

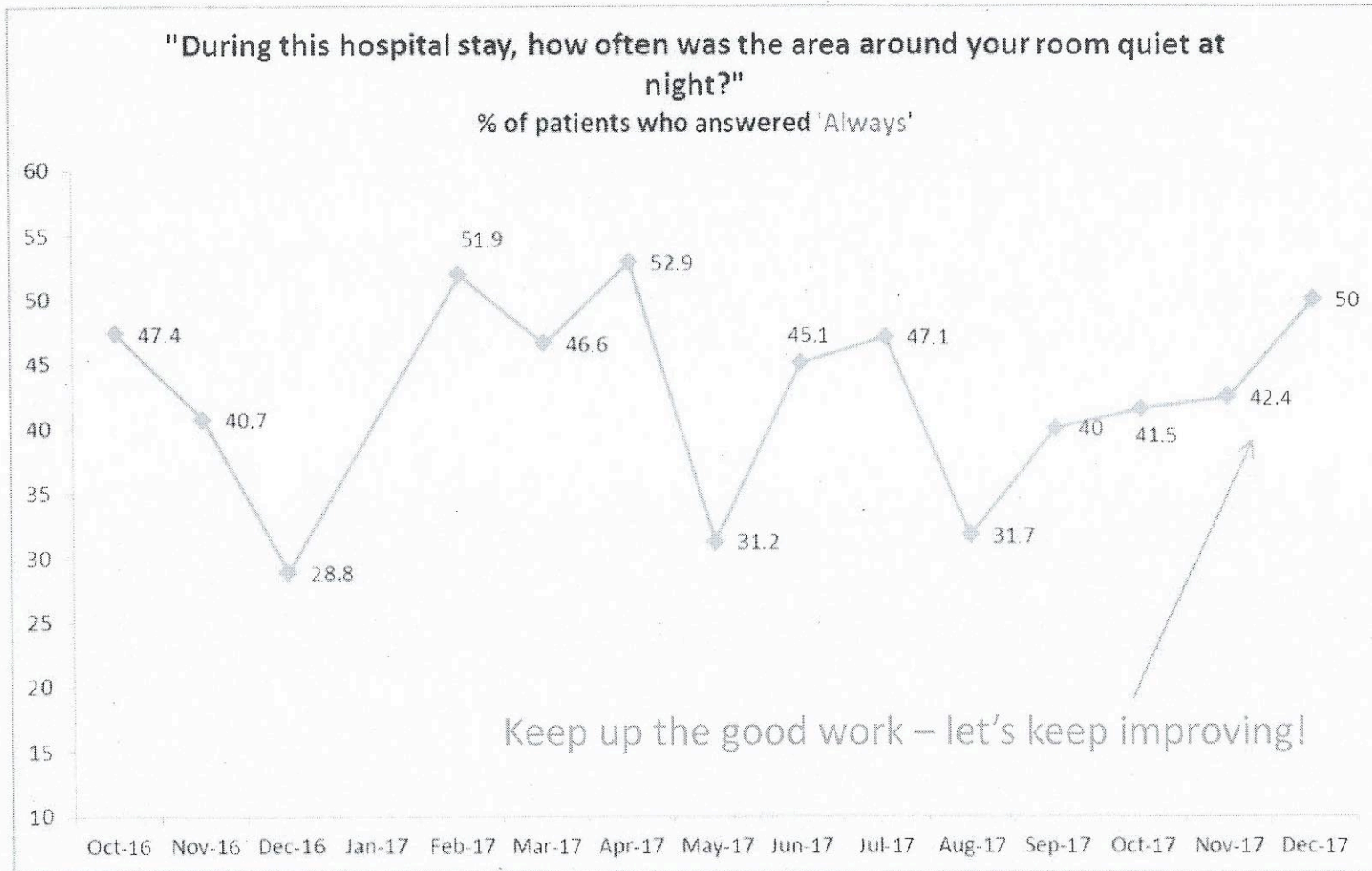
Patient Experience

'Quietness' - composed of 1 survey question:

