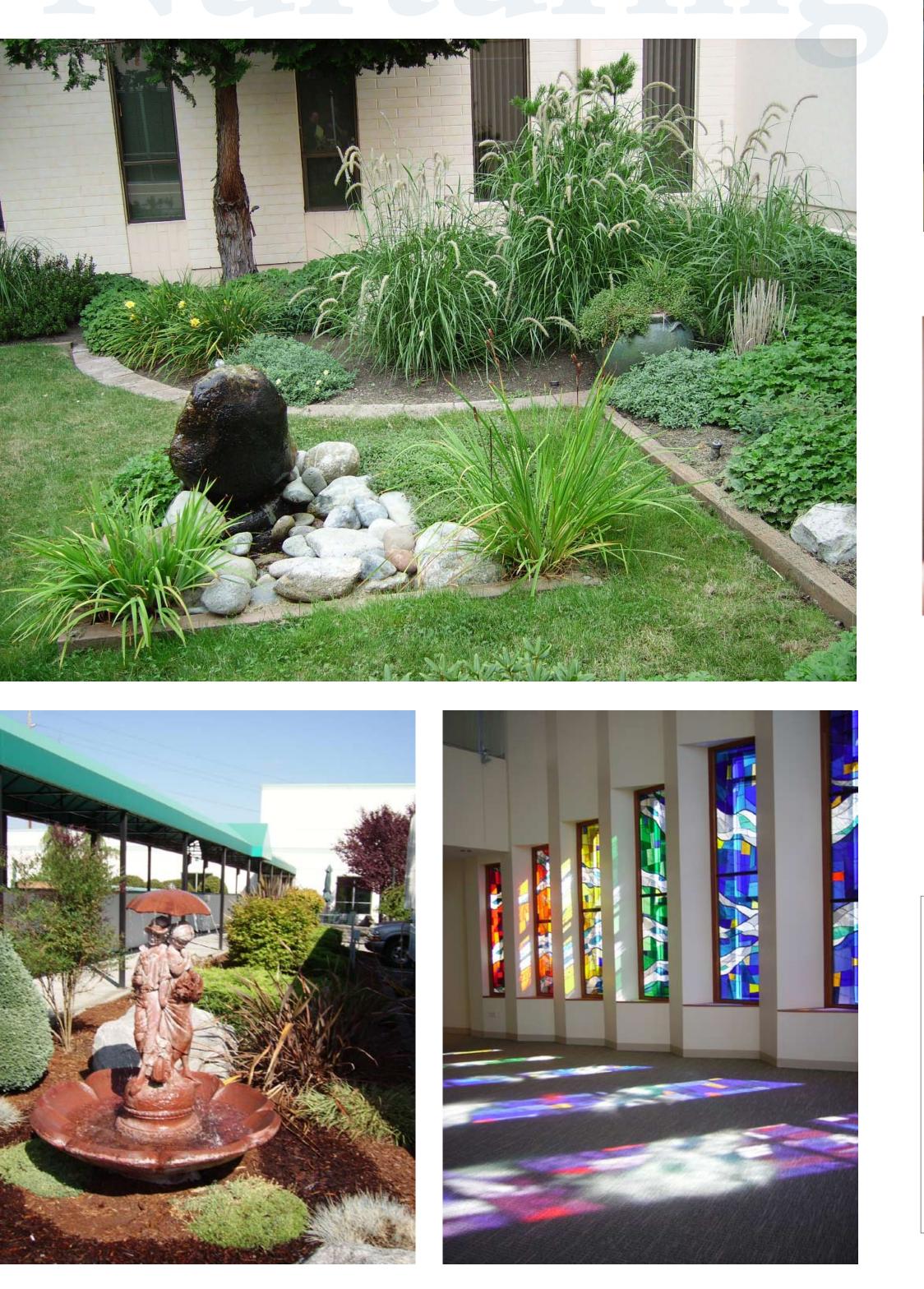
Valley General Hospital Monroe, Washington

Sound & Music CASE STUDY

Valley General Hospital wanted to create relaxing atmosphere for patients and staff. They also desired an ambience that supports their mission to provide "a safe, comfortable and nurturing setting." In numerous areas within the hospital the peaceful setting was frequently interrupted by loud doors slamming shut. Hospital leaders sought to mitigate noise and sound that might contribute to stress. Certain staff areas of the hospital required some 'invigoration' in the atmosphere.





The doors measured 70+dB in many areas, with doors on closing registering over 80dB. Aesthetic Audio Systems (AAS) reported the challenging doors in an acoustic assessment report of findings. The doors were tuned and damped to reduce the slamming sound. Additionally, AAS created Harmonic Healthcare[®] music programs for specific areas of the hospital with the goal of relaxation in some areas, invigoration in others and patient nurturing in other areas.

| | Aesthetic |
|----------|--|
| | |
| | 301 EMINER ETHERT - SAM 2HEER, EA VEILE - PH EMILEE 27/12 - HAX EMILEE2/18 - WWW.AREEMED.CAL.HEE |
| | Valley General Hospital Staff Survey Summary November 2007 |
| kis sarv | ey was given to 39 staff members in the Valley General Medical Surgical Trauma Unit who had been expose to the Harmonic Healthcare Program for 6 monitor. |
| | Do you believe that the mask has improved your work experience? |
| | 87% of all stuff members surveyed believes that the music greatly improved their work experience. |
| 2 | Do you believe that the presence of the music in the work environment has lowered your stress levels? |
| 725 4 | all staff mombers surveyed believes that the presence of music in the work has greatly lowered their stress levels. |
| | 3. Do you believe that the music is refreshing, invigorating and helps clarify our thinking? |
| 71% | all stuff members surveyed believes shut she music is refreshing, invigorating and helps to charify their tidaking, |
| | Do you believe that the music enhances the patient experience? |
| | 82% of all stuff members surveyed believes that the music enhances the patient's experience. |
| | Do you believe that the music enhances the visitor experience? |
| | 93% of all staff members storroyed believes that the numic enhances the visitor experience. |
| | 6. Do you believe that the music sends a message that 'we care'? |
| | \$8% of all stuff members surveyed believes that the music sends a strong message which says 'we care'. |
| llear wh | at the Valley General Hospital MSTU staff had to say about the Harmonic Healthcare Program |
| | "I enjoy the music, my work environment is better with it." "The music has helped with my personal stress reduction." |
| | "Please don't take the maste away, it readly makes a difference." "The music helps to calm the patients and lowers the stress level for the night staff." |
| | "The music heigh to calm the patients and towers the stress acted for the sight stag." "The music gets you in the mood to work." |
| | "The music creates a pleasant atmosphere." "Patients have told me that they like it, and Howe it, it's very anothing." |
| | "Please keep the music on during the night shift, it's very soothing," |
| | "Duard your for the manic, it is worsderful!". "I have lowe love love tel". |

Of the staff surveyed on the effect of the Harmonic Healthcare music, 87% believe it improved their work experience; 78% believe the music is refreshing, invigorating and helps clarify thinking; 82% believe the music enhances patient experience; 93% feel music enhances visitor experience; and 90% believe the music sends a message that says 'we care.'





sight. sound. science.™

