

CASE STUDY: Reducing Distractions and Protecting Speech Privacy in a Modern Open Office



Surgical Care Affiliates

Challenge

Reducing Distractions and Protecting Speech Privacy in a Modern Open Office

Surgical Care Affiliates (SCA) provides management services to more than 185 surgery departments, ambulatory surgery centers, and surgical hospitals across the country. When SCA's operational headquarters in greater Birmingham moved into a modern new office space, it was vital that the office be productive, comfortable for employees, and provide adequate speech privacy.

Like many modern offices, SCA's new location had a mix of open office, private office, and conference room space. The new office was spread across two floors of a newly constructed building. The open nature of the new office allowed in natural light and facilitated employee collaboration, but also created the potential for increased noise distractions and decreased speech privacy. SCA's IT Finance Manager Kevin Page had heard sound masking, the process of adding an unobtrusive background noise to an environment to cover up excess speech, might be a viable solution to the problem. Page asked SCA's local systems integrator, Integrated Media Systems (IMS), to provide more information on sound masking and a quote. IMS demonstrated that QtPro™ sound masking from Cambridge Sound Management would provide an effective and low-impact solution for SCA's needs.

“ Since QtPro has been installed we've noticed a reduction in typical office noise distractions. Employees love the comfortable work environment but don't even notice the sound masking sound. It's a perfect addition to our new, modern office space. ”

Kevin Page, PMP
IT Finance Manager
Surgical Care Affiliates

Solution

QtPro™ Sound Masking System

IMS installed QtPro sound masking from Cambridge Sound Management throughout SCA's office space. Small, barely visible emitters (speakers) were placed in the drop ceiling throughout both floors. The emitters were connected by cables to intuitive control modules residing in the server room. A zone was added that allowed the emitters in the main lobby and bathrooms to play background music. Automatic ramping was programmed into the system, allowing for the masking noise to be slightly louder at times when the office is at its busiest.

Result

A More Pleasant Work Environment

When employees returned to the office after the sound masking was installed they were pleasantly surprised to hear the masking noise and a noticeable decrease in distractions. After a few days, the masking sound itself wasn't noticed by the employees, but the benefits of reduced distractions continue to pay dividends for employee concentration, productivity, and well-being. The barely noticeable emitters ensured that SCA's modern office design wasn't compromised.

"Since QtPro has been installed we've noticed a reduction in typical office noise distractions," says Page. "Employees love the comfortable work environment but don't even notice the sound masking sound. It's a perfect addition to our new, modern office space."

About Surgical Care Affiliates

Surgical Care Affiliates (SCA) owns and/or provides management services to over 185 ambulatory surgery centers, surgical hospitals, and hospital surgery departments, in partnership with approximately 2,000 physicians and in affiliation with more than 45 health systems. SCA's clinical systems, service line growth strategies, benchmarking processes, and efficiency programs create measurable advantage for surgical facilities – clinically, operationally, and financially.

About Cambridge Sound Management

Cambridge Sound Management, Inc. manufactures QtPro sound masking systems to help organizations across multiple industries protect speech privacy, reduce noise distractions, and fuel workplace productivity. Powered by direct-field Quiet Technology, QtPro works by emitting a uniform, barely perceptible background sound at the frequencies of human speech. Cost effective and easy to install, QtPro is deployed in hundreds of millions of square feet of space throughout the world including commercial organizations, healthcare facilities, financial services, government agencies, and educational institutions.

About Integrated Media Systems

Integrated Media Systems (IMS) is a design installation and service company that provides a wide range of custom electronic systems to homes and businesses in the southeast US. Their systems are meant to work seamlessly within a given structure and the client's boundaries, providing a "custom fit" solution. IMS project managers have on average more than 15 years of integration experience.



Case Study Overview

SPACE

25,500 square feet of open office and private office space across two floors of a busy office environment

CHALLENGE

Open office environment led to increased overheard cross talk and noise distractions

SOLUTION

QtPro Sound Masking System



RESULT

An office environment where it's easier to concentrate and speech privacy is better protected