

# **Music as a Patient Centered Care Strategy: A Quality Improvement Project**

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# Background

Patient centered care definitions  
vary based on philosophy,  
interpretation, time and setting

(Leplege et al., 2007).

Conceptual dimensions for patient centered care:

Bio-psychosocial

Therapeutic alliance

Provider as a person

Sharing power and responsibility

Patient as a person

(Mead & Bower, 2002)



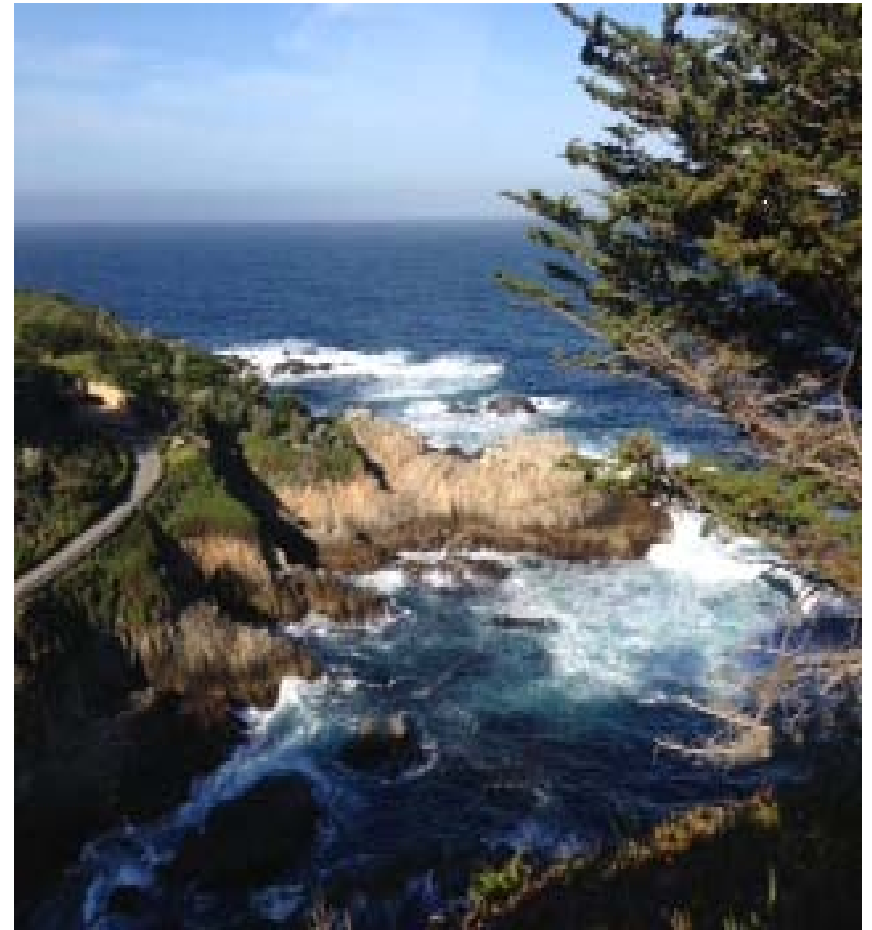
# Background

<b>Develop Healing Intentions</b>	<b>Experiencing Personal Wholeness</b>	<b>Cultivating Healing Relationships</b>	<b>Practicing Healthy Lifestyles</b>	<b>Applying Collaborative Medicine</b>	<b>Creating Healing Organizations</b>	<b>Building Healing Spaces</b>
Expectation	Mind	Compassion	Diet	Conventional	Leadership	Nature
Hope	Body	Empathy	Exercise	Complementary	Mission	Color
Understanding	Spirit	Social Support	Relaxation	Traditional	Culture	Light
Belief	Energy	Communication	Balance	Integrative	Teamwork	Artwork
					Technology	Architecture
					Evaluation	Aroma
					Service	Music

# Background

## **Institute of Healthcare Improvement (IHI) 2001**

- Respect Patient's Values
- Coordinate and Integrative Care
- Provide Information, Communication, & Education
- Guarantee physical comfort emotional support
- Involve family and friends



# Background

## Planetree

- Employees and physicians are seen as guests
- Patients drive care & participate
- Access to Information.
- Nature art
- Integrated Care → Music
- No visiting hours
- Offer amenities for staff and patients.

