



Improving Inpatient Sleep Quality

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The New York Times

The Illness Is Bad Enough. The Hospital May Be Even Worse.

The elderly are particularly vulnerable to “post-hospital syndrome,” some experts believe, and that may be why so many patients return.

Aim Statement: To improve "Quietness at night" and "Quality of sleep" top box scores by 15% on Hospital Consumer Assessment of Healthcare Providers & Systems (HCAHPS) scores for patients admitted to 2 south and 2 East units in 3 months using a Human centered, iterative, non-linear Design thinking framework with multi-disciplinary team.



**Greeshma
Sheri, MD**

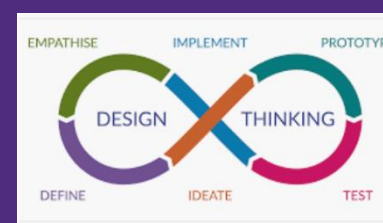


**Harold Puerto,
RN**



**Julie Oehlert,
DPN**

Methods – Design Thinking Framework



Empathize:

Information about sleep quality → direct interviews, surveys, identifying issues related to the hospital environment and routines.

Define:

The problem of poor sleep quality is linked to environmental factors and hospital practices. Added questions about sleep quality in HCAHPS to define baseline:

"How well did the hospital create conditions for your sleep?"

"How well did you sleep on the unit?"

Ideate:

Interventions are developed in three categories:

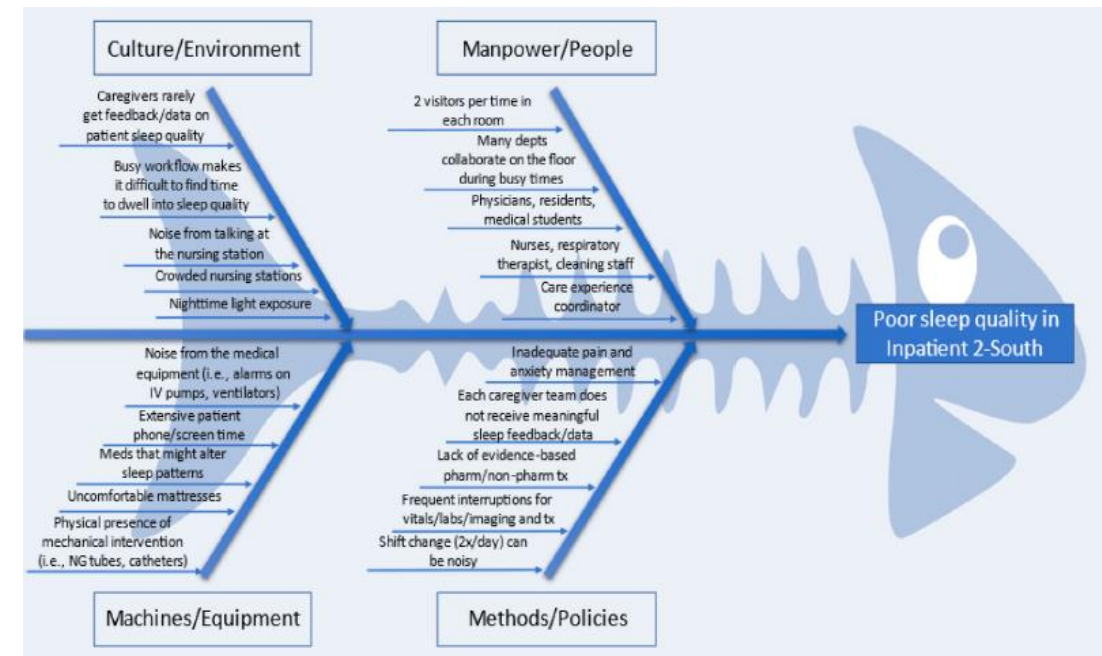
- **Environmental** – silencing monitors, adjusting room temperature, and skipping midnight vitals.
- **Non-pharmacological** – white noise machines and sleep kits.
- **Gentle pharmacological** – medications as needed.

Build:

process established to identify patients needing sleep interventions → starting with the least invasive methods. Daily feedback is collected to evaluate effectiveness.

Test:

HCAHPS survey data is compared before and after interventions. Real-time feedback from experience coordinators helps refine the process.



Sleep Quality @ECUHEALTH

Are You Having Trouble Sleeping?
We are here to help!

