Enhancing the Patient Experience through Implementation of Quiet Time
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Problem:
At our community hospital, responses from patient satisfaction surveys identified noise level on the nursing units as a major concern.

Evidence:
Studies confirm that noise levels higher than 50 decibels cause physiologic changes that decrease healing, recovery and can increase length of stay. Disturbed sleep can affect a patient's ability to heal and can increase morbidity. Staff produce between 30- 60% of the noise on a hospital unit. Noise not only negatively affects patients, but adversely affects nursing staff. High levels of noise can increase stress levels when providing nursing care. Designation of a time during which noise is reduced on the unit has been reported in the literature to have positive effects for patients and staff.

Strategy:
The Journey to Nursing Excellence Ambassadors, champions of our journey to Magnet recognition, proposed the implementation of Quiet Time. This project was designed to increase patient satisfaction and to create a therapeutic healing environment for the patients. A secondary goal was to positively influence the work environment of the nursing staff.

Practice Change:
One medical unit piloted Quiet Time for four weeks. The staff determined that the best time for Quiet Time was 1:00PM- 2:00 PM. Pictures of staff were taken and posters were designed for the pilot project. Guidelines were drawn up, and education was conducted. Interprofessional team members were invited to participate in the project.

Evaluation:
- Patient satisfaction
- Staff satisfaction

Results:
Preliminary results demonstrated significant improvement in patient satisfaction scores (62% to 72%). Feedback from patients/ families was positive. Nurses reported being more focused and able to better engage with patient/families.
**Recommendations:**
Based upon success of the pilot, Quiet Time was expanded to the rest of the hospital and became a standard practice.

**Lessons Learned:**
This project highlighted the importance of the environment on patients and staff. Small changes yielded large results. This project was the first EBP project implemented and started our journey to a culture of EBP.

**Bibliography:**


