

the journey

mind | body | soul

clever creative cozy controllable

the journey to **success** and **sustainability**

A human-centered design journey focusing on the **mind, body, and soul** of all users. Each zone is **connected** with architectural and **sustainable** features, creating a **cozy** yet futuristic space for families, patients, and staff. **Clever** elements fold throughout the **journey** and **expose controllable** features for all guests to utilize, such as: integrated entertainment and technology panels for the **mind**, a health bar and exercise nook for the **body**, and a comfortable, adjacent family zone for the **soul**. Integrating a **creative** family zone is critical to ensure that the patient may have overnight visitors, able to **control** their daily routine. **Sustainable** materials, views to nature, energy efficient and controllable lighting ensure a healthy space for the **mind, body, and soul**. When all of these features are in harmony, the journey to success is achieved.

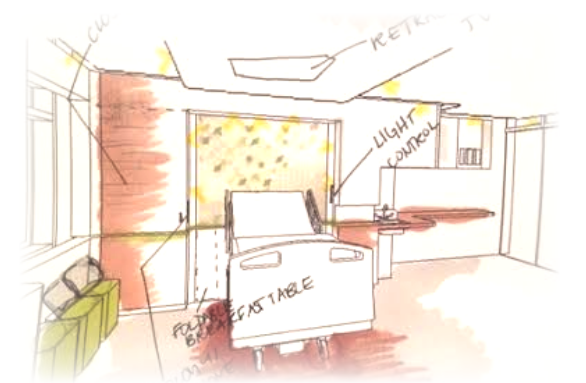
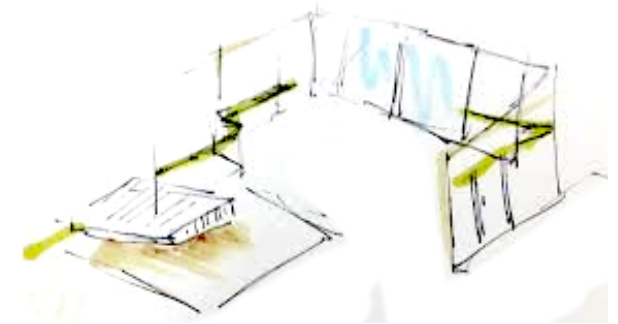
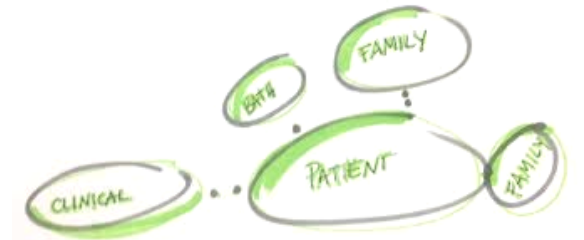
the journey to **research**

1. Distinct Zones (Atkinson 2011) It is critical to include distinct zones for each user. Hierarchically, families, patients, and staff have different preferences as described by Atkinson, "...patients want easy access, safety/security, privacy, accommodations for family, positive diversion/distraction, and the ability to see their providers," whereas, "...caregivers want the ability to see the patient and have accessible supplies/equipment." There are also "families who are demanding more and better amenities as newer facilities blur the boundary between hospital and hospitality environments." By including a designated area for each zone equipped with integrated features, visual connectedness, and technology, each can have a positive experience.

2. Concierge Approach (Bromley, 2012) ("Design Recommendations," 2014) Researching the "Anti-hospital" approach to design for health-care spaces proposes interesting precedents. It has been said that "Private patient rooms are a key feature of the design. Most patient rooms measure about 300 sq ft." The research concludes that the culture of care delivery is heading toward patient and family comfort. This "Anti-hospital" design, keeping most mechanical and clinical equipment "off-stage" enhances the illusion for the patient.

3. Positive Distractions (Devlin, 2003) ("Design Recommendations," 2014) Positive distractions integrated into the design are essential for the patient to almost "forget" where they are. As Ulrich dectates, "(1) nature elements such as trees, plants, and water, (2) happy, laughing, or caring human faces; and (2) benign animals such as pets" are essential for creating a positive space. It's even stated that the views to nature reduce blood pressure and less anxiety- wonderful outcomes to a good design. Improving amenities and always including views to nature truly enhances the users experiences.