Your health care team understands that being in the hospital can make it difficult to get quality sleep. Creating a caring environment to help healing during your visit is our goal as your health care team. To help your sleep quality we have available:

- Sound Machine (*White Noise*) - Located in room for your use
- Sleep & Wellness Kits - To receive ask your healthcare team.
- Sleep Aid (*Prescribed by primary physician*) - To get ordered please talk to your nurse or primary physician.
- Videos showing tips for good sleep - Scan below with your smartphone to watch or ask a team member for help.

Steps to Relax the Mind and Body

- Inhale through your nose, and exhale through your mouth.
- Release your worries.
- Notice the way your stomach moves in and out as you breathe slowly.
- Let thoughts move in and out; your mind like waves.

Scan here to watch the video!

Tips for Better Sleep

Insomnia is defined as a difficulty falling asleep and/or maintaining sleep. It is a symptom, not a disorder. This video explores medical conditions and experiences that can cause insomnia and what your doctor may recommend for a good night's sleep.

To watch the video, scan the QR code or go to the website: www.kramesvideo.com and enter the code: **RGX**

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Sleep Quality @ECUHEALTH

Together, we can create a caring environment to help patients heal.

To help us understand what patients want to support better sleep, please ask these questions each morning to your assigned patients.

"How did you sleep last night?"
Depending on the answer, ask the probing question.

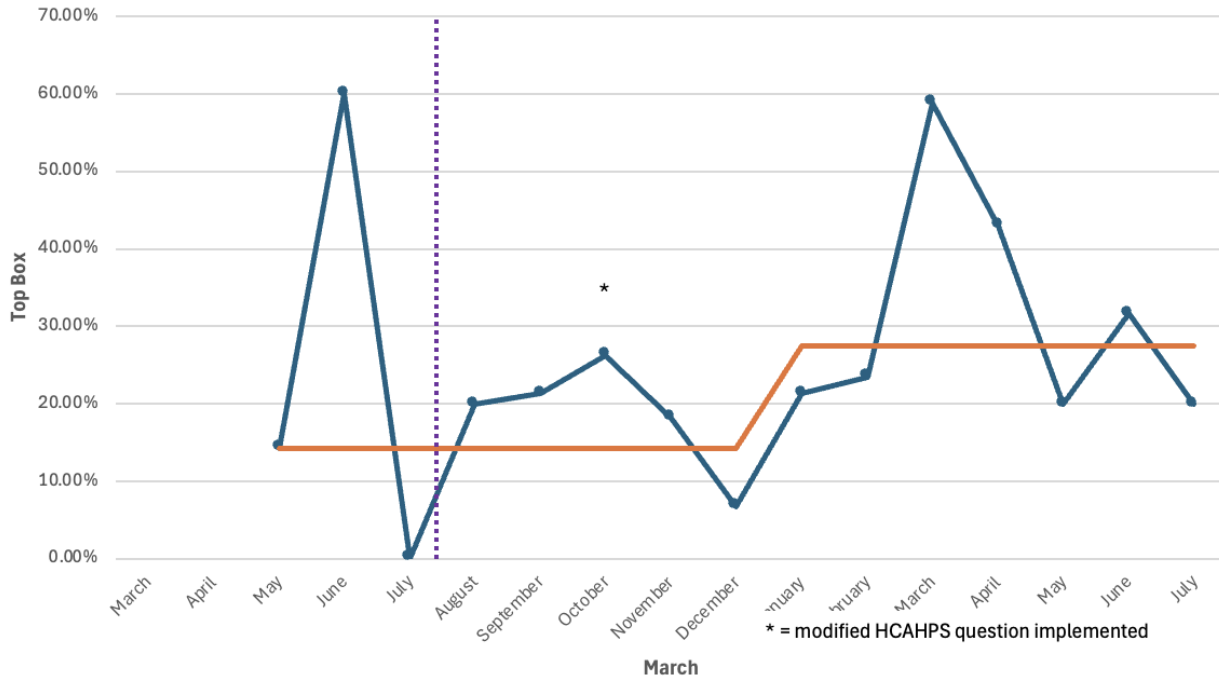
Answer	Probing Question
Well/Good/Fine	"What contributed to your good night's sleep, so we can do more of it?"
Not Well/not good/poor sleep	"What could we plan today that would help you sleep better tonight?" (offer the items from the flyer.)

After leaving the patient's room, log this encounter using this QR code.

