

# Reducing Noise at Night

## The Problem

For many years, Beth Israel Deaconess Medical Center has struggled to maintain a quiet environment at night for our hospitalized patients. Improvement in the hospital environment has been established as a FY12 priority AOP goal for BIDMC.

## Aim/Goal

Demonstrate an improvement in the percentage of patients responding “always” to the Press Ganey Survey question, “How often was the area around your room quiet at night?” by September 1, 2011.

## The Team

Anissa Bernardo LCSW, Patient Satisfaction Improvement Coordinator  
Tom Capuzzo, Training Manager, Environmental Services  
Ann Marie Darcy RN BSN, Clinical Educator, 12 Reisman  
Gina Murphy RN BSN, Nurse Manager, 12 Reisman  
Kerri Petraitis, Operations Coordinator  
Nadine Ramirez RN BSN, Clinical Nurse II, 12 Reisman Unit Champion  
Kim Sulmonte RN MHA CSHA, Associate Chief Nurse, Quality & Safety  
Phyllis West RN MSN, Associate Chief Nurse, East Campus Clinical Operations

## The Interventions

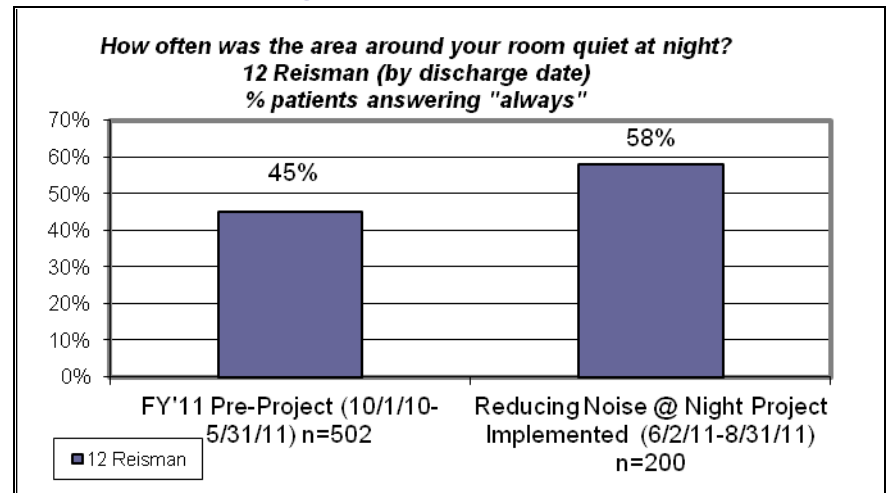
A multi-disciplinary quality improvement project was implemented between June 2, 2011-August 31, 2011 on Reisman 12, a busy 44-bed medical-surgical unit. The purpose of this project was to create an environment of healing and rest by reducing noise at night; thereby improving the patient experience of care. Interventions included the following:

- Held series of staff meetings with Nursing and EVS staff to gather ideas, provide education and literature, and develop the work plan
- Identified unit champion
- Supplied ear plugs to every patient upon admission
- Provided patient and family education (bookmarks/posters explaining project)
- Provided night shift staff with mini-flashlights for overnight checks
- Minimized hallway conversations
- Turned pagers to vibrate
- Installed beep-free keypads and visual cue meter
- Padded pneumatic tube system with thicker foam

## The Interventions (continued)

- Repaired hallway and patient room nightlights
- Repaired squeaky wheels and door bumpers
- Instituted “Quiet Hours” from 9pm-6am

## The Results/Progress to Date



## Lessons Learned

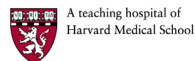
- It is important to involve the night staff in order for them to help develop effective interventions that will produce results and also add value to their work.
- There are many other services that effect noise at night on an inpatient unit. Input from these services, including EVS, Facilities, and Phlebotomy, is important in achieving continued improvement toward our overall goal.

## Next Steps/What Should Happen Next

- Present the work of the project to the Shared Governance Nursing Councils
- Implement the interventions throughout the medical center on the inpatient units
- Demonstrate sustained improvement. From 9/1/11 to 12/31/11, 12 Reisman scores sustained at 55% (n=180).
- Form an interdisciplinary hospital-wide workgroup to evaluate and sustain practice throughout the inpatient units



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