



# sentara nurse

Sentara Princess Anne Hospital  
Quiet Time: It's Not Just for Patients Anymore

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## Problem:

In the 2013 Members of the Team survey for 4A, 20% of the staff felt that the pace of work on the unit was unacceptable; with an overall decrease in RN satisfaction from 2012 to 2013. Multiple comments were made on the survey concerning the desire to improve the efficiency on the unit and the effect of the patient caseload.

## Background:

Literature (Montague, et. al) shows that people who work in noisy environments for long shifts have stress-induced experiences: impacting staff effectiveness and patient outcomes. The following findings have been reported in research by staff: exhaustion, burnout, depression, irritability, increase in medication errors, lack of paying attention to detail, and patients' perceptions of staff having bad attitudes. Studies have also shown a marked increase in HR, SBP, and DBP of staff members working in units with high levels of noise.

*Acknowledgments: 4A nursing team at Sentara Princess Anne Hospital; Grace Meyer, MSN, CNS, RNC-OB, NE-BC; Dr. Joanne Williams-Reed, DNP, RN-BC, CNS*

## Assessment:

4A is a busy 24 bed medical-oncology unit with no specific time of day allowed for noise reduction. Admissions and discharges are the heaviest during the hours of 3:30pm to 11:00pm. Patients are not receiving adequate rest periods and staff do not have time to eat or catch up on charting, or care for themselves thus not supporting the **Professional Nursing Practice Model Relationship Based Care**. Transportation of patients, therapies, and ESD cleaning happen all hours of the day.

