

Quietness At Night: Help Us Support Healing (HUSH)

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BACKGROUND: Why did you choose this project?

A serene atmosphere being conducive to healing, we recognized the pivotal role patient satisfaction plays in hospital ratings and overall healthcare success, we decided to continue to build on efforts from 2022-2024 to continue to improve quietness at night

2022 Press Ganey Data Baseline

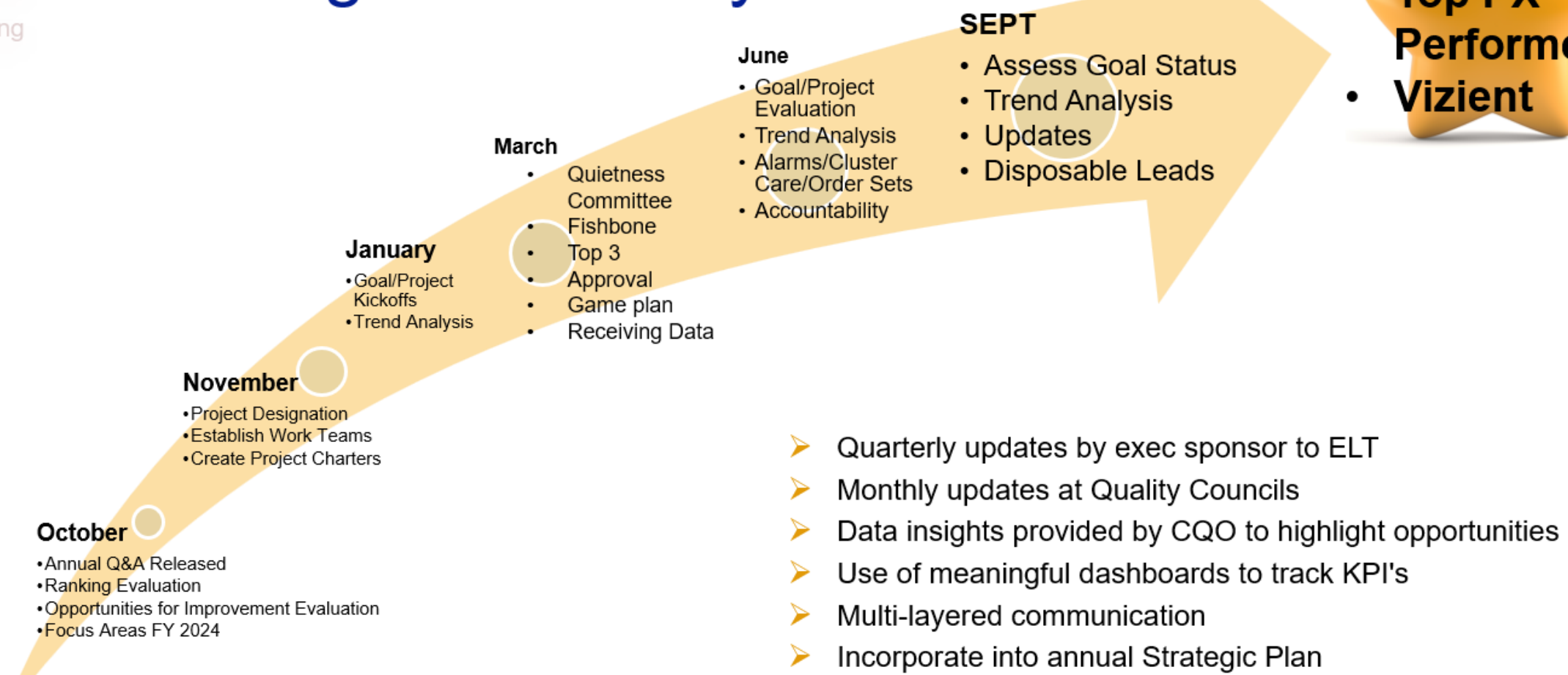
Quietness of Hospital Environment : HCAHP Question

“During this hospital stay, how often was the area around your room quiet at night?”

