on. the other man speaks. The third man plays with his cup while The third man playing with his cup of coffee while listening 3 workers in all light blue attire converse in a group near the cafe. All National Staff members are hospitable towards patients, guests and Conversation allocates an opportunity to smile or laugh. Workers involved in conversation with others are more likely to smile or laugh. A man talks to a woman on the second floor. He is holding a Staff members are hospitable towards patients, guests and A man and a woman, talk on the second floor. The man just The cafe is a nice place to grab a drink and talk to other visitors. Staff members go out of their way in order to help three laugh and smile at one point in the conversation. coffee and a plastic bag. They turn to each other and face the visitors. Staff members go out of their way in order to help bought a cup of coffee. They are acquaintances, not very close. people in the hospital, a place of gathering with purpose. others in need and can change a patient's mood. same direction as they talk . They continue to talk as they walk others in need and can change a patient's mood. They exchange small talk as they walk down the hallway. They are respecting each others space and/or do not wish to interact. 2 males and 1 female sit seperately under the Heroes Memorial Foun-Because of the decision of where to sit, these 3 people do not interact. tain.Their expressions remain unchanged. The coffee shop upstairs is serving five people in blue cloth uniforms and two people in white coats with the bottoms of the Doctors and nusrses share the space with visitors, utilizing the Five doctors in scrubs and two doctors in white lab coats wait coats going past their knees. All are white individuals. They talk The woman is either receiving positive feedback, or just enjoys the conversation. -The 40+ woman is handed the information desk's phone by a younger The act of giving information to, or conversing with someone who is to be served coffee. They are talking about work. to one another, eyebrows straight forward, focused gazes. They well dressed male worker. During her conversation on the phone, she waiting becomes a temporary placeholder for waiting. hold up clipboards in their hands. They have hair nets covering People have positive encounters when grouped together. People have positive encounters when grouped together. laughs and smiles. After a man checks in he realizes he tells his wife that he is A man checked in for his appointment that day. Knowing that After a man checks in, he walks over to a woman, they talk, she going to have to wait for a while. They use this time talk talk he will have to wait for a long time meets up with his wife and says "how long do we have to wait", "I'll go with you", they cross with one another walking the halls. walks around the hallways, pass time. arms and leave the atrium. PEOPLE TO INTERFACE There is a man waiting in this area, who has been waiting for Not having people engaged to the point where people are The is having a negitive experience of time that is causing him to temapproximately 28 minutes who just pulled out his cell phone looking at their phones, they encounter temporal information porally have a prolonged waiting feeling which causes him to pull out A man sits next to a woman, both in their 80's. They sit facing An elderly couple sit facing the revolving door, one of them A husband and wife are there to support the other at the his cell phone to eliviate some of the bordom he may be feeling on their phone frequently. the revolving door, they look around, not talking. They stand up, medical center, and to enjoy each other. waiting for an appointment, the other there for support. Staff members create negative encounters due to tone of Staff members create negative encounters due to tone of voice, facial expressions, and lack of facial engagement. voice, facial expressions, and lack of facial engagement. Staff are not always the best with communication to patients about Patient is unhappy with hospital service and handling of his appoint-A man sits back in a chair, arm extended over side of the chair A man sits lazily in a chair. His arm extended over chair next next to him, legs spread forward. He wears a hat with a veteran The body language of a man changes drastically from when to him as if a loved one was sitting there. He looks straight People occupy waiting to be seen by looking reading books emblem, he looks around. His face unchanging, a focused stare. sitting alone (lazy, bored), to talking to nurse (excited, ahead at the primary care check-in. He looks at his phone 50s white man walks in holding book in hand walking down hall man anticipates long wait, so brings books to occupy time newspapers, using phones, any thing they can get their hands on His phone rings, he leans forward to reach into his pocket. He attentive). expressionless. He greets the nurse, happy to have someone checks phone, puts back in. He walks up to firms A and B checkto engage with if only briefly. in and askes the nurse, "how you doing dear". The atrium is a commonplace for patients, staff and family to The atrium is a commonplace for patients, staff and family to People occupy waiting to be seen by looking reading books Man waiting for a patient, or waiting to escort a patient passes Man with "escort" on back of shirt interacts with interface de-The two men enjoy walking the hallways perhaps to see other The two veterans are passing the time by using the medical The two men from before come into the Atrium from a different interact with eachother and pass time. interact with eachother and