

# Welch Allyn WhisperDrive™ Technology

## #1 Patient Complaint is Often Noise

Fact: Hospitals are noisy, and patients complain about the noise from alarms, paging systems, clanking rolling carts and hallway conversations as a few of the top offenders. Press-Ganey concluded in a study that patients actually complained twice as much about noise in hospitals than the food.<sup>1</sup>

Between the years 2011 and 2013, Quietness of Hospital Environment ranked at or near the bottom in patient satisfaction according to a survey performed by the Hospital Consumer Assessment of Healthcare Providers and Systems.<sup>2</sup>

Patients are not the only ones complaining about noise. In a survey by the Beryl Institute, hospital administrators have ranked noise reduction as their top priority.<sup>3</sup>

**“55% of the hospitals questioned agreed that equipment, such as carts, is the number one cause of noise.”<sup>4</sup>**

Additionally, in 2012, Medicare began tying hospital reimbursement to patient ratings on quality of care. Quality of care measures include patient satisfaction ratings, measured by the HCAHPS Survey. Recent data shows that noise represented the lowest satisfaction rating among 12 domains included in the survey.<sup>5</sup>

## How Noise Can Affect a Patient’s Healing

Noise is an added stressor to patient healing, which directly affects patient satisfaction scores.

Researchers at Harvard Medical School conducted a study on the impact of noise on patients’ sleep and concluded the following:

- Patient’s sleep was disturbed
- Heart rate rose whether or not the patient woke due to the noise
- Sedatives given to patients to rest through the noise could produce serious side effects such as falls and delirium, leading to a longer hospital stay<sup>6</sup>

## Improving Noise Levels in the Hospital

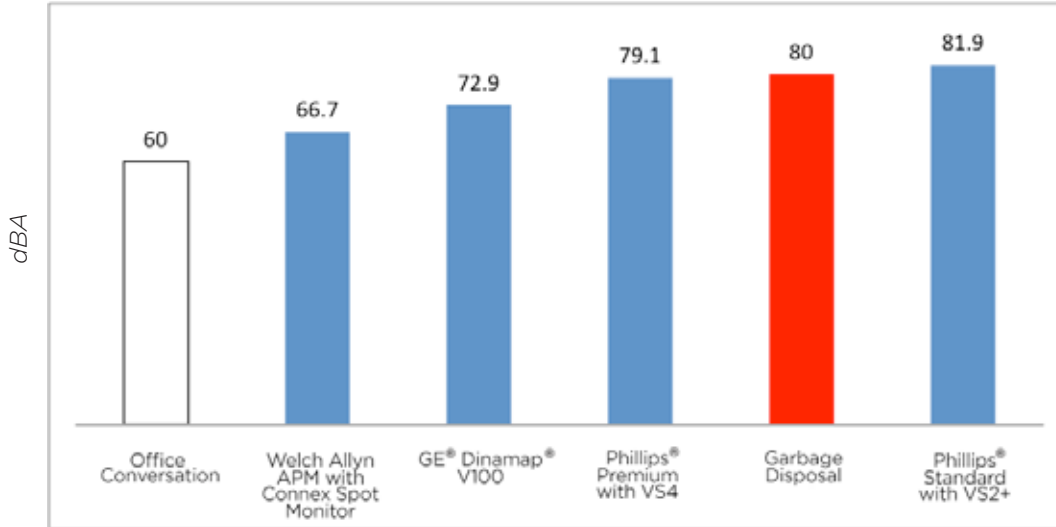
Understanding the importance of patient care and the effects that noise may have, Welch Allyn has introduced the new WhisperDrive stand technology into the Connex® Spot Monitor Accessory Power Management (APM) and Classic Mobile Stands.



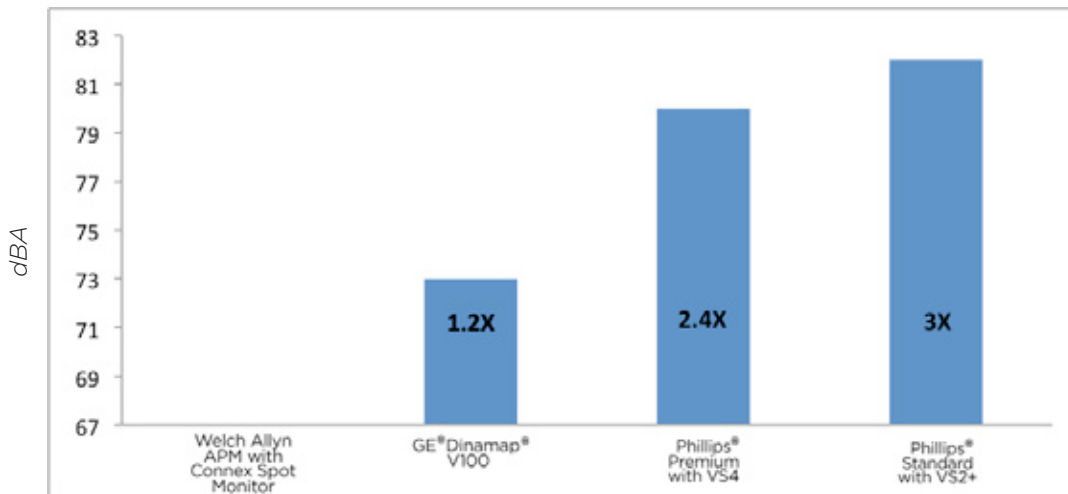
The design greatly subdues the noise typically emitted by caster-based wheels that are standard in hospital mobile carts/stands. In a side-by-side comparison with leading competitive multi-parameter vital signs mobile

stands, the Welch Allyn stands have been shown to be the quietest.

## WELCH ALLYN VS COMPETITIVE STANDS WITH DEVICES



## SOUND EMITTED BY WELCH ALLYN STAND WITH WHISPER DRIVE TECHNOLOGY™ WITH THE CONNEX SPOT MONITOR AS COMPARED TO COMPETITORS



\*In order to collect adequate sound data, a series of floor strips were used to produce continuous, constant and realistic sound. Each stand was assembled per the manufacturers' instructions with the corresponding device attached. Each stand was rolled across the series of floor strips six times at a constant and consistent speed while being recorded. Contact Welch Allyn to obtain full study details.

<sup>1</sup> Mazer S. Hospital noise and the patient experience: Seven ways to create and maintain a quieter environment. [www.healinghealth.com](http://www.healinghealth.com). October 2010

<sup>2</sup> Center for Medicare Medicaid Services, Baltimore, MD. HCAHPS percentiles. [www.hcahpsonline.org](http://www.hcahpsonline.org). December 2014

<sup>3</sup> Solet J, PhD; Buxton O, PhD; and Ellenbogen J, MD. Sleep disruption due to hospital noises: A prospective evaluation. <http://annals.org/article.aspx?articleid=1305530>

<sup>4</sup> The Beryl Institute Patient Experience Conference, 2012. Charting a course to quiet: Addressing the challenge of noise in hospitals. <http://www.theberylinstitute.org/?2012>

<sup>5</sup> Summary of HCAHPS Survey Results. [http://www.hcahpsonline.org/Files/Report\\_April\\_2015\\_States.pdf](http://www.hcahpsonline.org/Files/Report_April_2015_States.pdf)

<sup>6</sup> Reddy S, MD. How hospital noise harms health. <http://abcnews.go.com/Health/hospital-noise-harms-health/story?id=16543497>. June 11, 2012