Effect of Music Therapy on Patient Satisfaction of Adult Emergency Department Patients
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Purpose
To investigate whether there is any difference in patient satisfaction between emergency department (ED) patients who receive music therapy (MT) and those who do not receive music therapy services.

Objectives
1. Compare patient satisfaction of ED patients who receive MT with patient satisfaction of those who do not receive MT services.
2. Treat patients’ stress and pain and provide procedural support in the ED.
3. Provide a model for MT in other EDs, to be disseminated through professional presentation and/or publication.

Null Hypothesis
There will be no difference in patient satisfaction, as measured by the Press Ganey ED Patient Satisfaction Survey, between ED patients who receive MT vs. ED patients who do not.

Methods
- TriPoint Medical Center ED - Private treatment rooms
- MT provided by board-certified music therapist
- Wednesdays and Fridays 11 am – 3 pm

Design
- 3-year study
- Matched-case control design

Reasons for Referral
- Pain management
- Relaxation
- Distraction/diversion
- Stress management
- Procedural Support
- Waiting time before/after tests

Music Therapy Treatment
- Live and recorded music
- Therapeutic listening
- Musical diversion
- Music requests
- Song writing
- Therapeutic singing
- Music-assisted relaxation and imagery

Measurement
Press Ganey ED Patient Satisfaction Survey
- Overall rating of care
- Likelihood of recommending ED

Music Therapy Data
- Pre-post stress
- Pre-post pain
- Would request MT in future visits

Enrollment Projections

<table>
<thead>
<tr>
<th>Time Frame</th>
<th>Participants</th>
<th>Eligible Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Year Actual</td>
<td>450</td>
<td>288</td>
</tr>
<tr>
<td>2nd Year Projected</td>
<td>528</td>
<td>360</td>
</tr>
<tr>
<td>3rd Year Projected</td>
<td>528</td>
<td>360</td>
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<tr>
<td><strong>Totals</strong></td>
<td><strong>1506</strong></td>
<td><strong>1008</strong></td>
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</tbody>
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Financial Support
- Kulas Foundation
- Lake Health
- Lake Health Foundation

“Had the pleasure of encountering my first music therapist at the TriPoint ED. Literally de-traumatized the entire ordeal by providing my favorite music during my care. Unbelievable how much it helped!”