Quiet Time utilization on an in-patient orthopedic unit

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ABSTRACT
This research study proposed the implementation of “Quiet Time” on a 26-bed in-patient orthopedic surgical unit. This descriptive, posttest study was built on the restful and calming aspect of healing to improve patient satisfaction by promoting a healing environment. The study supported the existing body of evidence that the use of quiet time in the hospital setting improves the patient experience. In addition, findings from prior nursing research were applied on an in-patient orthopedic unit. The implementation of quiet time on an in-patient orthopedic unit will positively affect patient perceptions about their care. All adult patients undergoing total joint arthroplasty surgery were included. The education of staff on the pilot unit included informational flyers, discussion at staff meetings and unit based council meetings. The education also included times when “Quiet Time” was observed, expectations for staff behavior, expectations for family/visitor behavior. Of the 247 responses received using Discharge Dialer during the study time frame 95% of the patients responded yes to a restful environment.

OBJECTIVES
This descriptive, posttest study was built on the restful and calming aspect of healing to improve patient satisfaction by promoting a healing environment. The study also supported the existing body of evidence that indicates the use of quiet time in the hospital setting to improve patient experiences.

Hypothesis
The implementation of Quiet Time on an inpatient adult orthopedic unit will positively effect patient's perceptions about their care.

METHODS
Program Design
- Adult Patients on an in-patient orthopedic unit
- Research period = 3 months (1 QTR)
- Departmental leaders and unit staff agreed on blocks of time during the day and night to implement this program

Quiet Time Methods
- Dim the hall lighting.
- No speaking in the halls, especially above a whisper.
- Overhead paging for emergencies only.
- Set Ascom™ phones on vibrate.
- "Quiet Time" was observed, expectations for staff behavior, expectations for family/visitor behavior.

Multidisciplinary Approach
- Administration/Nursing Administration
- Case Management
- Dietary
- Housekeeping
- PACU
- Pharmacy
- Physical Therapy
- Social Work

RESULTS
Program is still being utilized on the unit
Positive feedback from CMC-Mercy nurses and the results have been presented at the (NAON) 2013 National Association of Orthopedic Nursing
Program is being adopted on other units
Improvement in patient satisfaction & patient perception in several domains (HCAHPS survey)
- Communication about medications
- Explanations of medication side effects
- Hospital Environment – quietness of hospital environment

CONCLUSIONS
Quiet Time interventions improved overall patient perceptions about the care they received in the hospital.
An unexpected, yet welcome surprise came when the HCAHPS scores for other domains improved as well.

REFERENCES


