

INSIGHTS, APPLICATIONS + SOLUTIONS

# TIME FOR CHANGE: NEW SOLUTIONS FOR HEALTHCARE PLACES

We work with leading healthcare organizations to create places that deliver greater connection, empathy and wellbeing for everyone involved in the experience of health.

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THE MACRO ISSUES

NO ONE IS SATISFIED WITH THE EQUATION

It's common knowledge that healthcare is an enormous investment. We spend \$2.7 trillion annually in the U.S. alone. Of that investment, \$750 billion has no effect on health—no matter how talented, dedicated and passionate the clinicians, no matter how responsible and eager the patients, no matter how advanced the equipment. And costs are projected to keep rising.

Healthcare spending is not distributed evenly across the population—or by condition. In fact, just 5 percent of the U.S. population—those with the most complex and extensive medical conditions—accounts for almost half of total U.S. healthcare spending. And 80 percent of all healthcare spending goes to just 20 percent of the population.

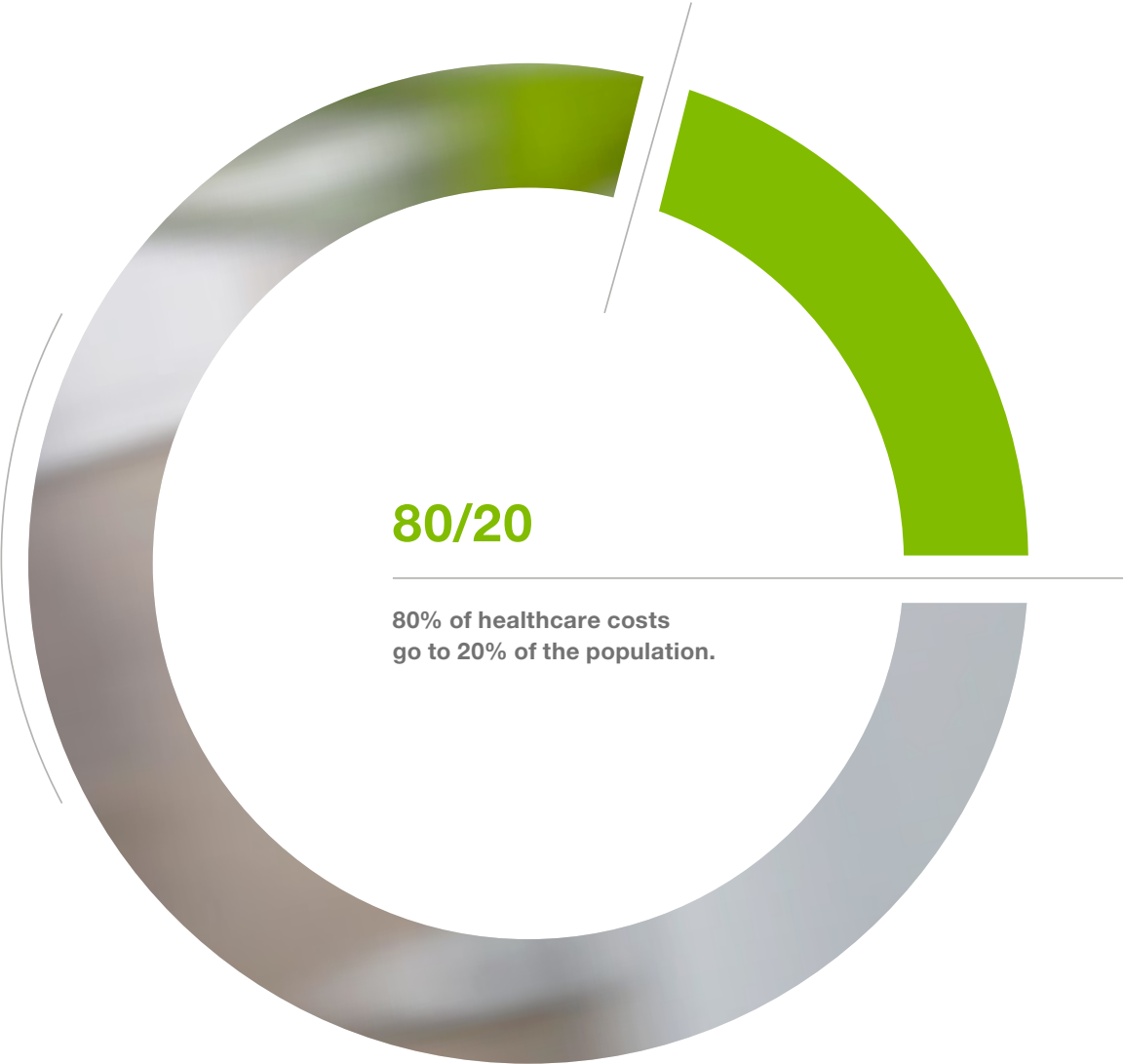
Dissatisfaction with this equation is escalating—among patients and their caregivers, insurers and the government, and within healthcare organizations that strive for excellence.

**2.7 TRILLION**  
**dollars spent annually**  
**on healthcare in the**  
**United States.**

**750 BILLION**  
**dollars wasted without**  
**improving health outcomes**  
**or experiences.**

**187,000**  
**people in the U.S. die each**  
**year from medical errors or**  
**hospital-acquired infections.**

*Sources:*  
*CMS (Centers for Medicare and Medicaid Services),*  
*National Health Expenditure Accounts (NHEA)*  
*Institute of Medicine of the National Academies (2012)*  
*U.S. Department of Health & Human Services, Agency for*  
*Healthcare Research & Quality, Medical Expenditure Panel Survey*  
*Health Affairs/Centers for Disease Control and Prevention*  
*and National Center for Policy Analysis*





## A RADICAL TRANSFORMATION

Healthcare is evolving at a rapid pace, changing on almost every imaginable front, as patients and payors seek improved experiences, outcomes and value.