pass time. newspapers, using phones, any thing they can get their hands on center as a walking path. people they know, or just excercise. hallway, talking and walking. Making laps through the hallways. A man walks by another man sitting with "escort" on his shirt. Man with "escort" says "hey, what's up, thought that was you", "Matthew" is called on announcer Patient called to be seen by a doctor A volunteer escort sees his veteran friend and "daps him up". Announcer voices calls mean patients can see an actual doctor they embrace with hands extended. The same man walks away The veteran "daps up" another veteran moments later. The There is a real friendship between staff and patients. after the conversation and has the same exchange with another man walks up to the second floor with his wife as she puts her man with a veteran hat on. The man walks with a woman up the hand affectionately in his back pocket. Within the atrium itself, there are other areas where moments Announcer says "All employees should meet down stairs...." Employees have trainings to go through Employees have trainings they have to go to Within the atrium itself, there are other areas where moments central stairs to the second floor. Her hand in his back pocket, he helps her put her coat on, as they walk out of sight. There is a man with tape on his face tapping his finger by the elevator the stress of past appointments causes aliviated anxiouty for the man with tape on his face is anxious waiting for the elivator These woman (employees) have been inside all day and Woman walks by another woman, "it is beautiful outside." Other Being stuck inside brings temporal information to the forefront and is stress seems elivated some of the patients cannot wait to get outside into the nice weather. woman says, "I can't wait to get out of here." of these women's minds. there is nothing to preoccupy the patients time in the orthope-Three people talk in front of the elevator as they wait for it. Three people wait standing up in front of elevator for about a The elevator creates another space for waiting. Man gets up and presses lower button of the elevator, then dic waiting area, temporally his experience may be negitive so the man seems bored and wants to walk around to pass time The atrium can be an overwhelming place when arriving The elevator queue proximity provides a way to be social. The atrium can be an overwhelming place when arriving gets into the elevator. minute, the door opens and they walk in. he has to resort to exploring and trying to improve his overall during busy hours and can be confusing for newcomers and experience of waiting Man shouts to a woman on the steps, "I have an appointment at Two friends see each other and they meet downstairs in the The waiting for the appointment doesn't start with check-in. It there are two people at the front desk sitting and looking at starts at the moment of illness, or from the last visit. talk. "I got sick last weekend so I am trying to get in here". He the previous weekend. The other is on their way out of the with a distraction away from the perception of waiting, but this the work that they have to do at the hospitol says goodbye and walks to check in counter at 3:23 pm. interaction also isolates the staff members from the patients A man sits in a chair, leaning fowrad as he eats a wrapped snack, A man uses the wait as a way to grab a quick bite to eat. He This man turns eating ito a prolonged activity. He expects to a baked good. It takes him about five minutes to eat. A man eats it slowly to make the activity last for as long as possibe. Staff members tend to isolate themselves from the patients at be helped, finishing his meal. But is then told to wait for more behind counter calls his name, he stands up suddenly. After the Staff members tend to isolate themselves from the patients at / He is called to the desk, however he has to wait again and fill Two 60s men stand in line (behind above) – person behind People are assigned to talk to someone at the front informaman calls him, he says, "just a second, you are gonna need some front desk person has to look up the patients information to desk walk away looking through materials are seen by persons out paperwork in order for the process to continue. tion desk who give a paper that tells the patient information the tell them where to go next behind desk (8:41a) (8:50a) Man jumps out of a chair yelling, "hey whats up Steve?" A group A group of veterans hang out with one another, laughing and of five men talk to one another, smiling, laughing, nodding. They The atrium is used as a gathering and social place. telling stories. A man leaves to tend to something, the rest still move back and forth in an animated way. Man leaves as another having a blast talking to each other. 40s man who sits beside me look through materials (newspa-This exploration illistrates one potential way we can distract 40s man reads newspaper to pass time either waiting for bus or says, "take care." The rest keep talking. people perception of time away from waiting. for name to be called The hallways are used for exercise and conversing (passing A volunteer escort talks with a patient he is pushing. They Conversing is healthy between staff members, but does not Escort pushes man in wheelchair, face wide with a smile. They Volunteers are part of the veteran/medical center community. necessarily benefit the veterans or their families. talk as the man breathes sporadically, chuckling. laugh, having a good time. People occupy waiting to be seen by looking reading books Two 60s men sit in my area both 'reading' materials (one of Two men read