Atkinson, J. (2011, April 30). Using evidence-based strategies to design safe, efficient, and adaptable patient rooms. Retrieved from <http://www.healthcaredesign-magazine.com/article/using-evidence-based-strategies-design-safe-efficient-and-adaptable-patient-rooms?page=show>
 Devlin, A. (200). Health Care Environments and Patient Outcomes : A Review of the Literature. Environment and Behavior.
 Bromley, E. (2012). Building patient-centeredness: Hospital design as an interpretive act. Social Science & Medicine.
 Design Recommendations. (2014, January 1). Retrieved from <https://www.healthdesign.org/clinic-design/design-recommendations>



soul
Waiting Zone outside of patient room

body
Large ADA restroom, walk-in shower, accessible storage

body
Exercise and relaxation zone : Yoga, physical therapy, and simple equipment storage

mind
Accessible entry for staff efficiency, direct visibility of patient from hall

body
Clinical zone adjacent to patient with integrated storage and cleanable surfaces

body
Sofa bed equipped with integrated technology outlets

soul
Spacious family zone, strategically away from main clinical zone. Includes integrated storage, work space, and entertainment panel

mind
Optional integrated privacy panel

body
Integrated education and health bar for each patient's recovery food needs. Includes refrigerator and storage.

soul
Secondary guest area integrated with storage near window

mind
Integrated technology outlets and music speakers, lighting controls, and patient storage for positive dsitractions

sustainability
Low emitting, recycled flooring; Lighting controls ; Direct views to nature and natural light

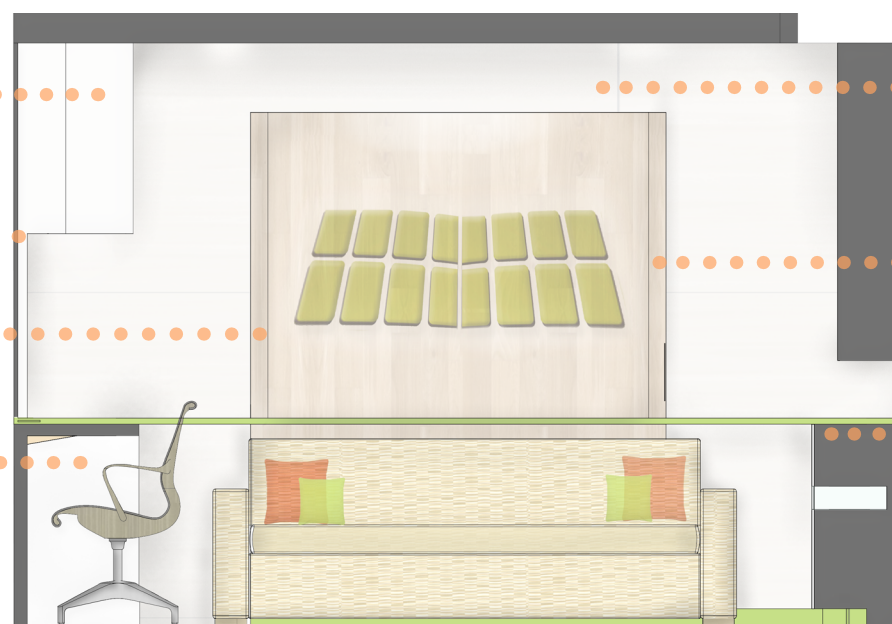
journey to the family - the soul

mind
Family and patient storage as well as entertainment system including TV. Hiding TV in storage allows for family time when necessary.

mind
Partition wall tucks into wall for family or patient privacy

mind
Additional speakers and headphone outlet for TV integrated in wall, controlled by family or patient.

