

## Quiet Please. Healing in Progress

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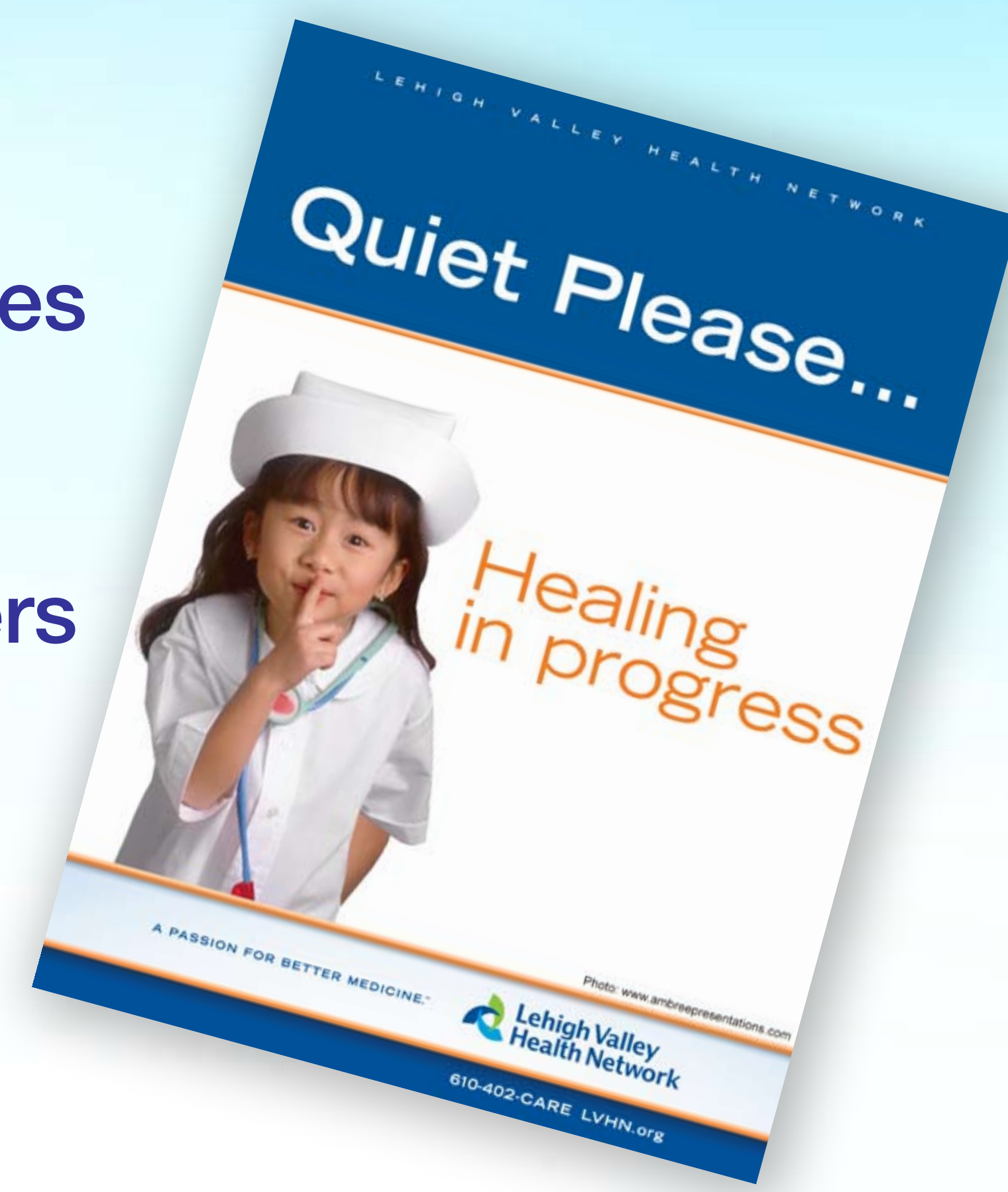
# Quiet Please. Healing in Progress

Lehigh Valley Health Network, Allentown, Pennsylvania

Hospitals nationwide struggle to maintain a quiet, healing environment. A 34 semi-private bed medical surgical unit in an academic, community Magnet™ hospital was challenged to find effective countermeasures to enhance patient satisfaction scores relative to noise that do not involve eliminating semi-private rooms or extensive capital investment.