materials to pass time waiting for bus or to be Patients and nurses are seemingly always in close proximity Six people stand in front of the coffee shop, three woman in newspapers, using phones, any thing they can get their hands on Patiens and nurses wait for coffee and food. these men was here before relocating) called on with one another. An escort talks to a couple men sitting while on the phone. An escort talks to two men, talking about a man named Miles. Man in 40s who sits next to me smell of cigarette smoke – now An escort uses the patients as resources, to find someoene. People have determined that wait times are long enough they Some patients take smoking breaks to help pass time, and get He is looking for a man named Miles, for something important. Escort on phone while talking to the man sitting. has cup of hot beverage in hand coffee to keep occupied can get food or take short walks Time is more enjoyable when you have someone to spend it Time is more enjoyable when you have someone to spend it Yelling seems to be the best option for finding people within Bus driver for the shuttle bus is trying to find a patient to take Man in RTA uniform holding clipboard yells "James D. Sylvester" the noisy atrium, an analog speaker system. him home, making the others on the bus wait. The veteran chooses to nap as he waits. He does not wish to interact Under the memorial fountain there is a disabled veteran with his eyes Both the veteran and the woman are aware of their waiting situation. with anyone as he waits. There may be nothing to converse about beclosed. There is a female accompanying him. She is using her ipad on The veteran relies on the woman to take care of errands within the VA, 3 woman in scrubs yell down to a woman, "what are you doing tween the man and woman. The woman wants to read, play a game, or the left armrest of her chair and facing away from the man. [Later] The These woman enjoy this time talking to their friends. A woman jokes around with two woman upstairs, laughing. while she lets the veteran sleep. down there." The woman raises her foot, a cast on foot. Says, mans head has lowered slightly and the woman has left; her bookbag in some other activity on her iPad while she accompanies the man. "I'll be right up there." the chair she was sitting in. The seating arrangement makes it comfortable to talk to one People waiting alone seem to be restless and/or An escort messes around with his buddies at work, saying he another in an intimate manner. They are able to interact with Escort walks to the other escorts yelling, "I handle business", People that are alone waiting seem to be lonely, emotionless uncomfortable, attempting to extend commonplace Spatial Considerations and Obstructions handles his work in a over-masculine fashion. one another and with an interface. A man in his late 20's or early 30's with a hat raises a cell phone to his putting fingers up to his lips and flapping them down. He appears hesitant and impatient for something he is expecting. restless and/or uncomfortable. activities to pass time The man is prepared to go somewhere as soon as he is capable. The ear and then back to his hands on his lap where his backpack rests. Environment creates an obstacle for interactions & activities immediacy makes him appear anxious. The man and woman are fully attentive on one another, no A woman (white) approx. 80 years old sits in a chair next to a This man and woman seem to really enjoy talking to one attention given to temporal information. She is sad when man (black) approx. 35 years old. The woman has an eyepatch another. Sharing pictures and stories. The seating arrangement he leaves, he attention comes back to reality, to temporal over her eye. She leans forward in the chair onto a walker. Her She used the taller fountain because it was easier to use. She is a fast A woman in her 20's uses the taller water fountain, turns around and makes it easy to interact with each other. Limited Physical and Mental Activities The young woman is busy and in a hurry. information and the atrium. belongings are in the basket of the walker. paced person on the go. reaches in her right pocket to pull out a cell phone. Limited activities provided by the VAMC to pass the time There is a strong sense of community within the hospital There is a strong sense of community within the hospital The man has a tablet that he is swiping through, aiming the screen between veterans, volunteers and patients. This is unique to between veterans, volunteers and patients. This is unique to A youger adult male (20's) has ear buds in his ears and connected to The man is focused on audio only from his interface. He is possibly talk-A man is focused on one task and shuts out the rest of his environment towards the woman as he leans closer to her. She puts her hands Primitive Forms of Communication ing to someone or giving commands to his phone. his phone. He walks up the steps and speaks into his phone as he walks on the tablet as she looks at the screen. The two have been down the hallway to the right at the top of the steps. Primitive forms of communication between staff, patients and talking to one another this whole time, looking at one another and looking around occasionally. The woman smiles as she talks, They laugh hysterically. The man has to leave eventually. The visitors when waiting as does the man. The smile fades as more words are exchanged. A man in his late 30's or early 40's wheels a chair to the elvators and The man makes fun of his situation. woman is saddened that he has to go and immediately looks The man utilizes his belongings or nearby objects to better deal with