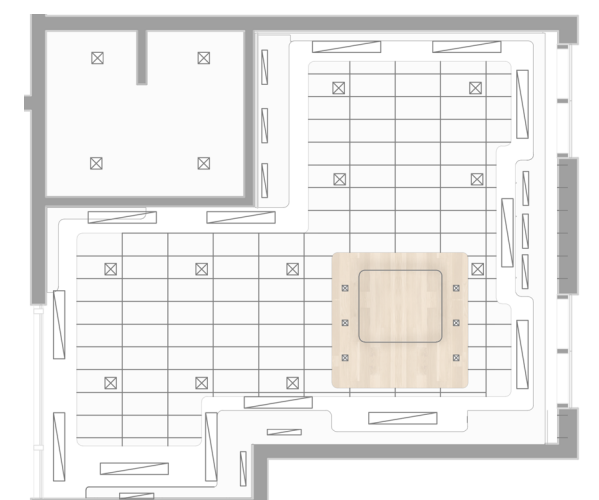
mind
Sometimes visitors may need to complete work or other important tasks while visiting. Integrating outlets and charging stations as well as a height adjustable chair permits all guests to control their day and not be hindered by the patient room



body
Continuous solid surface made for easy cleaning and infection control

mind
Integrated outlets mimic patient headwall with additional lighting and shading controls for family

body
Refrigerator, microwave, and other kitchen accessories in the health bar alleviate the family need to continuously purchase cafeteria food. Families are able to learn about the patient's best recovery foods



There are multiple light options for every point throughout the day. Each set of lights of controllable by the family, patient, and staff. Families are able to read and not disturb their patient with desk lights, while patients are able to plug in their headphones and watch tv and turn their lights off when ready.

journey to the patient

mind

Easily adjustable lighting for patient to control nightly tasks, as well as staff to have visibility without interrupting family members. Acoustical tile provides sound absorption to alleviate any clinical and mechanical sounds.

body

Closet storage as well as moveable panels provide integrated and flexible features for the patient and family. Families are able to sit at the window bench or pull up a chair and eat breakfast with the patient

mind

Storage for any and all patient needs may also be kept here. This zone is the true overlap of patient and family, providing efficiency for the family, yet is out of the way of the staff. This is critical for all guests to feel comfortable in the space.

body

As part of any journey to success, keeping healthy is key. While in the patient room, families may be educated about different recovery foods and prepare them or stock them in the Health Bar. Here, the family may also keep their own food, alleviating the need for them to leave and go to the cafeteria.

body

Using a continuous material provides infection control, better cleanability, and a physical connection to all spaces.

body

Using the same material on the floor, ceiling, and headwall provides the patient with a cozy space with a level of privacy. The patient is able to feel enclosed while the staff are still able to view them from the hall and clinical zone. The family is also able to view the patient without the patient feeling too exposed.

sustainability

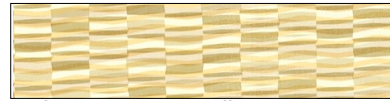
There are few materials in the space, providing less opportunity for waste and shipments, each finish and material is low emitting and environmentally friendly, the patient and family have direct views to nature and are able to control lighting systems.



armstrong healthcare_vinyl floor



armstrong healthcare_vinyl floor



maharam_wrap textile



herman miller_solid white laminate



dupont_corian counter

mind

Integrated patient storage, moveable television for in/direct visual connection to family

