

# The HCAHPS

Breakthrough Series™ Webinars

 Custom Learning Systems

#2 Quiet at Night

# The Quiet Revolution™

*Create a restful healing environment that patients perceive to be "Quiet"*



## Company Overview

- 27 healthcare clients are recipients of many Regional and National Awards for Patient and Employee Satisfaction
- 6,000 clients since 1984
- World-Class Implementation Specialists deliver:
  - The Hospital of Choice Initiative™
  - On-site seminars and workshops
  - Strategic Planning Retreats
  - Conference Keynotes
  - Implementation Coaching
- Our Mission:
  - Creating World-Class Patient, Employee, and Physician Satisfaction.
- Our Creed:
  - We make a difference in the lives of people who make a difference in the lives of people.



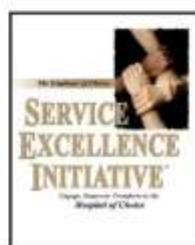
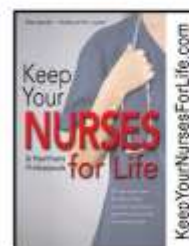
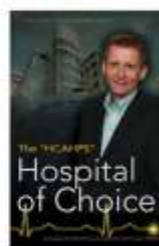
**Brian Lee csp**  
Founder & CEO,  
Custom Learning  
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Sr. Implementation  
Specialist

“Helping Organizations  
Become an **Employer &  
Provider of Choice**”

 @BrianLeeCSP



## **RECAP - Mastering the Patient Experience & Healthcare Reform, HCAHPS & Value Based Purchasing**

The Hospital Consumer Assessment of Healthcare Providers and Systems

- ☐ **32 questions. Must** submit 75 per quarter.
- ☐ **HCAHPS Rating System**  
“Always” - 4 out of 4, or a 9 & 10 out of 10.



**Example: HCAHPS Domain 5- Pain Control**

13. How often was your pain well controlled?

14. How often did hospital staff do everything they could to help you with your pain?

1 – Never  
2 – Sometimes  
3 – Usually  
4 – Always

### **VALUE BASED PURCHASING – The New Game Changer**

In Year 1, Hospitals lost **\$850,000,000...** and that's will double in the next four years.

**Current HCAHPS Domains:** (showing top box % floor minimums)

- ♦ Communication re Nurses (75.18%)
- ♦ Communication re Doctors (79.42%)
- ♦ Responsiveness of Staff (61.82%)
- ♦ Pain Management (68.75%)
- ♦ Communications re Medicines (59.28%)
- ♦ Cleanliness & Quiet (62.8%)
- ♦ Discharge (81.93%)
- ♦ Transition of Cares (TBA)
- ♦ Overall (66.02%)

#### **Expect a Bandwagon Effect**

- Private **insurers and payers** have adopted HCAHPS based incentives.
- **Maine State Employees** must make co-payments to hospitals below M.H.M.C. standards.

#### **Expect CAHPS/VBP eventually for all Medicare Payment Categories**

- **Home Health Care CAHPS®** Survey mandatory
- **CGCAHPS** – Developed for Clinics and Groups
- **Surgery (Ambulatory) CAHPS** - Pending
- **Long Term Care CAHPS Survey** developed for Residents and Families
- **HCAHPS for Critical Access Hospitals** – planned

#### **Recommendations:**

- Make HCAHPS improvement a top priority by setting goals to;
  - Leverage these winds of change as a **great excuse** to become **great!**
  - Treat **every** employee as a caregiver.
  - **Goal #1** – Engage **absolutely** everyone **NOW!**
  - **Goal #2** – To be **well above** the national average **in every domain** within one year.
  - **Goal #3** – To be in the **top quartile** within three years.

## The Quiet Revolution™

### Webinar #2, Quiet at Night

*Create a restful healing environment that patients perceive to be “Quiet”.*

### Here's How Your Webinar Series Works

#### 1. Keep to the Schedule

- One HCAHPS Domain at a time;
- One a month for 12 months

#### 2. Engage 10%

The Goal – 10% Staff Participation

- 5% Management (all)
- 5 % Key Frontline Leaders

#### 3. Utilize the Tools

Every webinar will include;

- A downloadable Learning Guide
- A Feature Implementation Tool
- A Post “Just DO IT” Checklist

#### 4. Schedule a Coaching Call

Every team can schedule a free one hour coaching call from one of the Series Authors

#### 5. Use the Series Library Access

Registrants can access the Series Library for free for one year



### Crucial Leadership Best Practice

*“50% of workforce satisfaction comes from employees relating with their boss.”*

- Beverly Kay, Love ‘em or Lose ‘em

#### Communication

*“To prevent your people’s mood from turning blue, give them a chance to let you know what they do.”*