Uninitiated Social Interactions

Behaviors affect overall experience of people to interface,

people to people, and people to environment interactions

Being forced within a space creates a longing to be out of the

space. This is essentially waiting time, being forced into a space (

Waiting is brought to the forefront of the mind of the patient

within the atrium. However waiting is not as much of an issue

When people are alone in the atrium they rely on their digital

Staff interaction is limited due to electronic devices (cell

Waiting may have negative effects to patients physically

Activities provided during waiting can be disconcerting

Due to high amounts of activity within the atrium, it can

People who have a task at hand, or a given place or direction

Some people don't bring things to pass the time and end up

sleeping or just sitting there. This creates a scenario where

they are fixed on temporal information.

Smoking is an activity, which can pass the time, being

beneficial even though it is unhealthy.

(disabilities, joint problems, injuries, etc).

(reading material, television, ads).

to head do not need to wait.

with other events and activities taking their attention.

devices for interaction/stimulation/activity.

phones, computers, televisions).

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space bringing temporal information to forefront of mind.

sits in the same chair to wait for the elevator.

loud enough to be heard in most of the Atrium.

LED continues to blink while she talks.

hind the desk sitting there

in this area as well by the front desk

3 men one 30 yr and 2 mid age sit 8:07

walks down hall

A woman answers her phone by the entrance. The phone's bright white

There is a Front desk with orthopedic check-in written on it

There are presently 15 people sitting including myself in the

upstairs portion of the atrium pointing to modules C&D and

There is people walking though this area to constantly

50s woman walks in takes off fiber materials puts them on chair

going through bag – wears two plastic objects around neck

Announcer says "Parma shuttle will be here at x:xx time"

60s black man walks in revolving door wearing two plastic ob-

60s woman walks in (revolving door) walks through lobby (of

70s man walks in revolving door with covering over right eye

walk in through Atrium – sits and waits hand crossed over one

50s woman walks in takes off fiber materials puts them on chair

going through bag – wears two plastic objects around neck

30s man walks towards door with wheel chair

jects around his neck

atrium) towards elevators

walks down hall

modules E@F. There is one person who is standing and waiting

right in front of me, there are two people at the computer be-

PEOPLE TO ENVIRONMENT

happenstance suggests the phone call is important.

sitting in is the orthopedic waiting area

People wait to be called by desk

Man is a staff of the hospital

answers her phone.

The flashing light (unkowingly to her) draws immediate attention as she

Form my observation of the front desk with the orthopedic

check in written on it, I am guessing that the area that I was

The people who are sitting in the chairs in this waiting area I

are people who are waiting to go to their appointments at the

orthopedic clinic. The man standing at the front desk was a

employee that people could go up to and ask for directions.

Even though this is a waiting area this area seems to still be a

main hallway that many other people have to walk to in order

to make it to their appointments. Even though this is a waiting

area this area seems to still be a main hallway that many other

people have to walk to in order to make it to their appoint-

Woman anticipates a long wait at the VA hospital so takes them

Notification to people of when the next shuttle bus will be able

Worker was going to get wheel chair for a patient waiting out-

Women has been here enough times to know where her ap-

Woman anticipates a long wait at the VA hospital so takes them

off and walks off to get food or change scenery for a while

pointments are

Man waits to been seen by an eye specialist

off and walks off to get food or change scenery for a while

Escorts need to receive phone calls in case of an emergency.

only the object, but it's user as well.

staff walking by causes frantic situations.

them selves away from the people walking by.

Waiting takes up to several hours to an entire day

can get food or take short walks

Flashing lights on a phone causes curiosity and attention toward not

Since there is a variety of different patient passing by at any

critical and the disorganization of the patients, doctors, and

given time through out these area way finding seems to be

The Waiting area for the orthopedic care is located in one

of the main entry hallways leading to the different modules

through out the VA Hospital. This creates a crowded space and

the people passing by. The people passing try to pass by quickly

creates an interesting dynamic between the people sitting and

without making to much of an interaction with the patients sitting down and the patients sitting down attempt to distract

As mentioned above there are people constantly walk-

ing through these areas, which, can cause potential hazards

for the people sitting, also causing problems for the people

People have determined that if wait times are long enough they

People when in the atrium near the door are waiting for the

Patients are sometimes taken to their destinations by "es-

People who walk through to the elevators or through the

People have determined that wait times are long enough they

Persons that have ID tags are staff and nurses

halls know where they're going

Specialist doctors take awhile to see

can get food or take short walks