mind

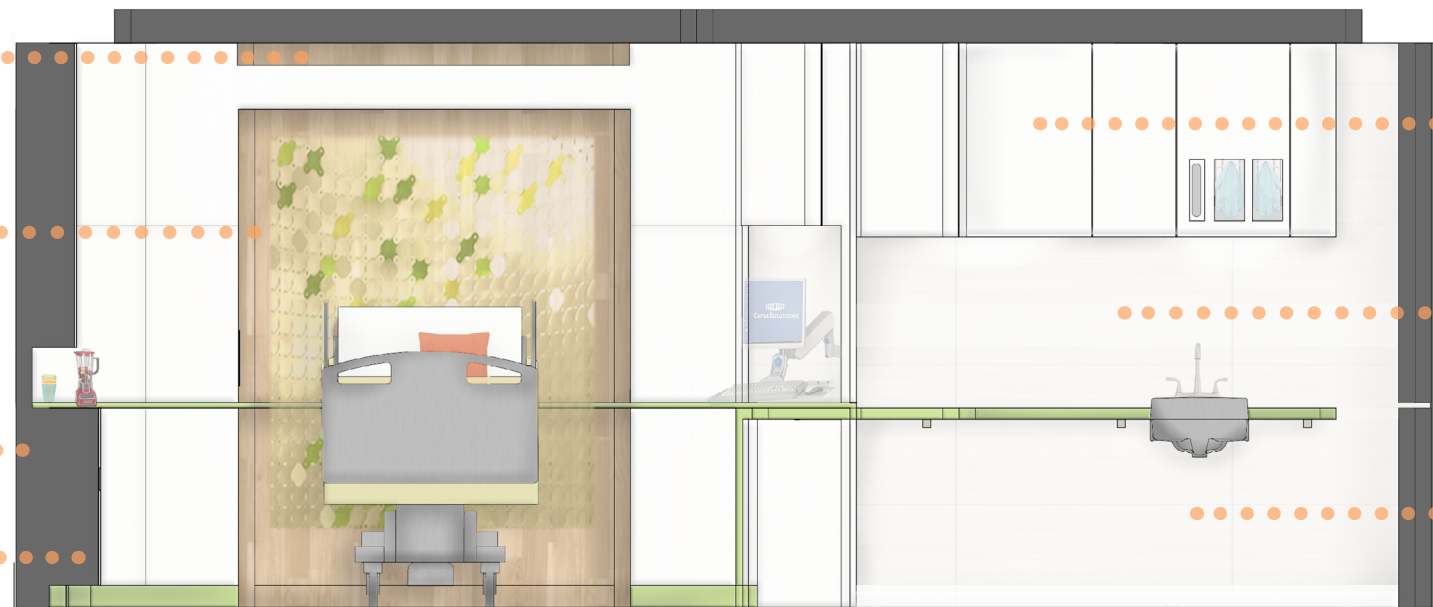
Outlets and headphone plugs located in headwall, as well as lighting controls with a variety of settings. Headphones connect directly to TV

body

Education and health bar, features simple cooking supplies for successful recovery

soul

Bedside bench with view to exterior



mind

Sleek, continuous solid surface provides easy cleanability and infection control

body

Large clinical space with direct view to patient; adjustable lighting for patient and staff

mind

Patient and staff interviews show that users prefer a "clean" space overall, while still maintaining elements of warmth



A. Herman Miller_Nemschoff_Leonard II Sleeper Sofa This selection is comfy and aesthetic but provides maximum efficiency for overnight guests. The sofa pulls out into a double bed, located adjacent to the patient, but not in the way of the staff. The upholstery textile is environmentally friendly and manufactured to reduce waste, water, and toxins.

B. Medical Expo_Navigator Electric, height adjustable, and appropriate for bariatrics, this luxury patient bed is efficient for the staff and cozy for the guest. The bed tracks specific vitals and is easily moveable.

C. Herman Miller_Setu Chair Instant comfort and flexibility, these two guest chairs can be moved around the patient room with ease



body

Integrated storage for exercise equipment

soul

Family zone physically separate but visibly connected to clinical zone

mind

Integrated and moveable entertainment and technology panel

body

Adjustable shades

mind

Moveable computer screen connects to patient screen

body

Clinical space physically and visually connected to patient zone

body

Soft, easily cleanable vinyl flooring

sustainability

Acoustical ceiling with energy efficient lighting, low emitting vinyl flooring, direct access to nature and daylight, recycled and waste reduction materials and finishes, fewer materials and finishes for easy cleanability, lighting controls

"It's great that I can exercise while my grandson is entertained with his phone. He can even charge it, too"

1. Integrate **sustainable** materials and access to nature

2. Maximize **comfort** and **efficiency** for patients, staff, and family.

3. Provide opportunities to appease the **mind**, **body**, and **soul** of all users.

the goals