## Background

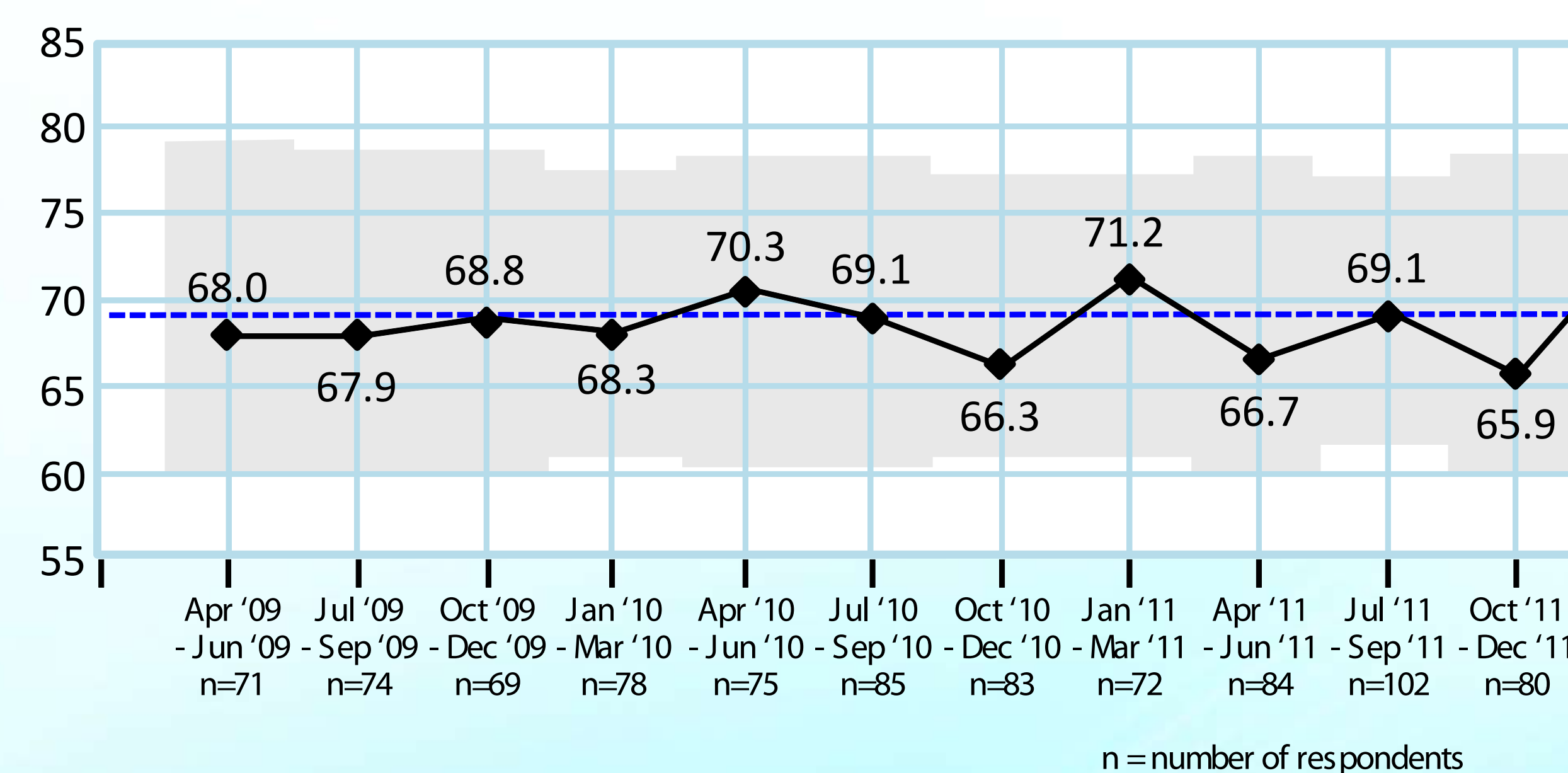
- Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey scores are an incentive for hospitals to improve the patient experience.
- Scores affect reimbursement rates from Centers for Medicare and Medicaid Services (CMS).
- Millions of dollars are at stake!