"Sleep is like the golden chain that binds our health and body together"
-Thomas Dekker

Results – Quietness at Night

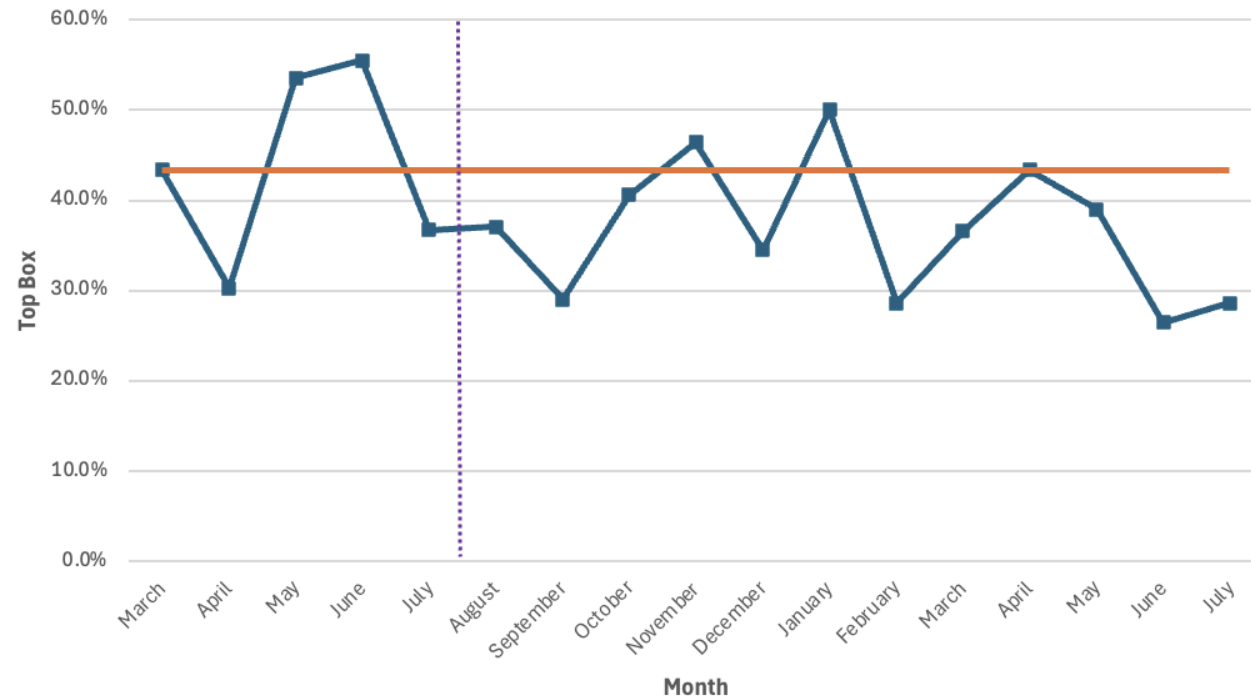
Conditions For Your Sleep (March 2023-July 2024)



