

Quietness

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- All our patients deserve a noise-free, quiet Hospital environment at night so they can get the rest they need to help them heal and recover.
- Rest is an essential factor in helping the body recover from illness and/or surgery.
- Noise-free workplaces also help us from being distracted, making errors, and keeping our focus on what is most important: our patients.
- All staff need to take a proactive role in enforcing Quiet Hours and ensuring that all our patients and visitors are being quiet and considerate, especially at night.
- When you enter a patient room, rather than just trying to please the “complainor” with quiet kits and service recovery, speak more directly to any “offenders” and ask them to be quiet for the benefit of their roommate/other patients.



Captain of Quiet

The “Captain of Quiet” is responsible for ensuring a quiet and noise-free environment at night. He or she will enforce the following, which all staff should make sure they do as well:

- Make sure lights are dimmed and/or turned off
- Make sure TVs are turned off or on silent
- Ask any staff who are not speaking in hushed voices to do so
- Speak directly to any patients or visitors who are not abiding by the Quiet Hours and ask them to please be considerate of their roommate and fellow patients

Three Things You Can Do

Three things YOU can do to help keep our Hospital quiet at night:

- Make sure that all TVs are off or on silent
- Speak in hushed voices and away from patients
- Offer quiet kits and remind all patients with roommates to be especially mindful of one another