## Current State

Opportunity to improve patient satisfaction scores for noise level in and around room

Quarterly Mean Trends on Pilot Unit



## Development

Interprofessional Noise Reduction Team to identify sources of noise:

- Gemba Walks (Gemba - Japanese term for 'actual place')
- Patient, family and caregiver interviews
- Patient survey comments reviewed

## Final Product

Comprehensive Noise Reduction Program:

1. Custom signage posted at strategic locations
2. Mandatory educational sessions; all staff
3. Disposable earplugs and headphones
4. Dimmed hallway lights at 9pm
5. Encouraged door closing
6. Reduction of overhead announcements

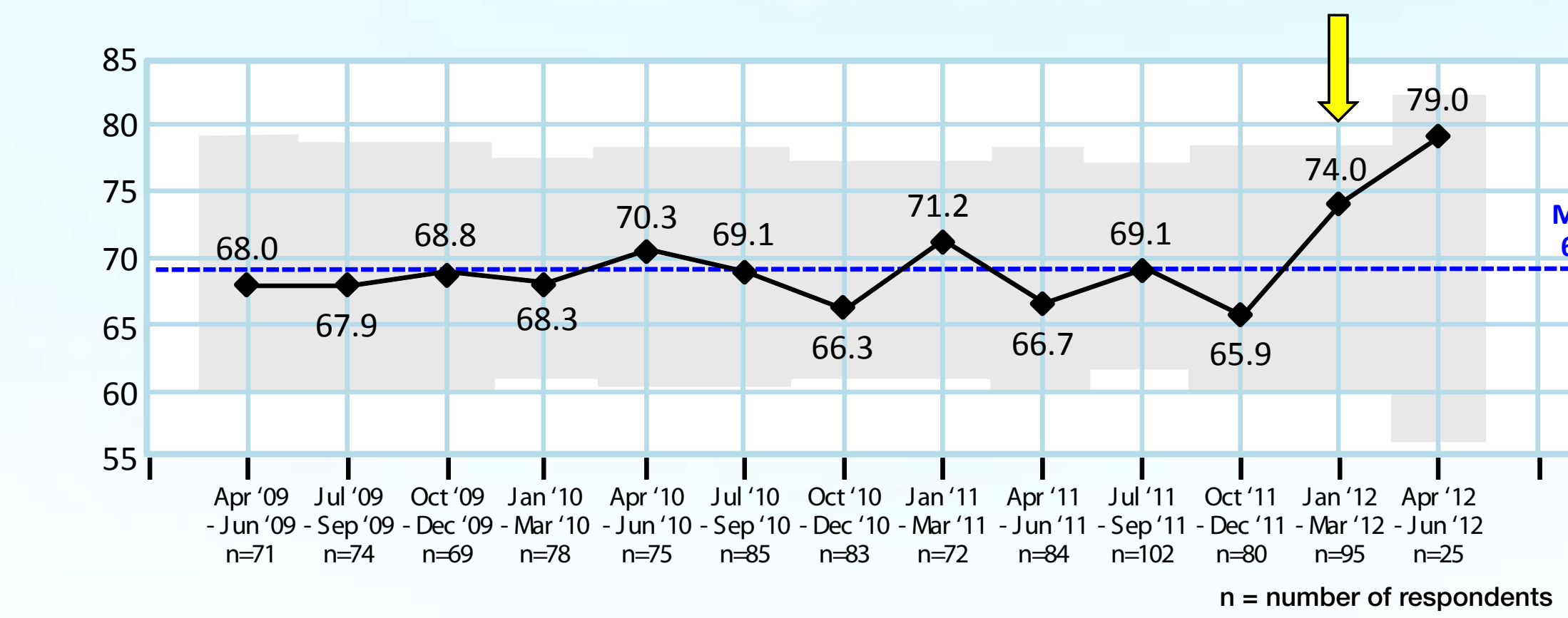
## Monitoring Compliance

- Survey tool utilized by assigned staff
- Key words at key times by empowered staff
- Designated noise reduction champions
- Surveillance rounds by leadership
- On-the-spot interventions when deficiencies identified

