Noise Reduction Efforts in Hospitals Examined by The Beryl Institute

New White Paper explores how Healthcare is Improving the Patient Experience by Addressing Noise


The paper shares the findings of The Noise Project, a joint research study between The Beryl Institute and the Making Hospitals Quiet program. Over 240 responses were gathered from hospitals across the United States with participants answering questions such as:

- What processes are hospitals putting in place to address this priority issue?
- How are they structuring their efforts?
- Where in their facilities are they focusing their attention?
- What kind of success are they realizing?

The Noise Project was initiated in response to findings of The Beryl Institute’s 2011 benchmarking study, The State of Patient Experience in American Hospitals. “When asked what the top priorities were for their organizations’ patient experience efforts, the number one response was Noise Reduction,” said Jason Wolf, executive director of The Beryl Institute. “The biggest challenge in the publically reported scores, noise reduction, seems to be garnering significant attention across the healthcare system.”

In addition to offering insights on what U.S. hospitals are doing to address the issue of noise, the paper shares best practices to address this critical topic as a key component in providing a positive patient experience.

According to Gary Madaras, director of the Making Hospitals Quiet Program, “There is a new and increasing urgency for hospitals to address the longstanding noise plague that has negatively affected the quality of healthcare in the U.S. for over a century. Each hospital is going it alone and on average experiencing only fair to poor results. This study is the first compilation of so many relevant experiences with best practices, lessons learned and success stories. It will be very helpful to hospitals trying to reduce noise.”

To download the white paper, visit: [http://www.theberylinstitute.org/?page=pubs](http://www.theberylinstitute.org/?page=pubs).

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About The Beryl Institute:
The Beryl Institute is the global community of practice and premier thought leader on improving the patient experience. The Institute serves as a reliable resource for shared information and proven practices, a dynamic incubator of leading research and new ideas and an interactive connector of leaders and practitioners. The Institute is uniquely positioned to develop and publicize cutting-edge concepts focused on improving the patient experience, touching thousands of healthcare executives and patients.

The Beryl Institute defines the patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

About Making Hospitals Quiet:
The Specialists within the Making Hospitals Quiet program offer all services relating to sound and vibration in existing and planned healthcare facilities that owners, designers, engineers and contractors might need. The program is flexible and provides clients with a custom Sound Solution. Hospitals not only achieve noise reduction, they also benefit from soundscapes proven by evidence-based design research to create a more generative environment for the benefit of patients, visitors and hospital staff. Results from the program have included: improved clinical outcomes, higher Quiet at Night patient satisfaction scores, and a greater number of Achievement and Consistency points raising the hospital above the Achievement Threshold of the CMS Value-Based Purchasing Program. Once a client is through the program, they can apply for QUIET Hospital Certification™ available on various levels to ensure they will not slip back below the thresholds.

www.MakingHospitalsQuiet.com