

THE YACKER TRACKER



Another item that you can use to help create quietness is the Yacker Tracker. This tool can be set to react to varying levels of sound. Just as a traffic light, it will flash yellow, and then turn red when noise level reaches the predetermined point.



Remind people to be considerate when using the cell phones. Post sign in areas that have restricted use of these devices, and ensure that they are aware of the restrictions about its use.



QUIETNESS: **THE HEALING ENVIRONMENT** **QUIET PLEASE** **HEALING IN PROCESS**

THE NOISE FACTOR

Healthcare facilities generate a great deal of noise. These busy institutions operate 24 hours a day, seven days per week. Noise factors include a constant influx and discharge of patients; constant attendance to patient needs: blood drawn, bandages changed, tests conducted, and more. Beds need to be changed, and rooms need cleaning. Some patients need help with showering and attending to bathroom needs. Constant pages, monitor alarms, call bells, and environmental noise contribute to the cacophony. Plus, patients have visitors who contribute to the noise factor.

CONSEQUENCES OF NOISE

Noise has an adverse impact on patient satisfaction. Healthcare facilities scored poorly on surveys about patient experience related to noise.

WHAT WE KNOW

Surveys indicate that noise is a big issue for patients.

- Nationally 58% of patients rated hospitals as quiet at night.
- Families and patient often noted noise was an issue.

WHAT CAN BE DONE?

- Improve patient perception of noise
- Not one simple answer
- Combination of various small things

BEST KEY PRACTICES

IMPLEMENT QUIET TIMES

Day shift: 3:00 PM – 4:00 PM

Night shift: 10:00 PM – 5:00 AM

STRUCTURE

Across the skilled nursing care units with all staff participating and utilizing the same intervention such as closing doors; dimming lights; turning down television volume; telephone; offering patients ear plugs, talking away from the patient care areas, etc.

WHAT HAPPENS?

DURING QUIET TIMES SEVERAL THINGS HAPPEN:

- Lights are dimmed
- Paging is minimized
- Discussions are minimized
- Use of electronics are reduced
- Reduction in medical interventions
- Rounds occur outside of designated quiet hours

NOTIFICATIONS:

- Strategically placed signs to inform staff and visitors
- Noise monitoring equipment is sometimes used to alert people when noise levels exceed limits.
- Some staff members are Champions for the Noise reduction intervention and are selected to remind everyone of the quiet periods.
- Staff members monitor each other

