

## **PACU QUIET TIME**

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Patients are staying longer in the PACU. Patients and families have repeatedly expressed dissatisfaction with excessive noise levels. Our unit is unique in that we have a lot of traffic through our unit and our patients are only separated by a curtain, making it difficult to control the noise level.

We need to decrease the noise level in the PACU to improve patient satisfaction and patient care. Research has shown that quiet surroundings promote healing.

We surveyed the employees in the PACU to rate the noise level and what measures were needed to reduce noise and stress. We then implemented strategies to control and decrease the noise level which included decreasing the sound of alarms and eliminating the use of cell phones. We educated the staff and gave a letter to patients and families educating them on the need for a quiet healing environment. We initiated Quiet Time between specific hours when we play background music and dim the lights. We dim the lights as a universal signal to everyone when the unit gets too loud. We have placed signs in and around the unit to remind everyone to lower their voice.

After implementation of the PACU Quiet Time, we surveyed staff. Most staff agreed that the interventions have decreased the noise levels in the PACU with significantly less noise caused by staff voices and alarms. Patients, families and staff feedback are positive.

A quiet calm environment improves patient and staff satisfaction and promotes healing.