## Traditional

- Patient is seen as guest
- Health Care employees drives care
- Families not as involved in care
- Standard or partial visiting hours
- Limited amenities

# Background

## Music and Healing

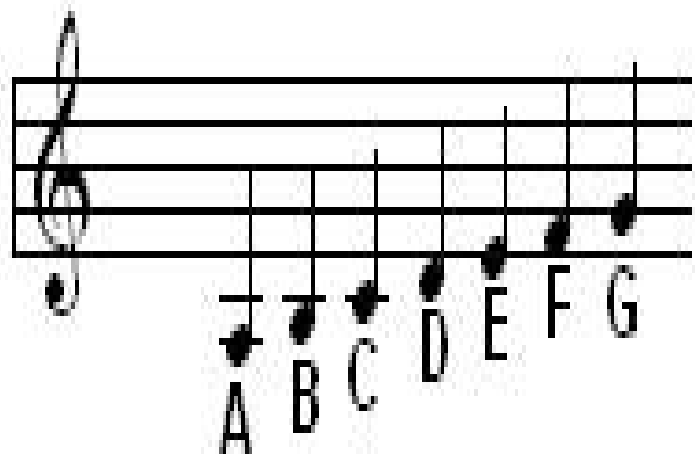
World War I and II

Musicians and Veterans

## Outcomes

Music brought  
balance, unity and  
harmony to the soul

(American Music Association, 2012)



