Growing Relationships: A Project to Reduce Hospital Noise

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**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.

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**The Project**

- 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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**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.

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**Collaborations**

- Patient experience group rounded on units to assess problems and look for solutions.
- 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.

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**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.

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**University of Iowa Hospitals and Clinics Staff Intranet Page**

- 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.