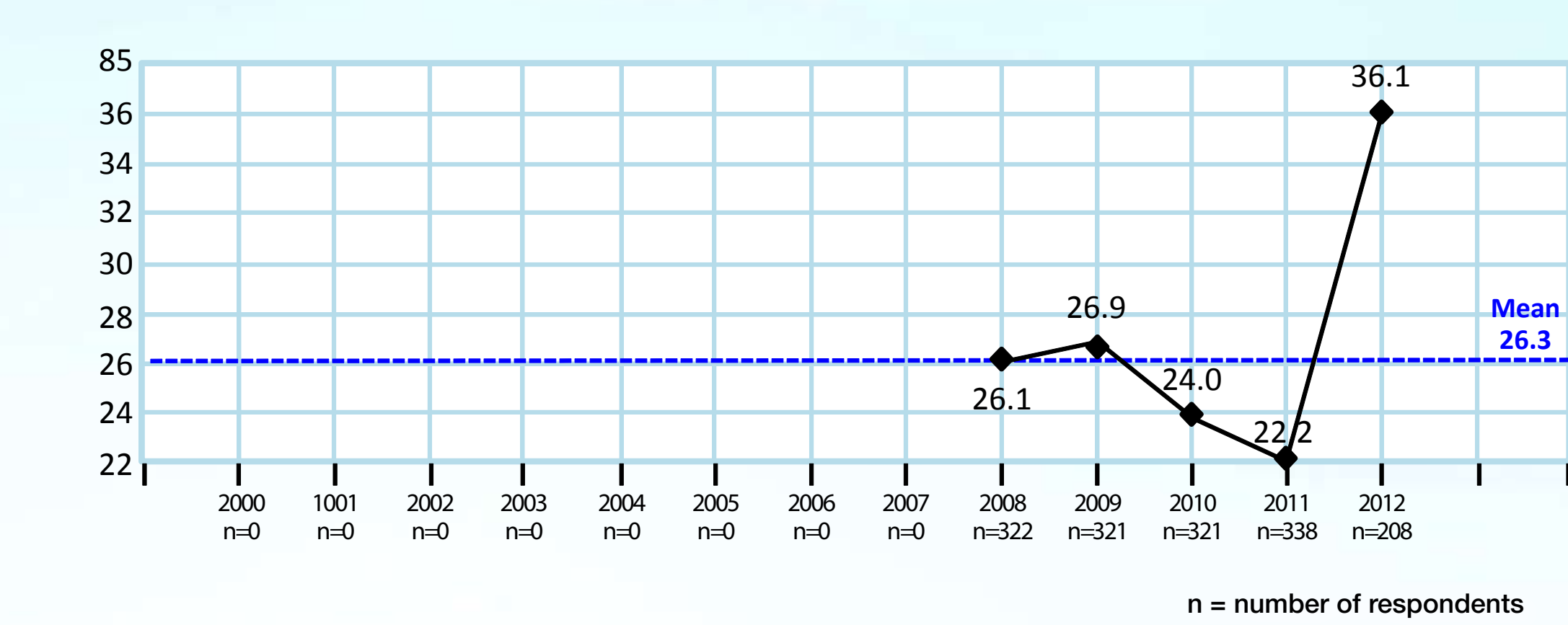


## Outcomes

Quarterly Mean Trends



Annual Top Box Trends



Pre-Pilot vs. First Six Months of Pilot

	6B Mean Score	N = Number of Respondents	Magnet Peer Mean	6B Rank vs. Magnet Peer Units
Six Months Pre-Pilot	67.0	212	68.6	31st Percentile
First Six Months of Pilot	72.8	184	69.7	80th Percentile

## MAKE IT HAPPEN!

This evidence based successful formula can be applied in any organization seeking to increase patient satisfaction and HCAHPS noise scores.

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