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Growing Relationships: A Project to Reduce Hospital Noise

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Growing Relationships: A Project to Reduce Hospital Noise

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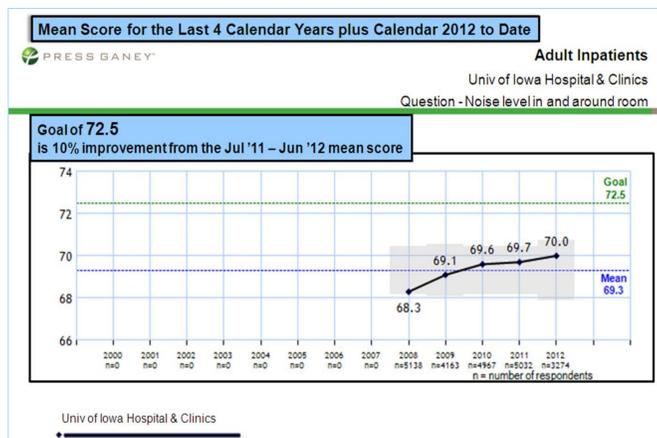
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Purpose

- ❖ The purpose of this poster is to share details about collaboration between a hospital librarian, a nursing librarian, and a nursing administrator to impact quality of care at a large public teaching hospital in Iowa.
- ❖ The process for improving quality of care started with a campaign to promote staff awareness of patient satisfaction and noise and evolved into the HUSH initiative to improve noise levels on patient units.
- ❖ The project has involved increasing nursing staff awareness of evidence-based strategies to lower noise levels on selected hospital units.

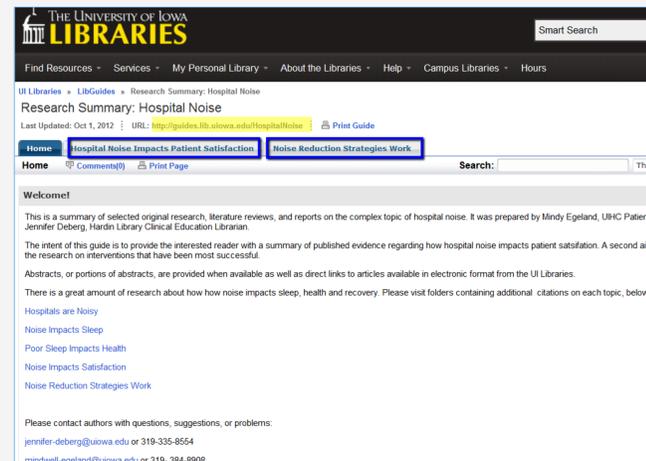
The Problem

- ❖ Patient satisfaction survey results and comments have indicated that noise is a problem.
- ❖ One of the publicly reported questions that impacts CMS reimbursement (Center for Medicaid and Medicare Services) is about hospital quietness.



Question: Please rate the noise level in and around your room – improved from the bottom to just above the bottom Press Ganey standard discharge survey

The Project



LibGuide created for summarizing research on noise

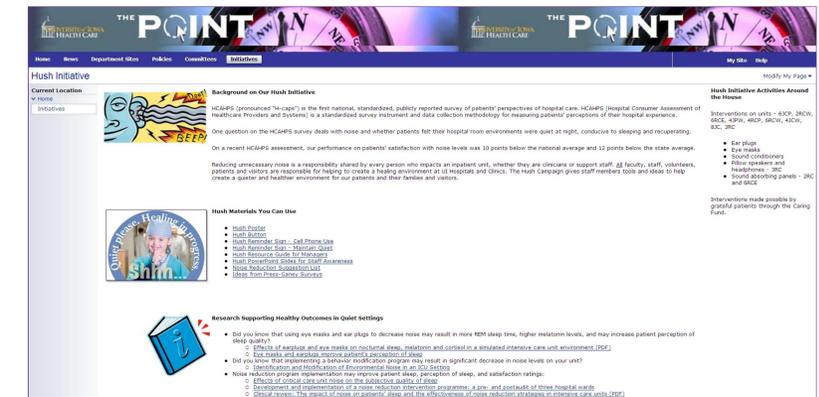
Nursing librarian conducted a thorough literature search related to the following themes:

- ❖ Hospitals are noisy
- ❖ Hospital noise impacts patient sleep
- ❖ Noise impacts health
- ❖ Noise impacts patient and family satisfaction
- ❖ Noise reduction strategies work



Various noise reduction strategies, including earplugs, sound conditioners, "Yacker Tracker" stop lights, decibel meters, iPad/iPhone apps, and headphones

- ❖ Evidence-based strategies for noise reduction, along with HUSH initiative materials, have been promoted during nursing meeting times.
- ❖ In conjunction with the hospital patient satisfaction coordinator, we presented scores received from Press Ganey surveys documenting noise conditions reported by patients.



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- ❖ Worked with hospital marketing and communications staff and nursing administrator to provide links that would be easily accessed through hospital intranet to enable nurses to view evidence based action items

Collaborations

- ❖ Patient experience group rounded on units to assess problems and look for solutions. Patients' librarian who is the chair of Patient Experience group became a key player in the HUSH initiative.
- ❖ Coordinator of patient satisfaction assisted in tracking interventions.
- ❖ Patients' librarian pursued partnership with the nursing librarian to help locate and review research regarding hospital noise.
- ❖ Fionnuala Carey and Meredith Scherb, from the Patients' Library, assisted with reviewing research to prepare subject guide, bibliography and poster.
- ❖ Partnered with nursing administrator to learn more about needs of nurses and best methods for formatting materials. Nursing administrator added key citations and focus to the search and review process.

Outcomes

- ❖ Enhanced librarian understanding of information needs of nursing leaders and staff
- ❖ Improved librarian awareness of how to best format and disseminate research summary for nursing leaders and staff
- ❖ Publicized findings through staff intranet, blog post, and delivered presentations at nursing meetings
- ❖ Continued evaluation of the project's impact on patient and practice measures
- ❖ Strengthened partnerships between librarians and nursing leaders and staff with continued opportunities for growth