Quiet Time on Unit 43
Family Medicine & Orthopedics

Maine TCAB Regional Collaborative
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Unit 43 Demographics

- 28 bed adult medical-surgical unit, comprised of 12 private rooms and 8 semi-private rooms.
- Specializes in the care of Family Medicine and Orthopedic patients.
- The average length of stay is 3.5 days.
- The average daily census is 24 patients with an average of 180 admissions/transfers into the unit per month.
- 64 nursing staff made up of Registered Nurses, aides, and unit secretaries.
- 10.26 HPPD
• Noise reduces patients ability to rest (Peterson, 2000)
• Noise can decrease healing and recovery increasing length of stay (Peterson, 2000)
• Staff contribute up to 60% of the noise on a unit (Christensen, 2005)
• Noise increases stress for staff and can increase the risk of medical errors (Britt, 2007)
Model for Improvement

• Rapid cycle testing (test, test, and retest)
  – PDSA (Plan, Do, Study, Act)
  – Even projects that have been implemented for awhile may need to be retested down the road

• Adapt, Adopt, and Abandon
  – Do not try to implement prematurely

• Staff engagement in performance improvement at the frontlines with the PDSA methodology

• Communicate, Communicate, Communicate
Rapid Cycle Testing

• Small Tests of Change
• The Power of One…
  – One nurse
  – One patient
  – One day
Plan

• Partner with ancillary support and staff to decide on time and length
• Obtain literature and information from other hospitals utilizing quiet time
• Develop door hanger signs & signs for front of unit doors
• Educate staff that would begin small test of change
Do

• Implement quiet time with one nurse, on one patient, for one day and immediately evaluate its effectiveness

• Explain to patient prior to 12:30pm and close patient door

• Close doors to the unit and dim the lights
Study

- Patient slept and was excited about the quiet hour
- No other staff walked in due to the sign on the door to avoid interruptions
- The nurse finished all of her documentation during this time
Act

• Increase the number of patients trialing quiet time for the next day to full implementation
• Begin to work with families and staff in advance to prepare for quiet time by using an overhead announcement
• Spread success to other units
“Attention friends, family, and staff. The time is now 12:20 pm. In 10 minutes we will begin one hour of quiet time for our patients to rest. We appreciate your assistance in maintaining a peaceful environment during this time. We hope to see you in an hour. Have a great day!”
Door Hanger

QUIET TIME
This is a time of peace and quiet for our patients.

Please assist in providing this restful environment!
Measurement

• Patient Satisfaction scores
• Comments from patients
• Dosimeter Readings
• Staff surveys
Results

- 100% of staff believe that Quiet Time decreased noise on the level
- 67% of staff believe Quiet Time helps them get caught up on documentation
- Noise levels decrease during Quiet Time
Challenges/Barriers

• Communicating with all team members and departments
• Physician buy-in
• Staff adjustment
• Consistency on off shifts and weekends
• Sustaining and keeping the excitement
Testimonials

“I really liked the Quiet Hour. It gave a time for my husband to go eat without fear of missing the doctor. It also gave me the quiet I needed to rest.” (Patient)

“Our patients get to rest and we are happier with our jobs. It is a win-win for everyone.” RN

“The staff can eat lunch together as a team while knowing the patients are resting comfortably.” RN
Quiet Time ~ 5 Years Running

- Observed daily from 1230-1330 and nightly from 2300-0600
- Lights throughout the unit are dimmed
- Patient doors are closed
- Interruptions are limited to emergencies only
- Patients can continue to use call light for assistance
QUIET TIMES
12:30 pm - 1:30 pm
11:00 pm - 6:00 am

These are times of peace and quiet for our patients.

Please assist in providing a restful environment by making rounds or visiting before or after quiet time.

Thank you.
References

