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**

**Six Months Pre-Pilot**
- 47.0
- 51.0
- 65.5
- 73.2
- 79.2
- 64.1

**Six Months vs. First Six Months of Pilot**
- 53.8
- 56.3
- 61.8
- 68.7
- 68.7

**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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