-Brian Lee, CSP

#### Recommendation

M. \_\_\_\_\_ B. \_\_\_\_\_ W. \_\_\_\_\_ A. \_\_\_\_\_

Or you could call it; “**Daily Leader Intentional Rounding**”

#### The Rounding Two Step

##### Step #1:

Check in personally

##### Step #2:

Check in professionally

#### The Goals of Intentional Rounding:

1. Your people feel listened to.
2. You are supporting them to serve their patients.

#### By the way, if you are on the frontline...

*“You may not be a manager, but you are a leader!”*

## The Quiet Revolution™

### HCAHPS Quiet at Night

#### Survey Question:

*“During this hospital stay, how often was the area around your room quiet at night?”*

#### Quiet at Night Domain Owners:

CEO, CNO, Chief Plant Engineer, all Nurse Managers, Supervising Nurses, RN’s, CNA’s, Housekeepers, Dietary, and everyone who passes by or enters the patient’s room

#### Current National Threshold (combined with clean) is;

(Rated a 4 – “Always”)

# 62.8%

What’s Yours? \_\_\_\_\_ %

# 1

### Specific Best Practices

#### Traditional Approach to Quiet

Step #1: Stop Needless Mechanical Noises

Step #2: Start a “Hush” Campaign

#### Here’s the Reality

Most staff don’t understand... The only reference a patient has for “*Quiet at Night*” is the **solitude of how quiet it is at home.**

#### Manage Patient Expectations

- About “quiet” by asking them to judge the sounds that disturb them as “**sounds of care.**”
- Instead of issuing a blanket “***It’s too noisy!***” complaint.

#### Staff need to Define Quiet in the Hospital Setting as:

- Help patients relate to ‘quiet’ in terms of rest and well-being, not in terms of extraneous noise levels.
- Educate patients to the fact that many of the sounds they hear are due to *the efficient delivery of care in our hospital.*

#### Key Best Practices for Quiet at Night:

- Establish an agreed-upon non-verbal signal that sends the message from one associate to another, “*Please lower your voice.*”

**Set Rest & Evening Quiet Times:**

- **Lower the lights on the floor at 9:00pm.** This declares the end of visiting Hours and the beginning of Evening Quiet
- Establish a **Rest Period each afternoon**, when hall lights are lowered and a special effort is made to allow patients to nap (ie. OB – “Snooze & Snuggle”)

**Quiet Down at Shift Change:**

- Surveys show maximum decibel level is recorded during shift change. Make every effort to reduce human noise at that time

# 2

## Tools, Equipment and Resources

**Tasteful Visual Reminders:**

Signs, placards and other devices to remind staff to be aware of noise levels.



Example: Yacker Tracker

The electronic “**ear**”: a wall device that changes color (moving to deep red)

**The Key – Collaborate with Maintenance and Engineering!**

- *Your most important resource: since the majority of hospital noise comes from mechanical sources, your ability to enlist the cooperation of your facility’s Engineers and Maintenance staff is crucial.*

**Attack the Noise Offenders:**

- Create a **list of the major mechanical noise-offenders** on your floor, and join maintenance in a plan to fix them, in an orderly fashion

**Examples of ‘Sound Fixers’**

- Find ways to reduce **trays ‘rattling’** in dietary carts
- **High traffic doors checked** for noise; bumpers installed
- **Removal of outdoor trash compactors** and bins to other locations reduced noise impact on patients

**Create a never ending “Job-Jar” of Noise Offenders** – to Ensure Continuous Quiet Improvement

*“Learn one idea every day, to make things quiet in a better way.”*

- Brian Lee, CSP

# 3

## Staff Skills and Behaviors

### Expectation Management is a Skill:

- The ability to consistently **re-educate patients** to the fact that **every effort is being made** to eliminate any noise that interferes with their rest and recuperation.
- **Certain activities must** happen to return everyone to **good health**.

