

PRC BEST PRACTICES

Quiet

Our community of clients is committed to sharing leading improvement practices. PRC Best Practices was created and is always evolving based on the ideas, recommendations, and resources submitted by clients. If you have an idea at work, please share it with us at info@prccustomresearch.com.

SURVEY QUESTION

Quiet: During this hospital stay, how often was the area around your room quiet at night?

Excellent Very Good Good Fair Poor

IDEAS:

- Create a quiet, healing environment for patients by initiating specific afternoon and evening quiet times during which eye masks and ear plugs are offered. Announce overhead the start of quiet time in order to alert patients and families. During leadership rounding, ask patients if there was a staff member who was particularly helpful in creating a quiet environment. Staff who are mentioned receive incentives such as “Skip Floating for a Day” cards and “Freeze My Schedule as Requested” passes.

TO TRACK YOUR PATIENT PERCEPTION SCORES ON THIS QUESTION:

Visit www.prceasyview.com for data updates.

PRC’s “EasyView to You” feature can email your desired reporting view of the scores to you on a schedule of your preference.

For assistance contact PRC’s PRCEasyView® Support Team at 1-800-547-9584.

THANK YOU FOR PARTNERING WITH PRC!

