

## Team DO IT Plan

- ☐ 1. Challenge every leader to commit to 'Daily Leader Caregiver Rounding'
- ☐ 2. Make authentic two-way frontline communication a part of your kindness culture
- ☐ 3. Become "noise sensitive." Your voice is an instrument. Practice using it skillfully
- ☐ 4. A gentle, quiet tone communicates compassion and healing more powerfully than a loud voice
- ☐ 5. Be aware that the tone of your voice speaks volumes about who you are
- ☐ 6. It's everyone's responsibility to do the following three things:
  - ☐ Eliminate and reduce needless mechanical noises
  - ☐ Support and honor "healing" or "hush" times in the afternoon and evening
  - ☐ Manage patient concerns about noise by re-framing them as "sounds of care"
- ☐ 7. Choose which tools you will put to work for your patients
  - ☐ Tasteful Visual Reminders
  - ☐ Yacker Tracker
  - ☐ Acoustical Baffle
  - ☐ Collaborate with Maintenance & Engineering to attack the Noise Offenders
- ☐ 8. Create a Job Jar of Noise Offenders and continually eliminate noise
- ☐ 9. Adopt these sentence starters, as an effective way to enhance your patients' perception of Quiet
- ☐ 10. Invent your own sentence starters
- ☐ 11. Trade your own best communication practices (for Quiet) with teammates
- ☐ 12. With your team members, establish an agreed upon non-verbal signal to lower your voice (Example: tug your ear lobe!)
- ☐ 13. Respect your patients' need for rest in the afternoon and evening with designated "Quiet Times"
- ☐ 14. Noise Alert: Be careful not to lose control of vocal volumes at shift change
- ☐ 15. Be a Good Samaritan. Join your peers in a commitment to a quiet and healing hospital environment
- ☐ 16. Activate your License to Silence now
- ☐ 17. Recruit someone else to join your Quiet Revolution
- ☐ 18. Serve as a role model for all colleagues (This includes Doctors!)