# 4

## Staff Scripting Recommended “Sentence Starters” - Examples

### Your Rest is Our Priority:

*“We are making every effort to perform those activities with the minimum amount of noise.”*

### Our Goal is to always provide you with the **most restful environment possible**.

*“I know you are used to **the quiet solitude of sleeping in your home** – but the hospital is a little different.”*

### Managing Expectations at Admission:

*“Because we work to provide excellent care for patients **at all hours**, you may hear us **moving a patient through the halls**, or hear us **working at the nurse’s desk**...”*

### Managing Expectations around Interruptions:

*“We work very hard to **minimize all noise** so our patients can rest. I will need to **wake you up at 11:00 pm** to check your vitals, but **I’ll do my best to minimize interruptions to your sleep**...”*

### Managing Expectations at Bedtime:

*“I’m placing your **remote control for your television and call bell right here**, within easy reach, so you can be comfortable.”*

*“I’m going to **dim your lights** now, and close your door so you can rest.”*

# 5

## Collaboration from/with other Leaders/Departments

### Empower Everyone

- **All colleagues** across all departments are empowered to remind each other of noise levels.
- All staff **empowered** to immediately **fix if they can – or report to Engineering if they can’t** – any mechanical noise interfering with patient comfort and tranquility.

*The Point:* A Domain as obvious as “**Quiet**,” isn’t quite so **obvious**...

### Everything is Possible!

What could you achieve if your team actually knew **what to do**, and **wanted to do it**?

**Start a Quiet Revolution at Your Hospital Today!**



## Team DO IT Plan

- ☐ 1. **Post-Webinar Rapid Action Team** Schedule a "Quiet Revolution" Rapid - Action Meeting of fellow "Domain Owners," to adopt a "Quiet DO IT Plan".
- ☐ 2. **Who's Missing...** Conduct a quick review of key formal and informal leaders who would benefit from the HCAHPS Breakthrough Webinar Series, but have not yet registered. Email: [webinars@customlearning.com](mailto:webinars@customlearning.com) and request a registration link.
- ☐ 3. **Make Daily Leader Intentional Rounding** job #1 at the beginning of your shift. Don't forget evening and nighttime shifts.
- ☐ 4. Appoint a "Quiet Revolution" Education Task Force to:
  - Draft a set of "Sentence Starters" that address ways to manage patient expectations for a quiet healing environment.
  - Consult with a broad range of staffers to improve, edit, and adopt these "Words that Work."
  - Train staff on this "Language for Quiet" in a 30 minute workshop (or incorporate into a 3 hour HCAHPS Patient Experience" seminar).
- ☐ 5. Agree upon a continuous "Noise Alert System" for monitoring noise and install (ie: Yacker Tracker).
- ☐ 6. Challenge maintenance/engineering management to meet with Nursing Unit Managers to implement a "Never-ending Noise Offenders Job Jar" system, to monitor, reduce, and eliminate needless offending mechanical sounds.
- ☐ 7. Request the CEO issue a "License-to-Silence" empowerment card to everyone, that "assigns the bearer the authority to take immediate action to minimize or eliminate needless clanging, banging, humming, thrumming, ringing, pinging, clapping or popping noises---anything that prevents patient rest and recovery."
- ☐ 8. "Quiet at Night" - Featured Implementation Tool Download your free copy of Brian Lee's e-book "Satisfaction Guaranteed."
- ☐ 9. **Act with Urgency** – Remember, 93% of what you learn is forgotten within 14 days. Use it, or Lose it!
- ☐ 10. If you are struggling with education, engagement or implementation, be sure to schedule a **Free 1 hour Coaching Call** with webinar series authors Brian or David by contacting us at 800-667-7325, or emailing [webinars@customlearning.com](mailto:webinars@customlearning.com).

Dedicated to improving  
the patient experience throughout  
the continuum of care.

Skylight Healthcare Systems is the pioneer of Interactive Patient Systems. From pre-admission through post-discharge, we help you address patients' needs for education, services, and the essential information flows that enhance their experience.

Skylight engages and empowers the patient while addressing the hospitals' needs in patient education & services to improve patient satisfaction. By creating these efficiencies and eliminating unnecessary activities, the care team is better able to deliver compassionate care and meet the individual physical, mental, and spiritual needs of each patient.

When most people look at a TV, they see only something to entertain the patient. Skylight clients see the opportunity to:

- Engage patients in their care
- Streamline the workflow for clinicians while delivering improved outcomes
- Deliver cost savings and increase reimbursements
- Enhance the patient experience, promote engagement, and improve HCAHPS scores



Skylight provides a complete solution to engage patients and families beyond the hospital walls. Our interactive patient system, CareNavigator helps patients before and after the hospital to stay connected and informed.

