

# Sound Masking in Healthcare Facilities

**What is Sound Masking?** Sound masking is the process of adding a low level, unobtrusive background sound to an environment to cover up excess speech noise. Sound masking is typically introduced to an environment through speakers installed in the ceiling.



## How Does Sound Masking Boost HCAHPS Scores?

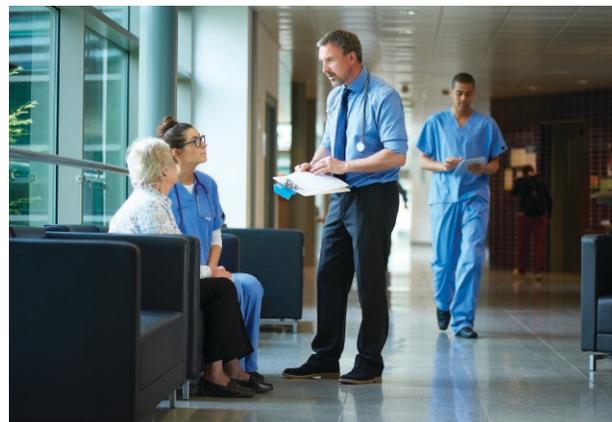
**By promoting patient rest and relaxation.** Studies show that patients in rooms with sound masking find that it helps to shorten the time it takes to fall asleep and prevents unwanted noises from disrupting their sleep. Patients have reported they slept better, felt it was quieter, and were more satisfied with staff care. As a result, sound masking has been shown to have a measurable positive impact on responses to this HCAHPS survey question:

*Q: During this hospital stay, how often was the area around your room quiet at night?*

## How Does Sound Masking Help Health Care Facilities Comply with HIPAA Mandates?

**By enhancing patient speech privacy and confidentiality.** Many healthcare providers have taken the necessary safeguards to ensure that patient privacy is protected, such as encrypting data and having employees take mandatory privacy training. But healthcare providers rarely take steps to protect one of the most commonly experienced violations of patient privacy – medical information transmitted via speech and overheard by unintended listeners.

Whether in a reception area, pharmacy counter, patient room, or exam room, patients often overhear conversations between office personnel and other patients. Sound masking helps by making the distance where speech is intelligible much shorter. Conversations that were once audible at 50 feet or 100 feet are only audible at 10-15 feet when sound masking is utilized. **Sound masking makes medical environments feel more private and comfortable.**



# Praise for Sound Masking Systems from Cambridge Sound Management

Cambridge Sound Management's sound masking systems are installed in hundreds of Health Care Facilities worldwide.

**"We installed the QtPro sound masking system from Cambridge Sound Management in an inpatient area, along with other noise-reducing measures. We've experienced positive results from the measures taken."**

**Wes Pooler**  
Director of Facilities Management,  
University of Vermont Medical Center

**"QtPro sound masking helps Peach Tree Health protect patient speech privacy, particularly in our exam rooms and reception areas. We like it so much we've decided to roll it out at other Peach Tree locations and will be installing it in our corporate office."**

**Greg Stone**  
Chief Executive Officer, Peach Tree Health

**"Approximately four months after we installed the sound masking system, our hospital's post-stay Press Ganey survey of 57 patients on the issue of 'noise in and around the room' showed a dramatic 33% increase in patient satisfaction"**

**Ben Pethe**  
Director of Facilities Management, Saint Thomas Hospital

**"The QtPro sound masking system is the perfect example of how every detail of the hospital was carefully considered to promote patient healing and comfort."**

**Tracy Clouser**  
Director of Marketing, Florida Hospital Wesley Chapel

**"Patients and staff experience the positive ambiance we wanted to achieve through our open design concept and we gained a greater level of patient satisfaction."**

**Allison Brisson**  
Plant Operations Manager, Wentworth-Douglass Hospital

Next Generation Sound Masking | [cambridgesound.com](http://cambridgesound.com) | 800.219.8199



Learn how sound masking can help your hospital become more comfortable and private and schedule a no-obligation demo at [www.cambridgesound.com](http://www.cambridgesound.com)

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