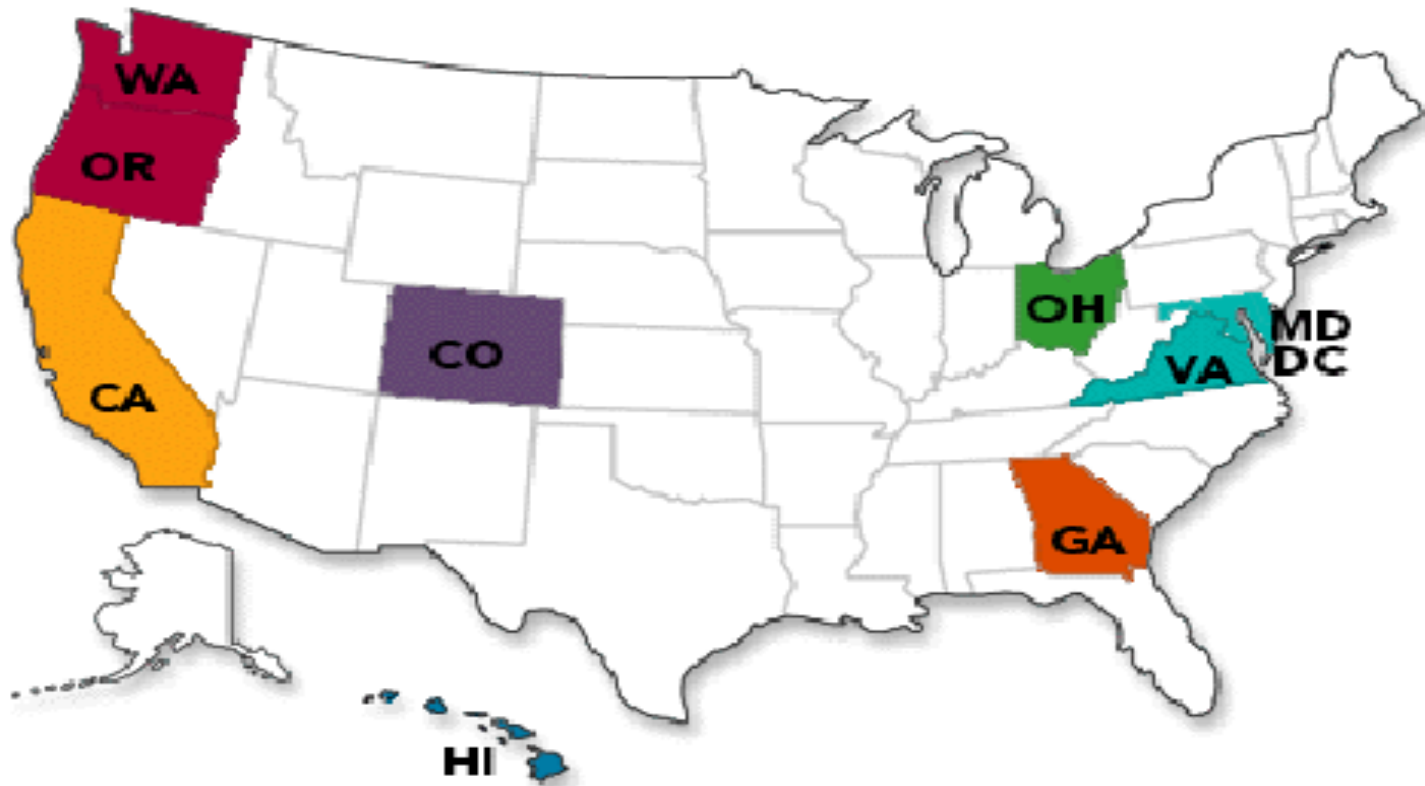
# Background

**Founded in 1945, Kaiser Permanente is the nation's largest not-for-profit health plan, serving more than 9 million members, with headquarters in Oakland, California.**

**It comprises:**

- Kaiser Foundation Health Plan, Inc.
- Kaiser Foundation Hospitals and their subsidiaries
- The Permanente Medical Groups

# Background





# Background



***Sound has a profound effect on the overall well-being of both hospital staff and their patients. The right music will help alleviate some of the stresses and anxieties inherent to healthcare settings.***

Timbre 2012

- Kaiser Permanente developed a relationship to brand music for its facilities
- The system offers web-based music and message scheduling
- MBOX offers two separate outputs and can be individualized based on the facilities needs

# Background



- Revitalize—Upbeat, stress-reducing atmosphere
  - Staff rooms, offices & dental
- Reassure—Calm & optimistic atmosphere
  - On-hold, reception areas
- Soothe—peaceful & healing atmosphere
  - Patient areas



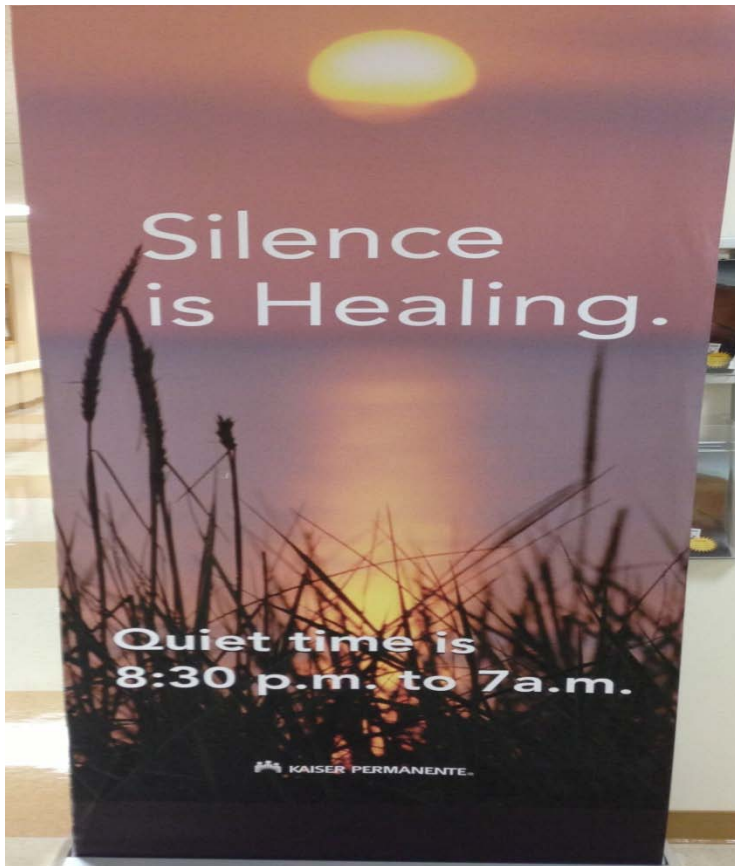
# Background

## Patient Advisory Council

- Convened at over 50 medical centers
- Role → voice in patient care
- Presented Music QI project
- Two committee members volunteered to assist with the project