Skylight CareNavigator™ transforms the patient television into an interactive information, communication, and entertainment platform that enables patients to:



- View personalized health education
- Access healing, spiritual, and meditative content—on demand
- Request direct assistance from patient support departments
- Provide real-time feedback through requests and surveys
- Order meals, prescriptions, and other goods directly to their bedside
- Enjoy premium entertainment with cable television, movies, music, Internet, email and games



With Skylight CareNavigator, hospitals benefit from:

- Engaged patients and families
- Reduced non-essential tasks
- Streamlined workflow
- Improved HCAHPS and patient satisfaction scores
- Real-time service recovery
- Meaningful Use and regulatory compliance documentation



The useful information delivered through the Skylight system, helps create patients that are better prepared for both scheduled procedures and discharge. Informed and engaged patients are less prone to issues after discharge and experience better outcomes which lead to reduced readmissions. Prepared, informed and engaged patients are satisfied patients.

For more than a decade, San Diego-based Skylight® Healthcare Systems has been transforming the patient experience throughout the continuum of care. From pre-admission through post-discharge, Skylight CareNavigator™, the company's innovative interactive patient care system, uses common communication devices including televisions, computers, and mobile devices to address patient and family needs in health education, services and communication with physicians and care teams. Hospitals subsequently experience improved HCAHPS, reduced readmissions, greater clinical efficiencies and increased reimbursements.

## Tools & Resources

To support your team to achieve its HCAHPS performance improvement goals, we are pleased to offer these value added Educational Resources and Implementation Tools. For more information give us a call at 800-667-7325, or email [webinars@customlearning.com](mailto:webinars@customlearning.com).

Tools

- ☐ One Hour (Free) Coaching Call  
Problem solve & overcome barriers with this powerful value added Webinar Series benefit.
- ☐ The CEO's Service Excellence Initiative™ - (no charge – travel expenses only)  
A comprehensive 2 day Service Audit and dynamic 4 hour HCAHPS Leadership Seminar
- ☐ HCAHPS HOPE Plan™ - Implementation System  
A systematic Blueprint/Tool Kit to continually improve and sustain HCAHPS scores.
- ☐ The HCAHPS 60 Day Quickstart™  
High impact training, coaching and best practices to get HCAHPS scores moving quickly.
- ☐ HCAHPS Performance Improvement E-learning Series  
10 Module Online Interactive Education Series that enables all staff be HCAHPS competent.
- ☐ The Frontline Culture of Engagement Initiative™  
Create a sustainable culture of employee empowerment as an Employer of Choice
- ☐ The DO IT Implementation Meeting™ – Train-the-Trainer Course  
A "How-To" System to engage everyone in continuously improving HCAHPS and the Patient Experience.
- ☐ HCAHPS based Patient Experience Skills for Everyone
- ☐ Relationship based HCAHPS Skills for Nursing
- ☐ The Annual HealthCare Service Excellence - [www.HealthCareServiceExcellenceConference.com](http://www.HealthCareServiceExcellenceConference.com)
  - National Symposium on HCAHPS Success
- ☐ Brian Lee, CSP, Onsite Keynote Presentation
  - The Magic of Engagement™
  - The Six Secrets of a World Class Patient Experience™
  - The HCAHPS Hospital of Choice™

**Participant Satisfaction Report****PLEASE PRINT****This Evaluation Page can also be found at:** [www.lads.customlearning.com/feedback.php](http://www.lads.customlearning.com/feedback.php)**Email:** [evaluation@customlearning.com](mailto:evaluation@customlearning.com)**Password:** [123456](#)**Or, Email/Fax this form:** [webinars@customlearning.com](mailto:webinars@customlearning.com), / 403-228-6776*You've just heard from us, now we'd like to hear from you. Thank you.*We **totally employ** about #\_\_\_\_\_ full and part time staff, at \_\_\_\_\_ facilities.1. **For me, the most valuable idea I learned and intend to use is:** \_\_\_\_\_\_\_\_\_\_  
\_\_\_\_\_2. **What I would tell others about the quality of the speakers and value of the content:** \_\_\_\_\_\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_ O.K. to quote me: YES NO

3. **Presentation improvements I would suggest:** \_\_\_\_\_\_\_\_\_\_  
\_\_\_\_\_4. **On a scale of 1 - 5, this presentation:** (Met My Expectations) 5 4 3 2 1 (Did Not)5. **Featured Implementation Tools:**Yes A. Free Copy of Brian Lee's e-Book, "**Satisfaction Guaranteed**"Yes B. Interested in Scheduling Our **Team Coaching Call**6. Yes Please send **Skylight's Case Studies** on Quiet at Night.7. **P.S. – My/Our Best Quiet Practice is:** \_\_\_\_\_\_\_\_\_\_  
\_\_\_\_\_ ☐ More on Reverse**PLEASE PRINT**

First/Last Name: \_\_\_\_\_

Organization: \_\_\_\_\_ Position: \_\_\_\_\_

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\*Email: \_\_\_\_\_

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