## Objectives:

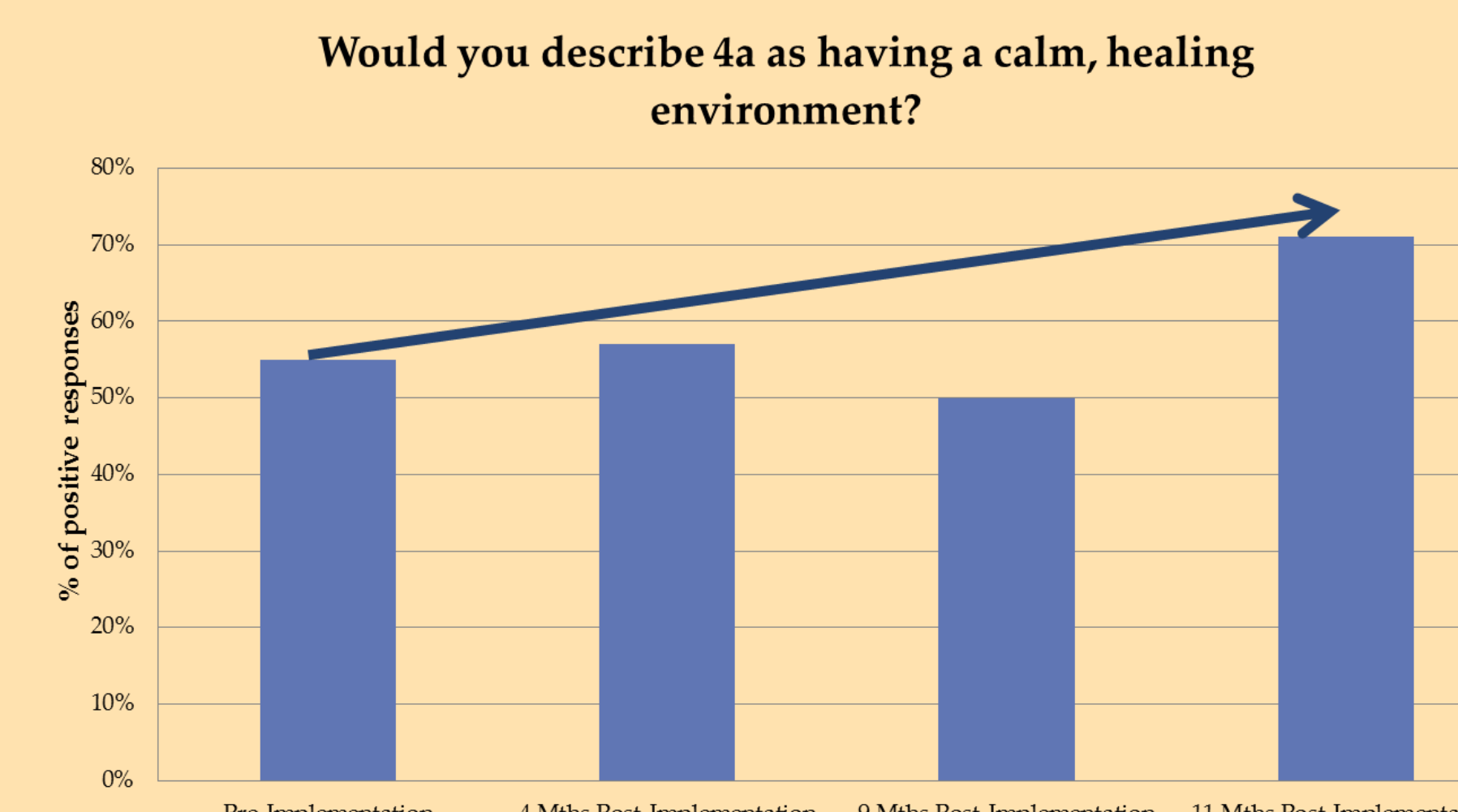
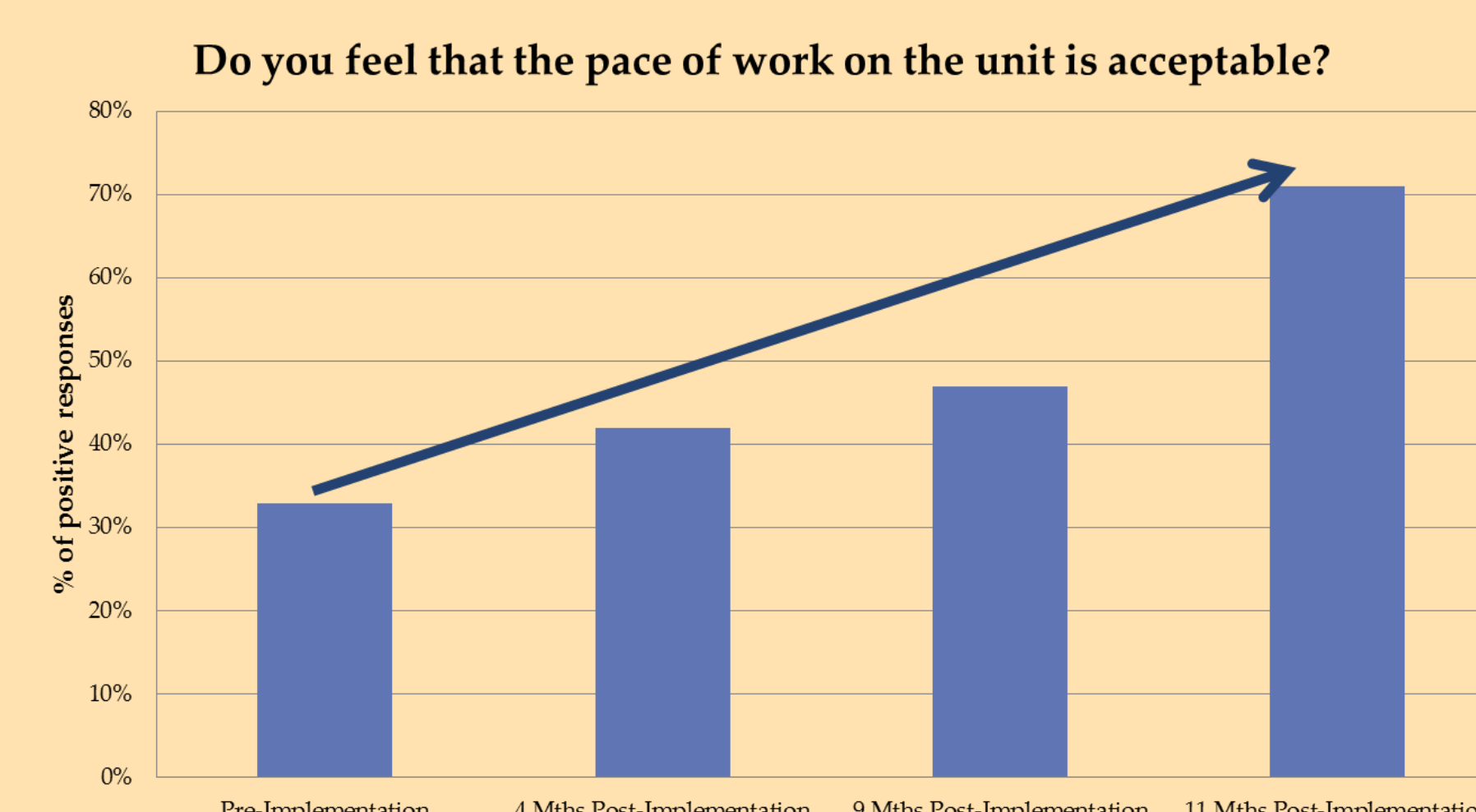
To provide a calm, healing, and healthy work environment for nursing staff:

### Create a Quiet Time during the day shift

- Dim the lights in the corridors
- Decrease phone ring volumes
- Reschedule floor cleaning times
- Educate patient and visitors about Quiet Time on admission
- Close doors at the entrance to the unit
- Place a sign at entrance to encourage participation

### Educate staff and ancillary departments to engage participation and collaborative support

- Change healthcare workers view on environmental noise in the contest of stress reduction
- Ancillary departments include: transportation, dietary, ESD, PT/OT/ST, facilities



## Implementation:

To ensure that all ancillary and support departments were aware of this initiative, emails were sent out to managers and staff. The 4A team also created posters to place at the units entrance to alert everyone that it was quiet time. As a team, a letter was created for patient education and provided to all patients explaining our process. “Quiet Time” 1:30-3:30pm, would be implemented starting ?

## Conclusion:

The effectiveness of “Quiet Time” was measured using a survey tool created for staff. This survey was handed out prior to starting “Quiet Time”, and then three more times after implementation to determine if staff felt that “Quiet Time” was an actual benefit for them.

Due to positive results, at the end of a year “Quiet Time” continues to be a part of the workflow for the 4A staff. An improvement in the ability to take a break, feeling like the pace of work is acceptable, and working in a calm environment were realized and sustained during that time period. What time frame, is it still ongoing?