Baseline 2022: Our Top Box Score of 50.19%
Achievable 2023 Goal 51.21%



Following the Journey!



SMARTER OBJECTIVE:

To continue efforts in regard to quietness of the hospital environment and reach a “Top Box” percentile of 35 on the Press Ganey question regarding “Quietness of Hospital Environment” in 2024.

ACTIONS TAKEN

–Continued actions from 2023

–Formed Quietness Committee

- Senior leadership, Physician, frontline and ancillary staff representatives
- Met every 4-8 weeks for ~1 hour, hybrid mode

–Dedicated patient rounding by Patient Experience Team

- Helped set expectations regarding quietness
- Utilized new program Narrative DX to detail patient comments for improvement

–Strengthened night shift engagement

- Supervisors received monthly Press Ganey data, Monthly meetings to discuss

–Telemetry / Monitor work

- Replacing leads (new disposable leads!)

–Tube system changes / upgrades

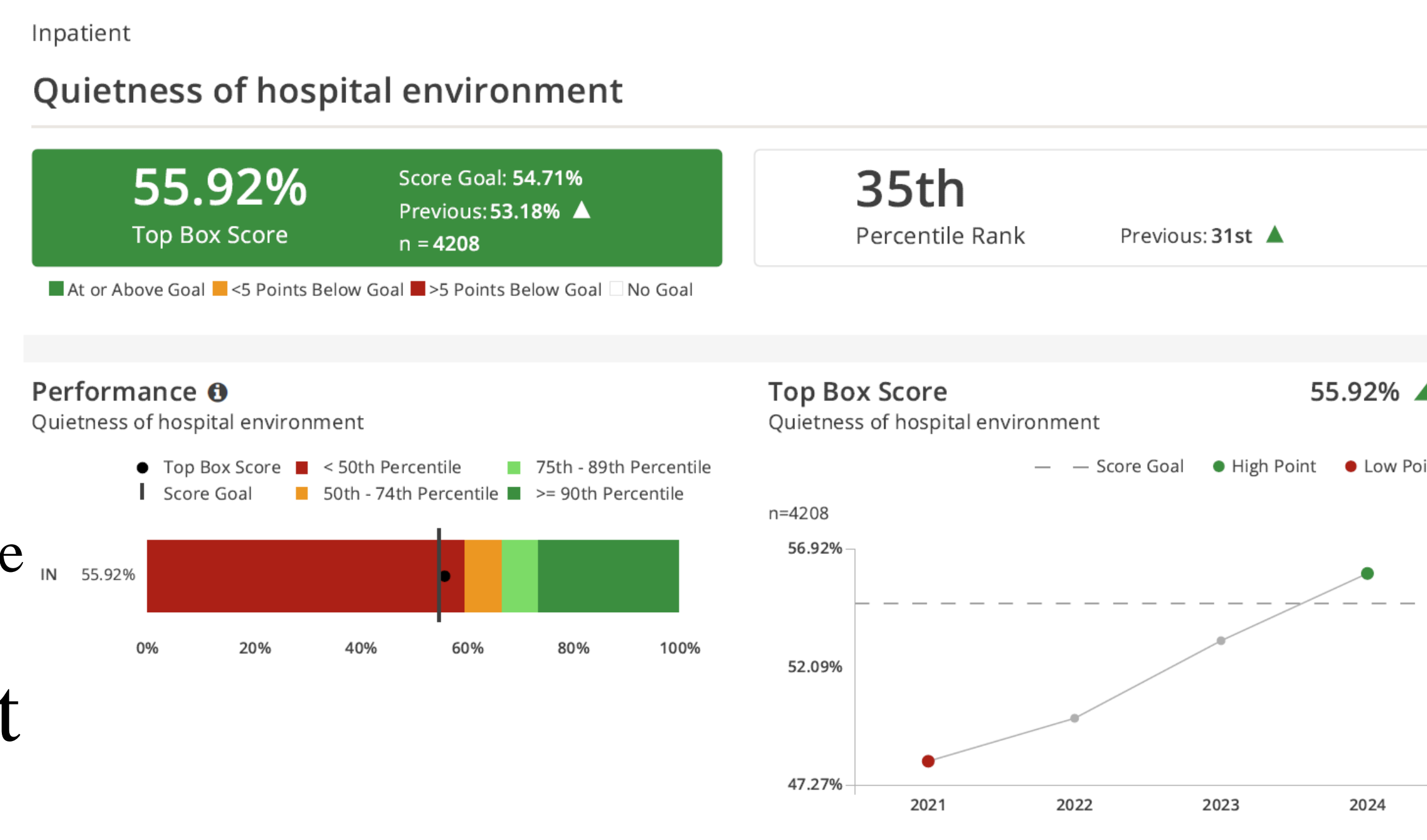
- Decreased noise levels by 20% on 9E

–Multidisciplinary engagement, it’s ALL of our jobs

–Going Forward

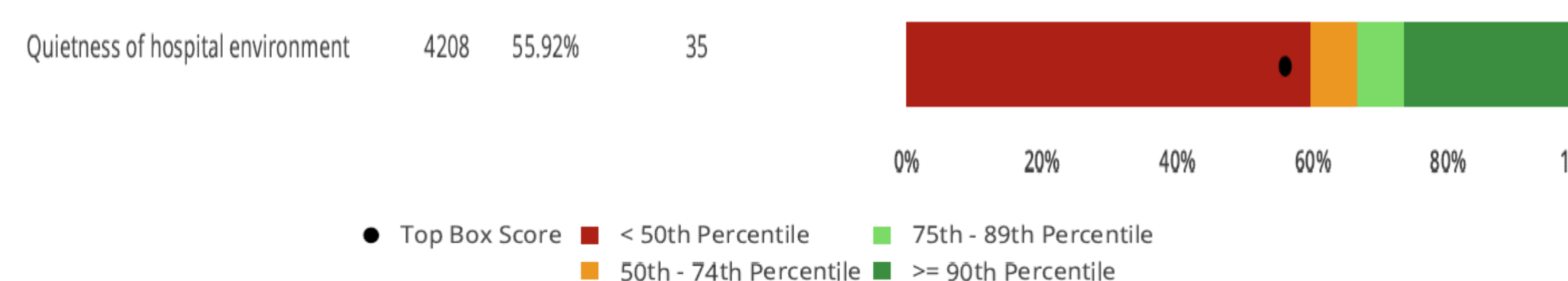
- EMR alert for sleep hygiene order set “nighttime precautions”
- New fall alert sensors on beds
- New IV pumps
- iPhone alerts for alarms
- Relaxation kits stocked on units

