



QUIET AT NIGHT, A REVISIT

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BACKGROUND

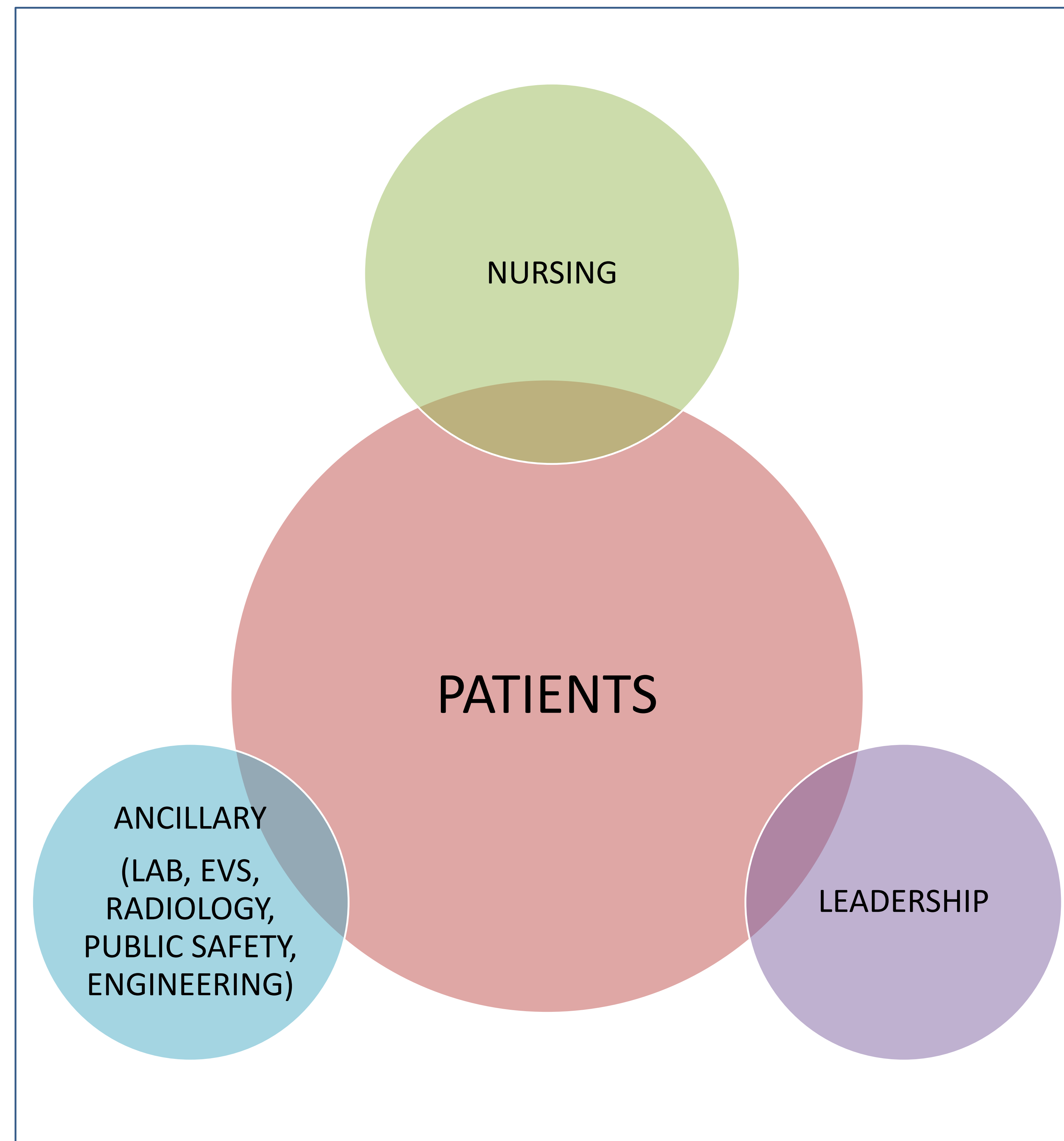
- Noise may have undesirable effects on patients, most notably interfering with their sleep at night. Implementing a quiet-time schedule and other evidence-based practices can increase patients' satisfaction.
- Sleep disruption often begins around midnight with laboratory testing and continues throughout the night due to frequent vital signs and radiology procedures. These environmental disturbances were significantly related to the patient's sleep quality.

PURPOSE

- The global aim of this **ongoing quality improvement (QI) project** is to engage and motivate staff, patients, and patients' families in the promotion of a quiet environment. Their engagement and motivation will help to create a culture of continuous improvement and to reinforce the notion that a quiet night time environment is a crucial dimension of quality care.