# Problem



## Decibels

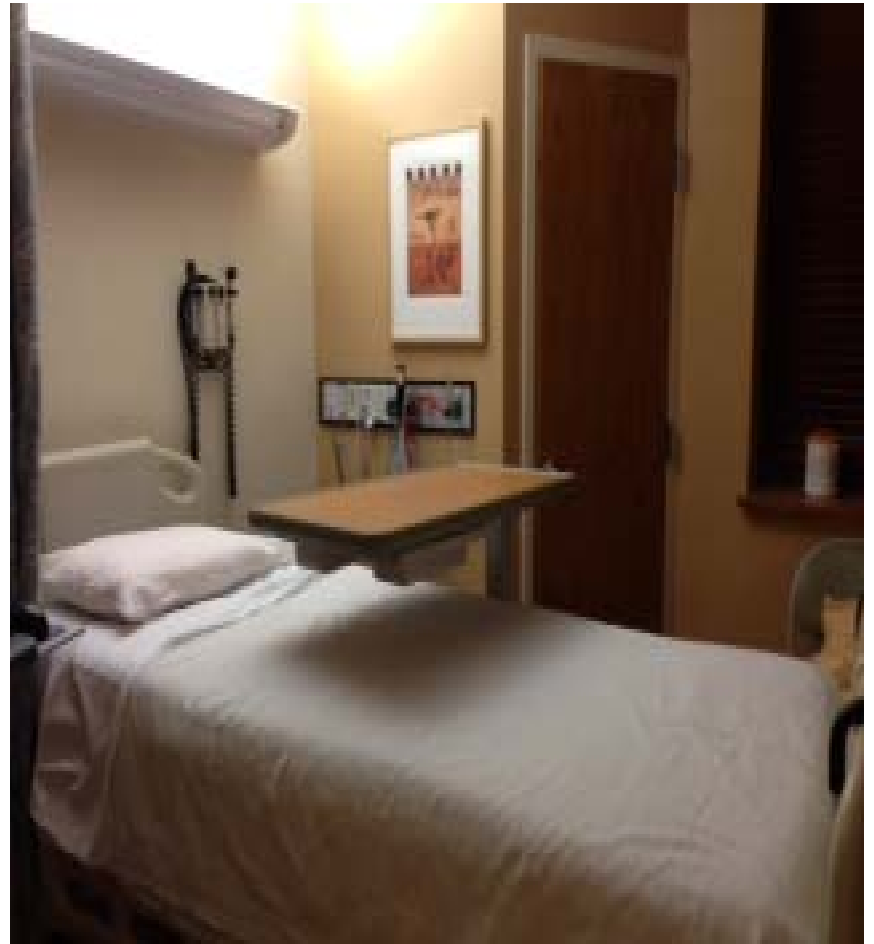
- 4<sup>th</sup> floor- → mean 48.7
- Main floor → mean 53.4
- Goal noise < 35 decibels  
(Berglund, Lindvall & Schwela, 1999)

## Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

- Question added to HCAHPS related to noise at night

# Intended Improvement

- The purpose of this quality improvement project was to implementation of the music pilot within a patient and family centered care micro-system



# Aims

- Aim 1: Collaboratively implement the music pilot in a micro-system
- Aim 2: Establish an education program for implementation of music within the micro-system
- Aim 3: Develop the evaluation process of the program



# Method: Aim 1 Implementation

## Collaboratively implement the music pilot in a micro-system

- Senior leadership must privately and publically buy-in to the change (Ponte et al., 2003; Harding & Pooley, 2007; Komarek, 2004)
- CEO and CNO buy-in because of opportunity for a healing environment
- Delegated to Director of Nursing



