

Update: Unit Quiet Times

Presented by: Cindy Sprogis
June 4, 2014



MASSACHUSETTS
GENERAL HOSPITAL



Core Elements: MGH's Approach to Promoting Quietness

- Daily and night unit Quiet Times
- Communication with patients, visitors and staff – unit posters and room signs
- Maximize use of Voalte
- Expanding cadre of champions for day and night shifts
- Engagement of families and visitors
- Unit noise walk-throughs
- Unit goals and monthly dashboards

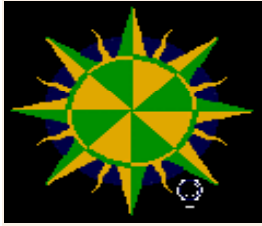
How are we doing?

	MGH 2012	MGH 2013	2014 Target	2014 YTD	National Average
Quiet Measure	48.5	50.2	51.2	49.4	54.5

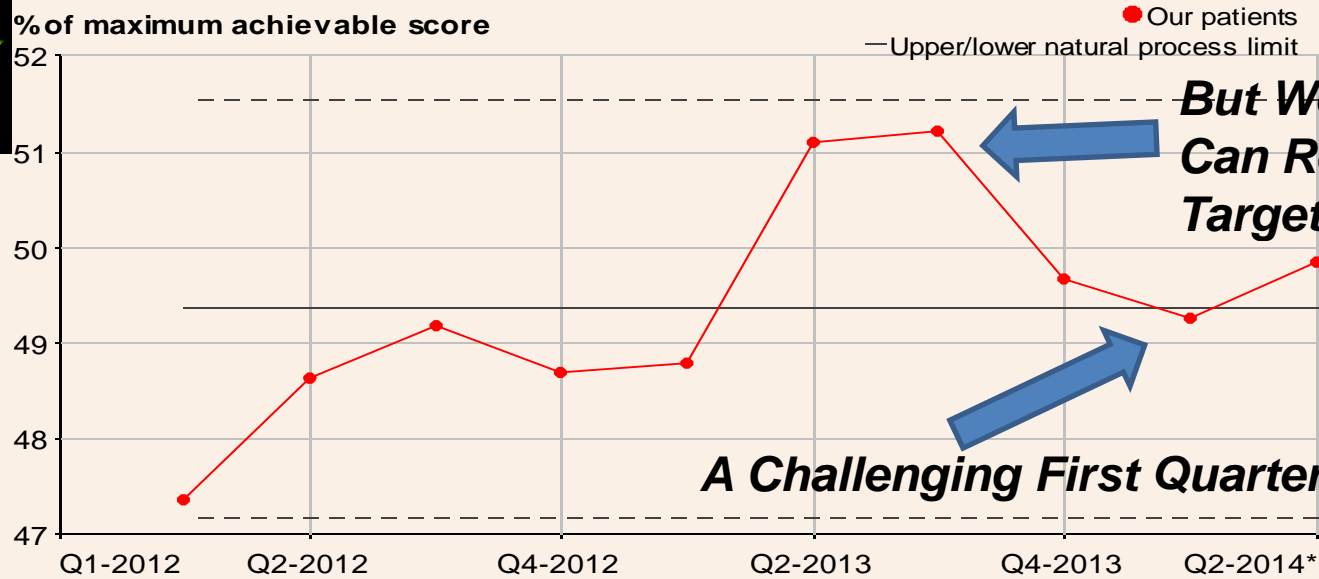
MGH score remains at the 20th Percentile!

Unit Quiet Times scores range from 31.4 – 83.3

Trend Over Time



How has Quiet at Night (Top Box %) been evolving over time?



Info Box
 Organization: MGH
 Survey: HCAHPSPlus
 Date Range: Range: 1/1/2012~5/18/2014

Cases Per Point

Cases Per Point

<input type="radio"/> 4	<input type="radio"/> 8	<input type="radio"/> 16
<input type="radio"/> 32	<input type="radio"/> 64	<input type="radio"/> 128
<input checked="" type="radio"/> 256	<input type="radio"/> 512	<input type="radio"/> 1024
<input type="radio"/> 2048	<input type="radio"/> 4096	<input type="radio"/> 8192

Date Range

Date Range

<input type="radio"/> By Month
<input checked="" type="radio"/> By Quarter
<input type="radio"/> By 6 Months
<input type="radio"/> By Year

* Period incomplete

Verbatim Comments – Last 2 Weeks

There were a couple of nights that there was so much noise outside the door that it woke me up and kept me up. It would have been nice if someone would have checked on me or closed my door. It almost sounded like a party outside the door at about 3:30 in the morning, it was that loud.

The noise was outrageous. It was very bad and they need to do something about it.

The biggest problem was the noise in the bedroom area.

Have it quieter at night and less light. It's difficult to sleep. I would also like to have the periodic checking of vital signs better scheduled so that you're not interrupted every couple of hours.

Quiet heart monitors in room.

Reduce the noise both during the day and at night.

Give me more quiet at night. That would be the best thing.

Ongoing Behind the Scenes Interventions

- “Whisper kits” installed for all pneumatic tube stations
- Piloted new lighting system on Lunder 7 / Ellison 12
- Galley kitchen doors are kept closed
- Non-essential door alarms were dismantled
- Preventative maintenance completed on all door latches
- Assessed cleaning carts and rolling barrels
- Purchased head phones and ear plugs
- Changed floor buffing times
- Educated therapies/physicians on program
- Currently researching potential options for hanging posters

Walk-throughs

Common Trends and Opportunities

- Inconsistent observation of quiet times
- Posters/signs are inconsistently hung
- Conversations at nursing stations, especially at night, are not minimized
- Minimize “huddles” outside of patient rooms
- Remind roommates to use headphones / earplugs if watching TV during quiet times
- Hall lights are not turned off in key locations
- Pneumatic tubes are stacked in device
- Opportunity to close patient room doors
- Sharing results with staff each month

Questions/Comments/Needs?

