



Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

21. Shhh I can't get any rest here

Team Huddle Question: Noise consistently earns the lowest satisfaction scores on the HCAHPS survey. How do we contribute to the noise problem? What can we do in a practical way to lessen the constant interruptions and noise for our patients?

Research:

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Akansel N, Kaymakçi Ş. Effects of intensive care unit noise on patients: a study on coronary artery bypass graft surgery patients. *Journal of Clinical Nursing*. 2008;17(12):1581-1590. doi:10.1111/j.1365-2702.2007.02144.x.

Brooks AA. Going from good to great care—5 ways to boost HCAHPS scores. Becker's Infection Control and Clinical Quality Web site. <http://www.beckershospitalreview.com/quality/going-from-good-to-great-care-5-ways-to-boost-hcahps-scores.html>. Published April 7, 2014. Accessed May 14, 2015.

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