# Methods: Aim 1 Implementation

## **Collaboratively implement the music pilot in a micro-system**

- Developed a education module
- Hired a sound person
- Collaborated with engineers
- Determined if there was infrastructure to support
  - IT, Speakers, Zones, MBOX
- Timing and location
- Volume level of the music





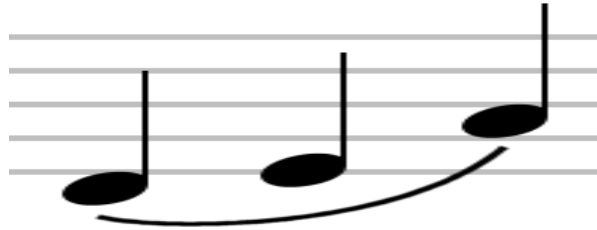
# Method: Aim 1 Implementation

**Collaboratively implement the music pilot in a micro-system**

- MBOX currently used for members waiting on hold
- MBOX converted to soothing music
- Completed a sound check
- Balance speakers



# Method: Aim 2 Education



**Healing Environment include MUSIC**

**Starting February 19 & 21  
26 & 28, 2013**

**Time: 8:15-9:30 pm**

**Music will be streamed into  
the hallways**

## **Purpose:**

Examine the effects of music with visitors, family and staff

## **What is to be measured?**

Noise levels  
Family and visitor satisfaction  
Staff satisfaction

## **How it is to be measured?**

Decibel levels  
Interviews  
Satisfaction Surveys

Creighton University

## **Supporting Evidence**

### **Physiologic effects.**

Neurophysiologic research has indicated that human physiologic processes are affected by music (Janata et al, 2002). When listening to music a physical response is present as pressure waves from music causes a physical effect to the body (Wigram, Pedersen, & Bonde, 2002) The physiologic outcomes of music therapy are improved respirations, lower blood pressure and heart rate, improved cardiac output, and relaxed muscle tension.

### **Psychological effects.**

The psychological effects of music therapy are a deterrent from pain, anxiety and over time can develop a relaxation response (American Music Therapy Association, 2011).



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# Method: Aim 2 Education

## Healing Environments:

Important for patient and family centered care

Promotes harmony of mind, body, and spirit.



# Aim 3—Evaluation

**Question: How does the music make you feel?**

(n= 58 groups)

“Relaxing”

“Soothing”

“I’m not alone”

“Music makes me feel like I am at spa.”

“Keep the music”

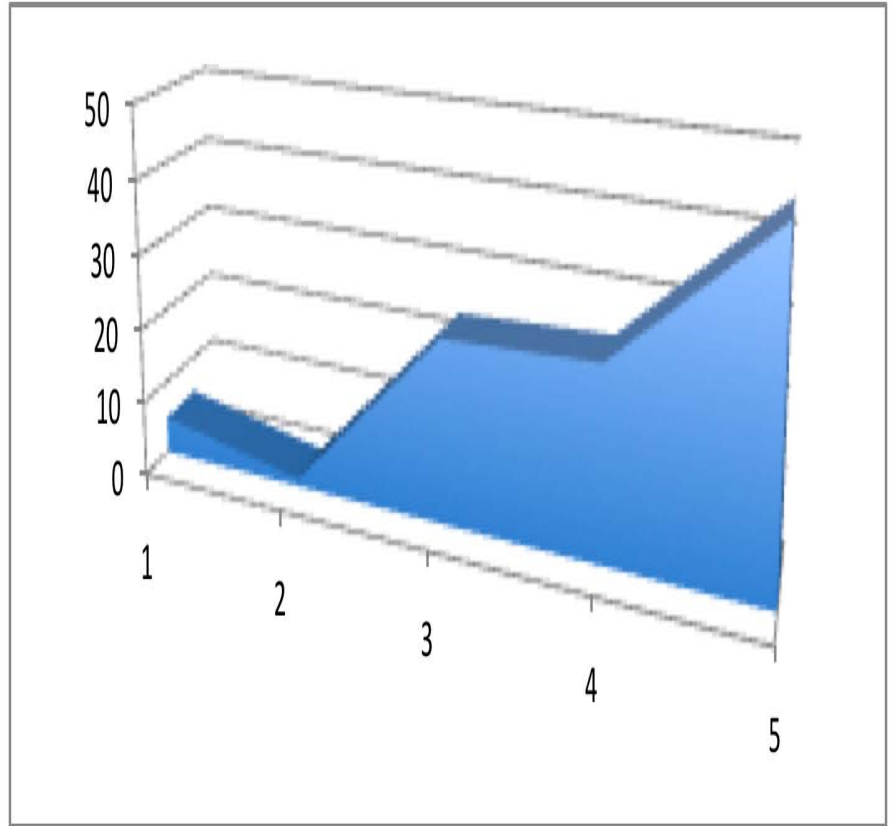
“Sounds like angels singing”