RESULTS

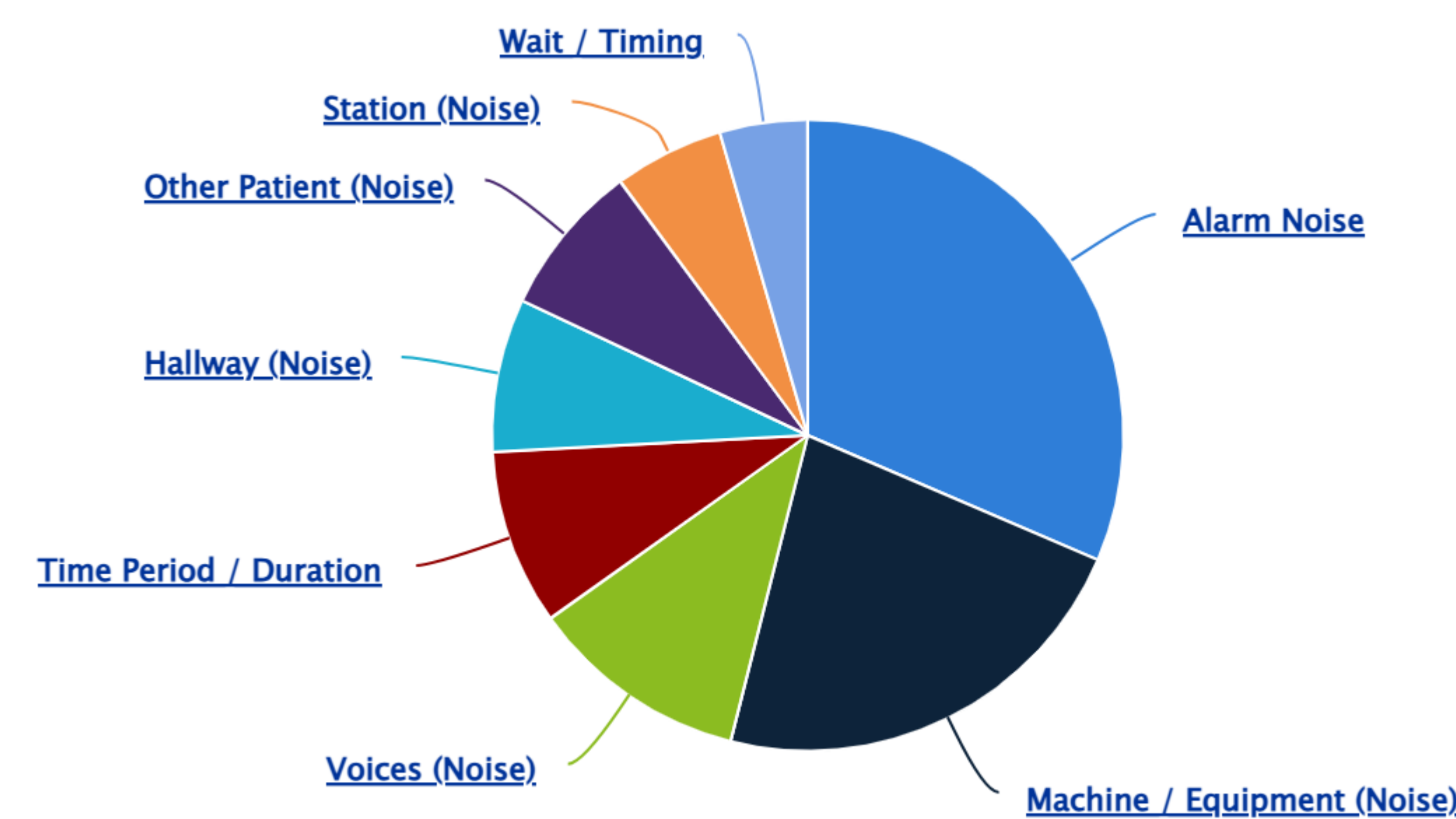


n	4208
Top Box Score	55.92%
Score Goal	54.71%
Percentile Rank	35

Time Period	2021	2022	2023	2024
n	2076	3155	3951	4208
Top Box Score	48.27%	50.02%	53.18%	55.92%
Percentile Rank	16	22	31	35



What Are Patients Saying?



SCALE UP PLAN:

Dedicated patient rounding with utilization of NarrativeDX in order to identify specific triggers regarding quietness perceptions is key to be able to design data driven interventions.

SUSTAINABILITY PLAN: How would you assure this work continues following the same standards?

Press Ganey score reports will continue to be monitored, along with patient rounding data from Patient Experience to help guide future interventions and ensure that existing interventions continue their effectiveness. Data will continue to be provided to not only senior leadership but also night shift leadership.

LESSONS LEARNT:

Multidisciplinary engagement was key. We met as a team with a varied group of stake holders and tasked each with making their own fishbone diagram in regards to their own areas. This helped to make stake holders feel more engaged as well as drive novel solutions. Patient feedback was key in guiding / monitoring interventions.