

# CTCA at Midwestern Medical Center Experiences a 16.3% Improvement in Quiet Domain



**Cancer Treatment Centers of America® (CTCA)** at Midwestern Regional Medical Center (Midwestern) is located midway between Chicago and Milwaukee in Zion, Ill. Midwestern's medical staff is comprised of more than 100 physicians who specialize in oncology, emergency medicine, cardiology, internal medicine, family practice, gastroenterology, orthopedics, surgery, podiatric medicine, and nearly 20 other medical areas. Many have practices in the Zion community. Services at Midwestern include the CTCA-managed cancer program, a 24-hour emergency center, intensive and coronary care unit, general surgery with specialization in minimally-invasive techniques, and an advanced podiatric surgery program.

“ We have a long history of consistently asking our patients how we may better serve them. Adding a new level of sophistication in where and how we ask, provides us with the opportunity to respond immediately, and on an individual level.”

**CARMELITA ZETA-SANCHEZ,**  
**MSN, RN, NE-BC**  
 Nursing/Assistant Vice President,  
 CNO

## Situation

Ensuring a quiet environment to promote rest and healing is a priority for CTCA at Midwestern Regional Medical Center. Absolute quiet is impossible to achieve in a hospital environment, but there is always room for improvement. The nursing staff at Midwestern wanted to improve processes and better address any noise that may arise. Furthermore, the hospital wanted to positively impact the patient perception of noise levels at the facility.

The hospital's baseline score for the always quiet at night HCAHPS domain was 71.1 percent. Using the gap closure method the hospital set a goal to increase scores 10 percent or 74 percent.

## Strategy and Approach

The nurse educator and education manager at CTCA at Midwestern Regional Medical Center decided to use Skylight CareNavigator™, its interactive patient engagement system, to gather real-time patient feedback about the noise level in or around patient rooms. Skylight CareNavigator transforms the television into an interactive communication device connecting patients with caregivers. Using the push message capability, the hospital would display the question “Too noisy?” on the television. If the patient responded yes, another message reinforced the hospital's priority to maintain a quiet and restful environment for patients. The message also asked patients to indicate whether the noise was in the room or outside the room. This would help nurses better address the noise and do so in a timely manner.

When a patient would respond indicating that it was too noisy, Skylight CareNavigator would automatically send a text message to the nurse supervisor. The text message would indicate the question and the patient room number. Nurse supervisors would address the issue and then document completion in the CareNavigator administrative tool.

## Results

CTCA at Midwestern Regional Medical Center improved its quiet at night scores 16.3 percent for an average score of 75.8 percent.

Quiet at night scores improved 16.3 percent.

### CTCA – Midwestern Regional Medical Center

QUARTERLY SCORES FOR “ALWAYS” QUIET AT NIGHT

	Q3-10	Q4-10	Q1-11	Q2-11	Q3-11	Q4-11	Q1-12	Q2-12	Q3-12
Data	74.7%	68.1%	70.1%	71.4%	81.0%	75.4%	68.4%	73.3%	81.0%
Baseline	71.1%	71.1%	71.1%	71.1%					
Average					75.8%	75.8%	75.8%	75.8%	75.8%



Healthier Outcomes Throughout  
the Journey of Care

10935 Vista Sorrento Parkway  
Suite 350  
San Diego, CA 92130

T: 858.523.3700  
F: 858.523.3701

[skylight.com](http://skylight.com)

For more than a decade, San Diego-based Skylight® Healthcare Systems has been transforming the patient experience throughout the continuum of care. From pre-admission through post-discharge, Skylight CareNavigator™, the company's innovative interactive patient care system, uses common communication devices including televisions, computers, and mobile devices to address patient and family needs in health education, services and communication with physicians and care teams. Hospitals subsequently experience improved HCAHPS, reduced readmissions, greater clinical efficiencies and increased reimbursements.

