

H O A G I N T E R N A L B U L L E T I N

10.5.12

Quiet Healing Environment

Hoag's dedication to a healing environment allows for patient visitation to occur 24/7, when appropriate. To further enhance Hoag's open visitation policy and to have a healthy environment, Nursing leadership has established all patient care units as Quiet Zones, effective immediately. In addition, Nursing Services has identified Quiet Hours on all In-Patient Units from 9:00 p.m. – 6:00 a.m. daily.

Below are the details of this new program:

- Quiet hours will be gently announced to our patients nightly through overhead messaging in the corridors and common areas (not in patient rooms). The initial message is, "Good Evening. We ask that you join us in observing Quiet Hours. Some lights are dimmed to enhance our healing environment. Thank you."
- The corridor and lobby lighting will be automatically dimmed on the Units beginning on 3 East, 5 West, 6 West, 7 West and 10 West during quiet hours. The lighting on all Units will eventually be automated. The automatic dimming switches have manual override capability. Simply touch the front casing button on the switch and the lights will return to full brightness for 30 minutes and then dim automatically.
- Quiet Zone signage will be installed in entry corridors of the Units. Some Units have identified additional periods throughout the day as "Quiet Times."

We ask that you respect the Quiet Zones by taking the following measures:

- Switching your pagers, telephones, etc. to vibrate or lowering ringer tones, if appropriate.
- Adjust your voice and activity level/sounds so as not to disturb our patients' ability to heal.
- Use the framework of Quiet Hours and Quiet Zone signage to ask visitors and patients to quiet down for those around them.

We thank you in advance for helping us to truly create a new culture around a patient-centered restful environment.