# Method: Aim 3 Evaluation

**Question 2: On a scale of one to five, how valuable is music, with one being not valuable and 5 being very valuable**

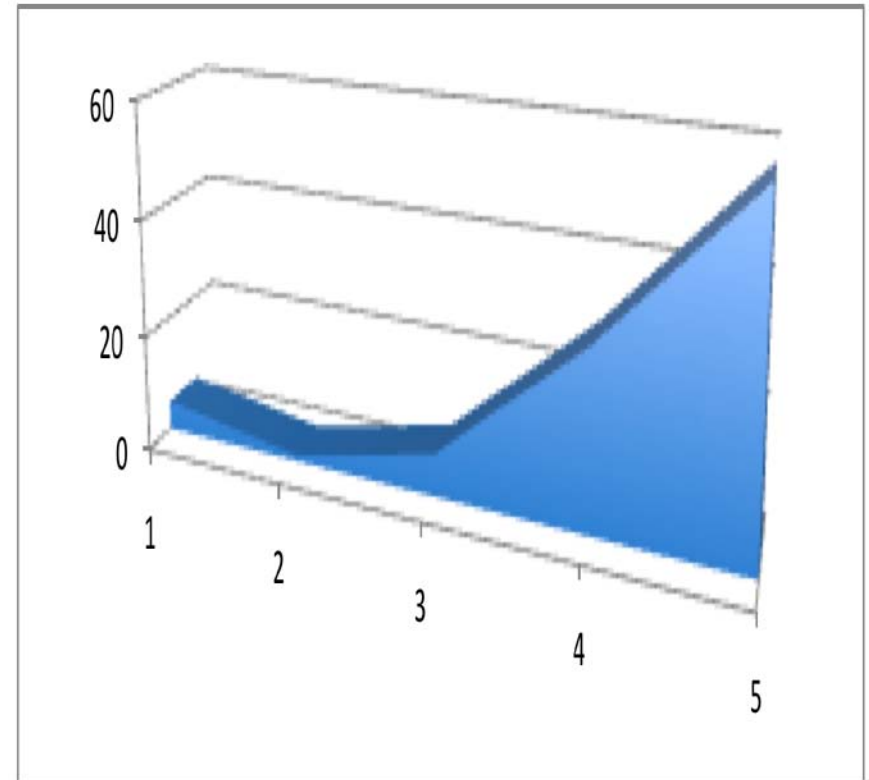
- Mean score --4.1



# Method: Aim 3 Evaluation

**Question 3: Would you recommend music in the hallway continue, with one being not valuable and 5 being very valuable.**

- Mean score-- 4.5



# Summary

## Challenges

- Financial
- Competing priorities within the organization
- Expertise required in the engineering and sound support
- At the very beginning of the PFCC journey



# Conclusions

- Enlarge the pilot sites
- The DON continue leadership on this project
- Education continue
- Consideration of the evaluation of noise differences
- Future buildings have technology for programs such as these
- Continue to progress toward a patient center care environment within the medical center
- Designate a champion





# Special Thanks

- To committee members
  - Cindy Costanzo PhD, RN  
Committee Chair  
MSN Program Chair
  - Kathleen Nelson MPA, RN  
National Leader, National Risk  
Management & Patient Safety  
Patient & Family Centered Care
  - Mary Parsons PhD, RN  
DNP Program Chair

