



LABOR MANAGEMENT PROJECT

An employer and 1199SEIU partnership

BEST PRACTICES FOR QUIETNESS

Implement a “Quiet” Initiative

- Focus on reducing noise using a variety of approaches.
 - Minimize overhead paging and paging into patient rooms
 - Provide noise reduction tools to patients such as headphones and earplugs
 - Bunch nighttime tasks together
 - Address squeaky wheels, noisy air conditioners, and other maintenance noise

“Close the Doors” Campaign



assaabloydss.com



kbzb.blogspot.com



ssr-cfm-articles.blogspot.com

- Close the doors as often as possible – Formal “close the doors” campaigns have proven to raise HCAHPS results dramatically (Studer, 2010)
 - Use key words when closing the door : “I am going to close the door for your privacy and so you can rest better”
 - “I am happy to leave the door open, but it may be noisy, are you sure?”

Install a “Yacker Tracker”

- Monitors noise levels in a given area.
- When volumes rise, the light changes from green to yellow.
- When the noise exceeds a certain decibel, the light turns red and issues a three-to-five second alarm.



Bay Pines Hospital - Yacker Tracker

- A 153 bed acute care veteran hospital in Tampa, FL
- **Challenge:** For many disabled veterans, sleep is hard to come by whether undergoing treatment or not
- **Approach:**
 - Yacker Tracker was placed in the nurse's station
 - Replaced squeaky carts due to triggers in the Yacker Tracker
 - Put up signs throughout hospital reminding patients and staff to keep voices down
- **Results:**
 - The nursing staff stated that they noticed a difference in sound levels after the installation of the Yacker Tracker
 - The hospital staff noticed a positive change in behavior among nursing staff and a decrease in patient complaints

St. Francis Hospital - Franciscan Health System

- A 110-bed community hospital located in Federal Way, WA
- **Challenge:** The HCAHPS score for “quietness at night” was 39% for fiscal year end 2009
- **Approach:**
 - Placed white noise machines in patient rooms
 - Reduced volume of overhead music
 - Dimmed overhead hallway lights during night shift
 - Reduced volume of the overhead call-bell system
 - Changed wheels on rolling equipment to reduce potential noise
 - Offered ear plugs to all patients
- **Results:**
 - HCAHPS “quietness at night” scores increased from 39% for FYE 2009 to 58% for 4th quarter 2011 (ended June 2011)
 - Former complaints were replaced by compliments about the lack of noise during a patient’s stay

Memorial Hospital

Silent Hospitals Help Healing (SHHH) Campaign

- A 316 bed facility located in Bellville, IL
- **Challenge:** Patient complaints about hospital being too noisy
- **Approach:**
 - Replaced squeaky wheels and installed noise-absorbing ceiling tiles.
 - Gave patients headphones for their televisions.
 - Piped white background noise through speakers to drown out any irritating sounds.
- **Results:**
 - Staff members cut back on their use of overhead pages, from an average of 100 pages to just three over a 24-hour period
 - Hallways and desk areas seemed quieter to patients and patients commented on the difference since their previous visit

References

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