

## TRANSFORMING HEALTHCARE: UNIVERSITY MEDICAL CENTER (UMC) & THE C.A.R.E. CHANNEL

### BACKGROUND

Jobs in the healthcare industry are among the most stressful in the U.S. Work hours, burn-out, compassion fatigue, overtime, and conflict make self-care difficult.

Lack of self-care can render any health care worker ineffective on the job.

In a hospital setting, quiet rooms are playing a critical role in mitigating severe and/or overwhelming stress often experienced by staff during shifts that exhaust emotional and mental reserves.

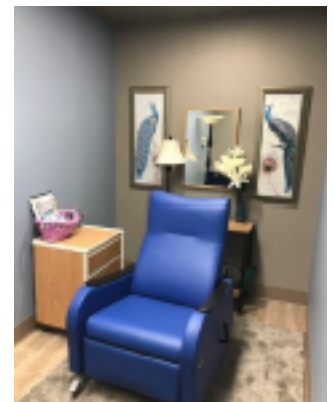
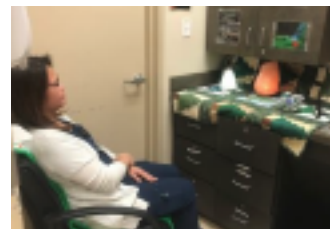
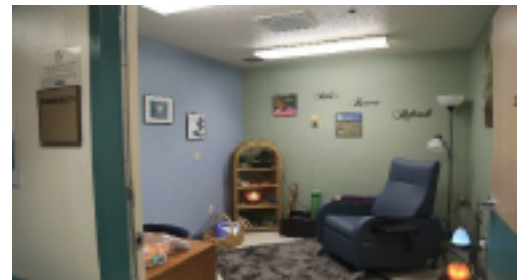
Quiet rooms have been shown to promote well-being and resiliency. UMC has created Tranquility Rooms for staff as safe spaces where they can relax, calm, and de-stress for a time. It is hoped that staff will regain necessary emotional, mental, and physical resiliency, thereby restoring work effectiveness.

### PURPOSE

To explore the feasibility of maintaining the Tranquility Rooms permanently, and possibly creating more rooms. UMC's Tranquility Rooms were evaluated for their effectiveness in reducing stress experienced by staff.

### METHODS

Each Tranquility Room is decorated as a home-like room, offering The C.A.R.E. Channel, an essential oil diffuser, ambient lighting, a comfortable recliner, and several modalities known for their calming effects. 132 staff, from December 2019 to September 2020, voluntarily completed 10-point Likert scales to measure perceived stress before versus after using the Tranquility Rooms.



## RESULTS & CONCLUSIONS

The Tranquility Rooms demonstrated significant reduction in employee stress while on-the-job. Staff stated the rooms reduced stress and helped them perform more effectively. The rooms were used throughout all work shifts.

Staff have commented they do not want it known how often they are using the rooms. Staff are asking for more Tranquility Rooms. Because of the positive response, UMC is looking for ways to create more Tranquility Rooms throughout the hospital.

Additional Tranquility Rooms would reduce travel time required for busy staff. Some staff have taken it upon themselves to create Tranquility Rooms within their own departments.

According to JAMA, hospitals with better nursing work environments for nurses provided better quality patient care.

References available on request.

### PRE- VS POST-TRANQUILITY ROOM USE

