QUIET HEALING ENVIRONMENT

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Poster Presentation

Background/Significance: Our unit’s HCAHPS scores reflected patient and family dissatisfaction with the noise levels in our unit.

Purpose: The purpose of the project is to reduce the noise on our unit, increase patient and family satisfaction, and improve our HCAHPS scores. Our unit’s goal is to raise awareness that we are concerned about our patients’ rest and healing. To meet this goal, we also need to raise both hospital staff and visitor awareness of their roles in helping to create a healing environment.

Sample description: The project includes staff, hospital personnel, visitors, our patients and their families.

Methods employed: The implementation of this quiet initiative was a multi-step process over several months. We experimented with different concepts to identify what worked for our staff and our unit and to determine if our patients and families were benefiting from these ideas. These interventions include:

1. Displaying signage on the unit
2. Dimming hall lights during identified quiet hours
3. Preparing the patient’s room for rest
4. Delineation of Family/Visitor role
5. Establishing accountability

We are now in phase two which includes obtaining feedback from both staff and patients, performing a “noise audit” and revising and improving what we have already put in place. We will look for improvement in our most recent HCAHPS scores.

Results/Implications: From October 2012- January 2013, we have seen an increase in our HCAHPS scores from 46% to 71%. A care plan sticker has been designed and will be implemented to enhance application of the quiet environment interventions.

Conclusions: Creation of a quiet healing environment has been received well by our patients and families. It has been adopted in all of our in-patient units at our hospital.