 Quiet Time: Improving Post-Partum Patient Experience

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Background / Significance

- Noise caused by interruptions from visitors and staff in an OB setting may result in unwelcome sensory stimulation which infringes on privacy and alone time, resulting in patients being distracted, exhausted and dissatisfied.1
- Shared governance unit-based practice council (UBPC) Obstetrical (OB) clinical nurses noted patient satisfaction downward trend related to quietness of hospital and education/support of breastfeeding.

Purpose / Goals / Objectives

- Goal of this clinical nurse driven project was to improve postpartum patient experience through implementation of evidence-based practice in an acute care hospital OB unit.
- Promote rest for patients in postpartum unit.
- Support exclusive breastfeeding.
- Increase patient satisfaction.

Methods / Implementation Plan

- August-December 2020, OB UBPC identified low patient satisfaction related to quietness of hospital environment.
- Found Evidence-based literature support for “quiet time” intervention to support postpartum rest, bonding time, breastfeeding and patient satisfaction; and contributed to discussion of intervention implementation.
- January 2021, “Quiet Time” rolled out across OB unit.
- Staff received education and team implemented signs for nurses station and patient room doors indicating “Quiet time” hours between 2am-4am and 2pm-4pm to maintain a quiet environment.

Results / Outcomes

- December 2020, 40% of OB unit patients responded hospital environment was “Always” quiet on HCAHPS patient satisfaction survey; and mean score for patient perception of “Education/Support for Breastfeeding” was 68.8 on Press Ganey patient satisfaction survey.
- Averaging 4 months (February-May 2021) following project implementation, HCAHPS score rose to 79.9%, a 66.5% increase and Press Ganey mean score rose to 83.5, an increase of 21% from pre-intervention timeframe.

Discussion

- Having structures and processes in place to support clinical nurses’ implementation of evidence-based practices has led to successful improvements in practice environment; empowering clinical nurses to have a voice in their practice leading to meaningful effects on patients’ perception of care.

References

1 Church, L. (2020). Quiet time during postpartum hospitalization can improve rest, bonding, and breastfeeding. Nursing for Women’s Health, 24(3), 197-201.