Executive Summary

Charting a Course to Quiet

This paper shares the findings of The Noise Project, a joint research study between The Beryl Institute and Making Hospitals Quiet. The paper also shares best practices to address this critical topic as a key component in providing a positive patient experience.

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? 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.

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."

According to Gary Madaras, director of the Making Hospitals Quiet Program, "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 complete paper and access other patient experience resources, visit www.theberylinstitute.org.

About The Beryl Institute

The Beryl Institute serves as a professional home for stakeholders who recognize that the patient experience is an essential element in the execution and evaluation of healthcare performance. The 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.”