

Sample Total Quality Management (TQM)  
Individualized Music

Name: Mrs. Adams

Date: September 17, 2004

Problem Identified: The resident enjoyed listening his preferred music *Golden Organ Favorites* featuring Bob Ralston/Jerry Burke and the Magic Organ) “free field” while lying in bed in her room. Roommate would spend most of her time in the dayroom. However, would become upset when the music was playing while she was in the room. She responded by waving in her hands in the air frantically.

Possible Solutions: A pair of headphones was purchased so that resident could listen to her preferred music without disturbing her roommate. Note: Always check volume before placing headphones on resident. **Once the appropriate volume has been determined, it would be helpful to record this volume setting for future use.**

Feedback / Evaluation: Individualized music was administered via headphones. The resident tolerated the headphones without difficulty. She appeared to enjoy listening to her preferred music. There was a notable reduction in agitation behaviors while the music was played compared to the immediate pre-intervention period. The resident responded by singing. The roommate was able to remain in her room undisturbed during the presentation of music via headphone.