

## Sigma Theta Tau International's 29th International Nursing Research Congress

### The Shhh Campaign: Noise Reduction to Improve Patient Outcomes

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This session will present the development, implementation and outcomes of the Shhh Campaign, A Noise reduction project focused on reducing noise on the night shift. Sleep deprivation is common in the acute care setting and contributes to significant adverse patient outcomes. Extraneous noise is responsible for a considerable part of awakenings, and sick patients are especially sensitive to environmental noise. Reducing noise levels in hospitals can improve the hospital environment and support healing. Both the patients and the staff can benefit because less noisy surroundings can enhance the delivery of quality care, promote healing, increase patient satisfaction scores and improve the work condition for staff. Prior to starting the project a comprehensive needs assessment and staff survey was completed to examine the current staff knowledge and experience specifically on the night shift. A plan to implement an organizational change was developed by an interprofessional team. The project details were communicated with the staff through flyers and staff meetings. Throughout the implementation, regularly scheduled huddles were completed to educate and support the staff in the process. Key strategies for the project were implemented including the following: 1) dim hallway lights from 10pm to 5 am; 2) close doors for patient's without safety concerns; 3) medications administered between 11pm to midnight; 4) check routine vital signs before midnight and then after 4am; 5) implement "golden hours of sleep" from midnight to 4 am by minimizing sleep interruptions; and 6) decrease ringers on telephones and pagers to the lowest level that hospital policy allows from 10pm to 5am. Compliance with the implementation of the 6 key interventions continued to increase over the duration of the project up to 93.3%. As compliance with the 6 key interventions increased so did the patient satisfaction HCAHPS scores on satisfaction related to a quiet environment to 62%.

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#### **Title:**

The Shhh Campaign: Noise Reduction to Improve Patient Outcomes

#### **Keywords:**

Noise, Patient outcomes and Reduction

#### **References:**

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**Abstract Summary:**

This session will present the development, implementation and outcomes of the Shhh Campaign. Sleep deprivation is common in the acute care setting and contributes to significant adverse patient outcomes. Extraneous noise is responsible for patient awakenings. Reducing noise levels in hospitals can improve the hospital environment and support healing.

**Content Outline:**

The Shhh Campaign

A. Development of program

1. Needs assessment
2. Staff survey
3. Literature review
4. Regulations review

B. Implementation of the program

1. Communication of the program with staff
2. Regularly scheduled huddles
3. Campaign monitoring

C. Program outcomes

1. Staff compliance
2. Patient satisfaction
3. Implications for practice

First Primary Presenting Author

**Primary Presenting Author**

Helen S. Kane, MSN, MBA, RN, CCRN  
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**Professional Experience:** H. Lynn Kane is a Clinical Nurse Specialist at Thomas Jefferson University Hospital Methodist Division. Lynn has been a Certified Critical Care Nurse since 1979. Ms Kane has extensive critical care, trauma, perioperative, perianesthesia and administrative experience. Previous positions include: 1) Research and Evaluation Coordinator Clinical Nurse Specialist; 2) Acute Pain Management Nurse; 3) Director of Surgical Services; 4) Director of Critical Care Nursing; 5) Chief Flight Nurse; 6) Staff Development Coordinator; and 7) Cardiovascular Nurse Technician Emergency Cardiac Catheterization Lab. Ms Kane is Past President of the South Eastern Pennsylvania Chapter of the American Association of Critical Care Nurses 1986-87. Ms Kane has presented nationally and internationally on a variety of critical care, trauma, perianesthesia and administrative topics

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Second Author

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**Professional Experience:** I have 13 years of clinical nursing experience in the medical-surgical, Telemetry and supervisory setting. Served as a member of a facility-wide committee tasked to implement initiatives in enhancing the patient experience and increasing employee satisfaction.

**Author Summary:** I have worked as unit-based Clinical Nurse Specialist for a surgical unit and the Central Monitor Room for Telemetry in our facility. Mentor & liaison for the Nurse Resident Program, specifically EBP projects. Over 40 years clinical experience across varied units: med-surg, critical care, peri-anesthesia, member of multiple patient-centered committees.

Third Author

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**Author Summary:** John Renzi, MBA, MSN, RN, CCCTM Nurse Manager - B3 Surgical Unit/Central Monitoring Room at Thomas Jefferson University Hospital Methodist division. As manager of this unit he had a lead role in this project.

Fourth Secondary Presenting Author

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**Professional Experience:** Dr. Wilson is the Assistant Dean for Special Projects, Simulation and CNE Accreditation and Clinical Professor Division of Nursing at Drexel University College of Nursing and Health Professions. Certifications include Board Certified in Nursing Professional Development, Certified Nurse Educator, Certified Healthcare Simulation Educator and Certified Healthcare Simulation Educator Advanced. Dr Wilson is co-editor for several books: Human Simulation for Nursing and Health

Professions, Review Manual Certified Healthcare Simulation Educator Exam and Certified Nurse Educator Review Manual 3rd ed. published by Springer. Dr. Wilson was the Project Director / Primary Investigator for Sim Team: The Joint Education of Health Professionals and Assistive Personnel Students in a Simulated Environment, a project funded by the Barra Foundation Inc. Dr. Wilson was also the Project Director / Primary Investigator for the Faculty Development: Integrating Technology into Nursing Education and Practice, a near \$1.5 million, multi-year project funded by HRSA.

**Author Summary:** Dr Wilson is the Assistant Dean for Special Projects, Simulation and CNE Accreditation & Clinical Professor at Drexel University College of Nursing and Health Professions in Philadelphia. She is a Certified Nurse Educator and is dual Certified in Simulation and Perianesthesia nursing. Dr Wilson has extensive experience in simulation, debriefing and has been teaching simulation and related topics since 2003.