The Shhh Campaign: Noise Reduction to Improve Patient Outcomes

Session B 09 – Thursday July 19, 2018: 3:30pm-4:15pm

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Objectives

● Discuss the development of the Shhh Campaign
● Review the implementation of the Shhh Campaign
● Discuss the outcomes of the Shhh Campaign
Purpose

- This project aimed to determine the impact of a change behavior initiative that supports patient-centered care across multiple nursing units by reducing nighttime noise.
- Specifically, the initiative used a collaborative approach to achieve organizational culture change related to noise reduction.
Priorities

- Dim hallway lights from 10pm to 5am
- Close doors for patients without safety concerns
- Decrease ringers on telephones
- Medication pass between 11pm to 12am
- Implement “golden hours of sleep” 12am to 4am by minimizing sleep interruptions
- Check routine vital signs before midnight and then after 4am
Strategy

● A collaborative interdisciplinary team initiated an assessment survey in early 2017 to identify staff perception on hospital noise and to outline barriers to effective noise reduction strategies

● Utilizing the Plan Do Check and Act method, the team designed a strategic action plan to reduce night noise with staff behavior modification interventions

● Night noise reduction “Champions” on each unit
Strategy (continued)

● The aim was to implement a change behavior initiative that enforces six action points during the night
  – respecting the golden hours of sleep
  – timing the medication pass
  – reducing lights at night
  – decreasing environmental noise
  – minimizing sleep interruptions
  – lowering equipment volume
Strategy (continued)

- Best practices were hardwired with the staff through nightly team huddles on noise reduction interventions
  - Huddle content varied each night
- Compliance by staff was monitored and trended for each unit
- Patient outcomes were compared to noise reduction outcomes pre and post project implementation
- Unit champions attended formal committee meetings to support project implementation
THE SHHH CAMPAIGN COMPLIANCE MONITORING FORM

Introduction

Hello! Welcome to the Nightly Noise Reduction Huddle to support our Shhh (Silent Hospitals Help Healing) campaign. Let me introduce you to a new process that we will be implementing on a nightly basis to discuss ways in decreasing night noise. Let us discuss why we decided to address this important patient intervention to help our patients recuperate and recover from their illness.

Why Implement the Shhh Campaign

Here is the reason why we implement the Shhh campaign:

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 our 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.

Does anyone have any added ideas/input why Shhh campaign?

Night Noise Check List

Charge nurses must check to ensure that all the planned interventions are implemented every night.

CHECKLIST

☐ Dim hallway light from 10 PM to 5 AM
☐ Close doors for patient’s without safety concerns
☐ Medication pass between 11PM to midnight
☐ Check routine vital signs before midnight and then after 4 AM
☐ Implement “golden hours of sleep” from midnight to 4 AM by minimizing sleep interruptions
☐ Decrease ringer on telephones and pagers to the lowest level that hospital policy allows from 10 pm to 5 AM

Compliance Monitoring

Drop off form at the Nursing Supervisor’s office for compliance monitoring.

Name of Charge Nurse: __________________________ Date: October 16, 2017

Unit: __________________________

Other Team Members Sign Off:

__________________________

__________________________

__________________________
Pool nurse supports the Shhh... campaign!

June 7, 2018

Highlighted Night Noise Reduction Intervention:

- Dim hallway lights from 10PM to 5 AM
- Close doors for patients without safety concerns
- Decrease ringers on telephones
- Medication pass between 11PM to midnight
- Implement “golden hours of sleep” from midnight to 4 AM by minimizing sleep interruptions
- Check routine vital signs before midnight and then after 4 AM

Methodist Hospital Division
Noise Reduction Committee
Evaluation / Outcomes

- Compliance with implementing the 6 action points of the noise reduction initiative has steadily increased from 85.7% to 93.3%
- As compliance rates have increased, our HCAHPS patient satisfaction score related to a quiet environment has proportionally increased from 57.3% to 62% surpassing facility goal of 59.8%
CAHPS

Inpatient Site (3)

Satisfaction Timeframe: Quarterly

CAHPS - Quietness of hospital environment

Improvement Resources
- Innovative Noise Reduction for Improving Patients' Hospital Stay
- Conducting a Noise Assessment
- Quiet Hours Poster
- Controlling Noise to Enhance the Healing Environment
- Area Around Room Quiet at Night

Score: Low to High
n 346
Compliance Percentage

"SHHH Campaign" Huddle Forms
August 2017 to Present

- B1: 97%
- B3: 86%
- B4: 82%
- B5: 95%
- B6: 87%
- MICU: 98%
- PCU: 96%
### CAHPS Summary Information - Unit: B3SURG

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Implications for Practice

- Collaborating with a multidisciplinary team promotes reduction of night noise by engaging all night shift staff who demonstrate the intended behavior.
- The implementation of the Night Noise Reduction Initiative demonstrates how an organization can achieve change behavior and cultural transformation through positive staff engagement.
Bibliography

- Applebaum, D., Calo, O., & Neville, K. (2016) Implementation of Quiet Time for Noise Reduction on a Medical-Surgical Unit. *Journal of Nursing Administration, 46*(12), 669-674
Questions?

Thank you!

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