Center line shift – sustainable change with new baseline of performance

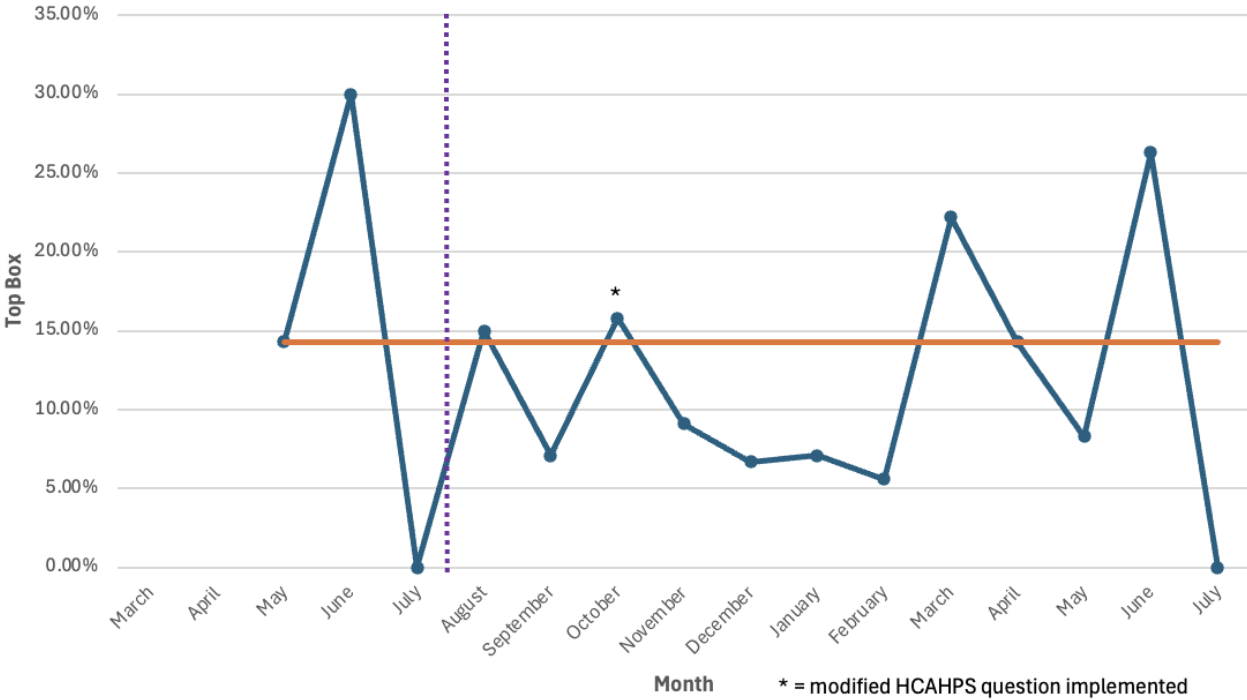
No sustainable change of performance

Quietness of Hospital Environment (March 2023-July 2024)



Results – Quality of Sleep

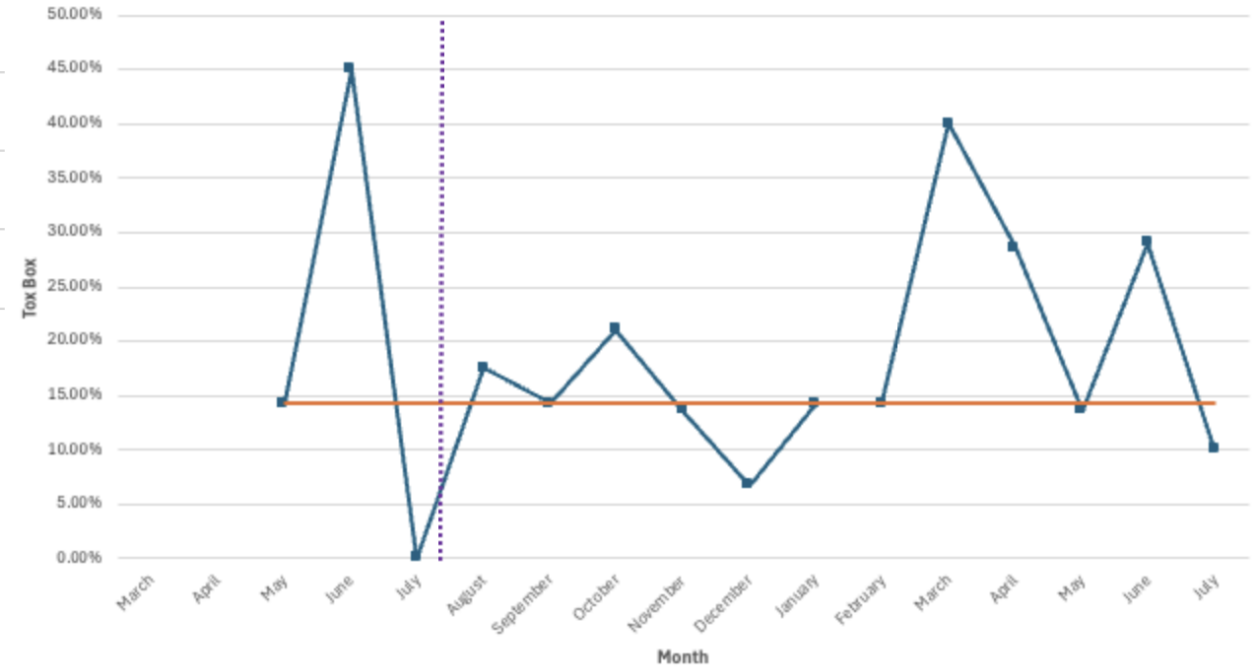
Quality of Sleep (March 2023-July 2024)



No sustainable change of performance

No sustainable change of performance

Sleep/Rest Overall (March 2023-July 2024)



The best bridge between despair and hope is a good nights sleep



7-8 PM shift change,
vitals

10 PM Night meds

12 AM vitals

1-4 AM lab draws

4 AM vitals

7 AM shift change

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