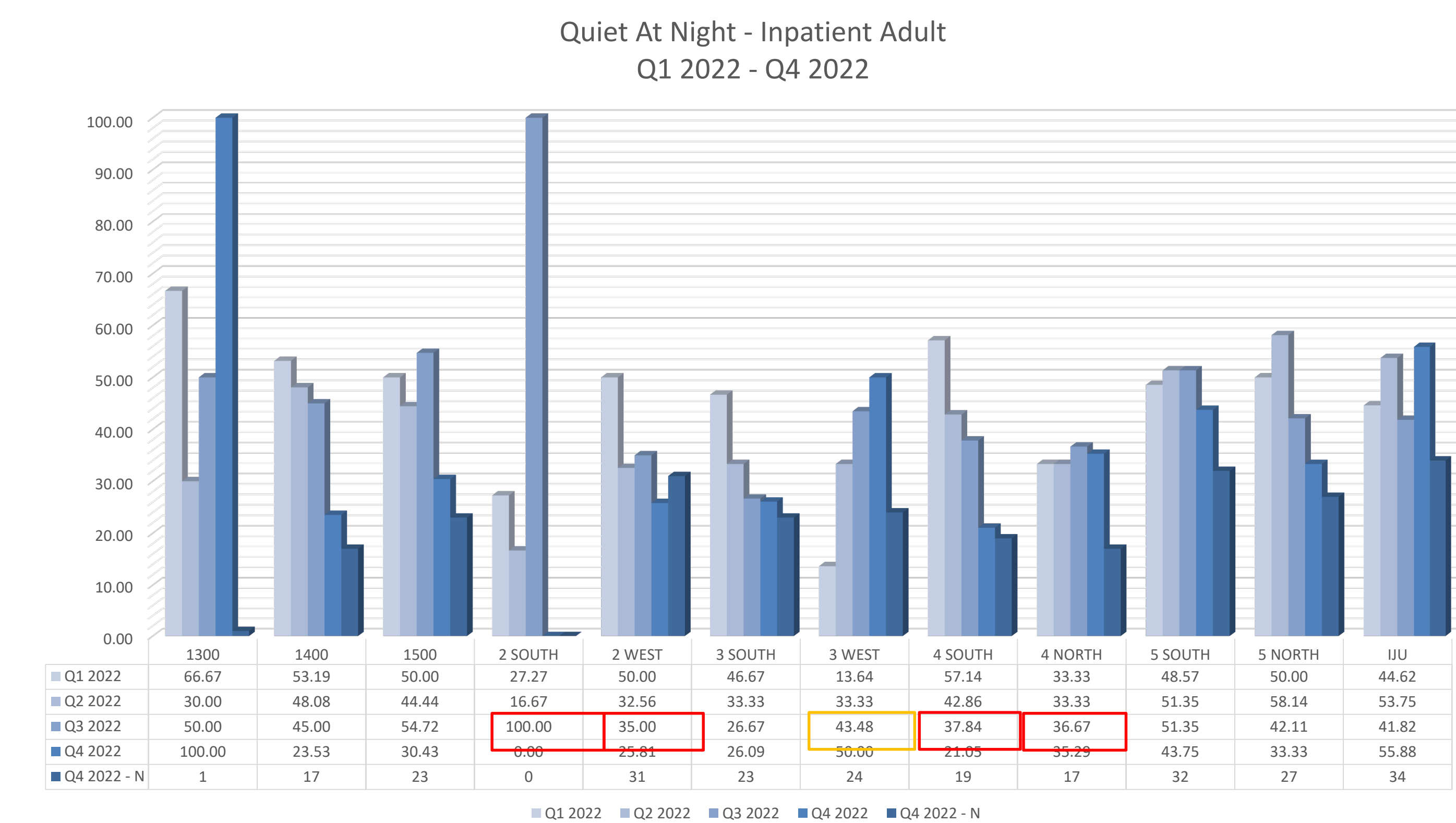
METHODS

- A unique aspect of this QI project was the intentional inclusion of multiple stake holders from various disciplines involved in the patient experience.
- Night Council conducted a 2-week period of train the champion meetings for quiet at night, in September & December of 2022. Unit champions consist of staff members, their role is to help implement and bring quiet at night back to their department in making sure the components are being integrated and followed.
- Quiet at night was presented during one of the leadership meetings in 2022. This training hoped to refresh quiet at night process amongst quiet at night unit champions and unit leaders to review consistent messaging and project compliance.



RESULTS

- HCAHPS scores from Q1 to Q3 of 2022 in the inpatient adult setting showed improvement in scores with regards to "areas around patients' rooms were always quiet at night," as compared to Q4 of 2022 but still not at the magnet mean of 56.78%



CONCLUSIONS

- Challenges to sustaining quiet at night continue to arise. Along the way, we have made some modifications to improve compliance.
- Collaboration among all hospital staff and leadership buy-in are both vital to the success of quiet at night.
- As HCAHPS scores show, quiet at night has not eliminated concerns about noise on the unit completely.
- We continue to improve patient satisfaction related to noise by making environmental changes and constantly reinforce the importance of quiet at night with staff and families.

REFERENCES

PLEASE SCAN QR CODE