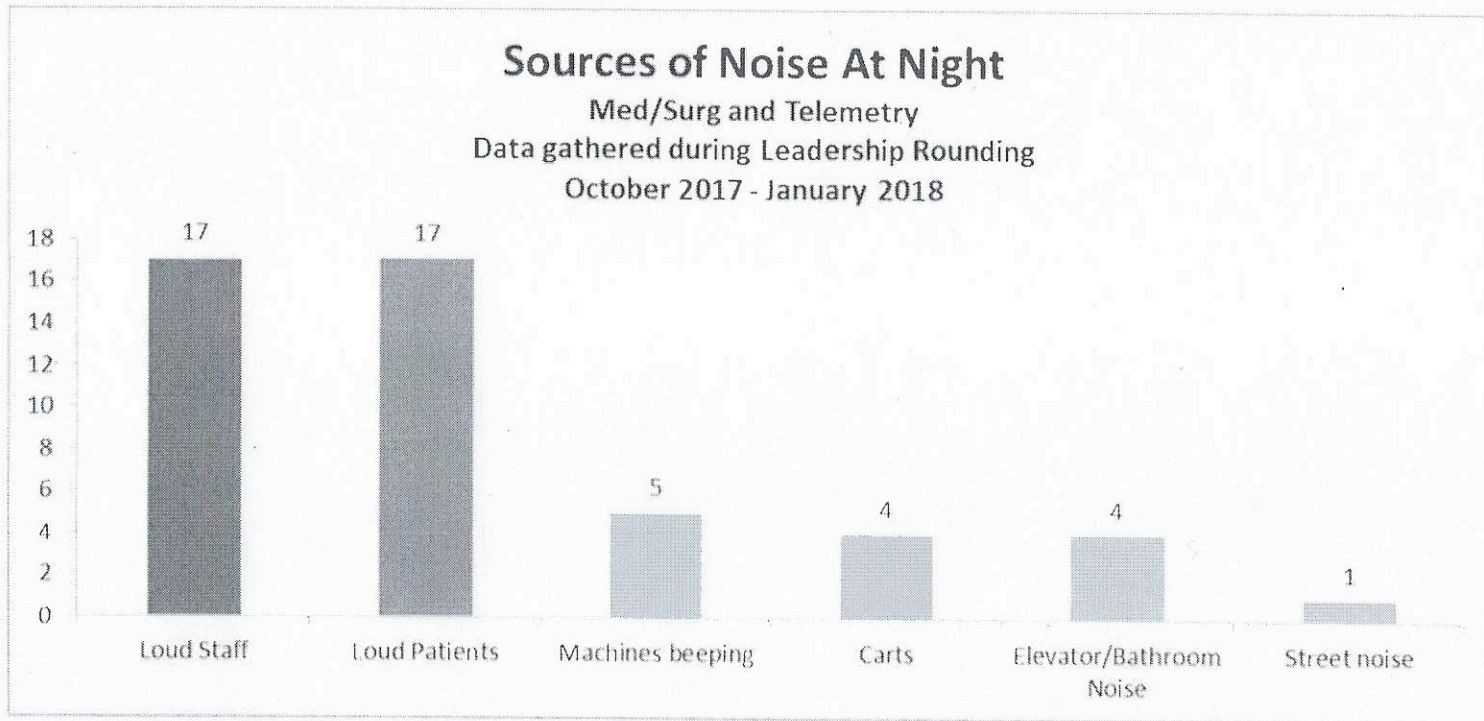
1. "During this hospital stay, how often was the area around your room quiet at night?"

- ✓ Never
- ✓ Sometimes *{we only get credit for "Always"}*
- ✓ Usually
- ✓ Always
- ✓ I never pressed the call button

Quietness



Quietness



To ensure it is always quiet so our patients can rest and heal please:

- **Patient experience champions/charge nurses**
 - **3pm huddle** – remind staff that quiet time begins at 8:30 pm
 - Dim the lights
 - Noise level should be a whisper
 - Cell phones silenced
 - Alarm volume adjusted down when appropriate
 - 9pm hourly rounding – Ask patient if they want door closed – if appropriate and be sure they have Quiet Kit available
 - Offer sleeping pill if appropriate
 - If floors being cleaned in the evening be proactive to ask your patients if they want door closed earlier
 - **11pm huddle** – review above
 - **11pm beside reports/handoffs** should ensure these items are addressed
- Charge nurse/light duty nurse will conduct nightly audits on Quiet Time between 11:30 pm and Midnight and audit sheet given to manager daily.
- Nursing Supervisors will be rounding on Quiet Time nightly
- If there is noise from a disruptive patient/code grey or RRT but sure to circle back with surrounding patients and use AIDET – apologize for disruption and offer to close door if appropriate
- Cluster noisy/disruptive patients as able to minimize noise to one location