THE NEW PARADIGM

ENGAGING PATIENTS IN  
HEALTH HAS BECOME A  
NEW CLINICAL PARADIGM.



The focus is expanding beyond illness to include wellness and wellbeing.

Striving for excellence, innovators are staking out a distinctive role that goes beyond treating illnesses. They're strategically expanding their focus to include wellness and wellbeing, tapping into the growing awareness that poor health diminishes the quality of people's lives and puts a financial burden on the healthcare system that results in higher costs for everyone.

Although the fast pace of healthcare hasn't changed, care providers are driving to more patient-centered care, taking time to involve patients in co-managing their health. As a result, patients, their families and clinicians are all navigating new roles and relationships.

**Processes are becoming less directive and more collaborative, involving patients and families more actively.**

**Needs and expectations are changing, as teaching and learning become more integral to the healthcare experience.**

**New technologies are offering new ways to interact with information.**





## LEVERAGING SPACE

Faced with such sweeping changes, healthcare organizations shouldn't overlook an asset that's highly leverageable and pivotal to success: their spaces.

## AREAS OF TENSION

As the healthcare industry rapidly evolves, our research has identified three primary areas of tension that are directly related to the changes taking place. Each presents challenges but also significant opportunities for forward-facing healthcare organizations.

### VOLUME-BASED ► **VALUE-BASED CARE**

In today's system, evaluation and reimbursement are primarily based on the quantity of care provided, whether or not patients see positive results or have a satisfying experience. The model is now shifting from volume-based to value-based care, as mergers and acquisitions, the Affordable Care Act and consumer attitudes drive new expectations and new metrics.

### PASSIVE ► **ACTIVE ROLES**

Healthcare participants are less willing to be passive recipients of care. Instead, they're taking on a more active role: asking more questions, expecting more information and researching providers, costs and treatment options. As they take more control of their care, they're making choices that bring them the greatest satisfaction, selecting providers that offer positive and effective experiences.

### SILOED ► **OPEN INTERACTIONS**

Previously isolated healthcare processes are becoming more open and collaborative. Fueled by the advancement of electronic medical records and rapid adoption of mobile technologies, there's increased openness and connection between processes and people.



## THE HEALTHCARE JOURNEY

# TODAY'S HEALTHCARE JOURNEY NEEDS TO BE AN INTEGRATED ONE.



People have intrinsic human needs—needs for choices, a sense of control and meaningful connections with others. As these needs are integrated holistically into the healthcare journey, the fundamental nature of the industry is changing. Healthcare organizations that embrace this new reality—in their strategies, decisions, cultures and spaces—are best positioned to deliver greater value in a differentiated way.

**Enable people to take control of the journey and their health in general.**

**Facilitate connections among patients, families and clinicians.**

THE CHALLENGE FOR HEALTHCARE ORGANIZATIONS

As changing dynamics add complexity to an already complex industry, the challenges that healthcare organizations face are greater than ever. Addressing high-priority issues is key to developing a strategy for sustainable success.

**Total cost management** is an issue all healthcare organizations face, with mounting pressure to manage costs while improving quality. Every investment must contribute to delivering an effective, valuable and efficient healthcare experience, striking the right balance between investment and ROI.

**Revenue generation** is an essential driver of an organization's sustainability, and it is directly affected by the shift from volume-based to value-based models of care. Solutions must support an organization's ability to generate revenue, even creating opportunities for new revenue streams with new service offerings at each point of the healthcare journey, including waiting and transition times.

**Health outcomes** are why health organizations exist: to help people become healthier and maintain optimal health. Improving health outcomes goes beyond diagnosing and treating illness. It also includes preventive care, teaching patients and families and consulting to encourage healthy behaviors and well-informed decisions about care. As always, good health outcomes depend on high-quality and safe care.

**Patient satisfaction** measures the value of the entire healthcare experience from the customer's perspective. This means developing a deep understanding of what patients want and need and then providing experiences and delivering a performance that contributes to positive outcomes and demonstrates value that they perceive is worthy of their time and cost.



TOTAL COST MANAGEMENT

Effectively manage the total cost of the experience.



REVENUE GENERATION

Create revenue through new efficiencies and performance levels.



HEALTH OUTCOMES

Improve patient health outcomes and the quality and safety of care.



PATIENT SATISFACTION

Increase patient satisfaction, a measure of provider success that is rising in importance.



IMPACT ON PEOPLE

# 18 STUDIES, 15,000 HOURS

of observation yielded new insights

**The investments made in healthcare today are substantial, and pressure is mounting to discover new ways to yield more value from the equation.**

At Steelcase Health, we are continually working to deepen our understanding of the healthcare industry and the spaces where healthcare experiences occur. For more than a decade, our teams have undertaken research encounters to better understand realities and opportunities that all healthcare organizations face. We've visited a broad spectrum of facilities, observing and documenting everyday processes and interactions in real time.

**DESIGN PRINCIPLE 1**

**Design for the Human Factor**

Our research has confirmed that spaces profoundly affect people’s attitudes and behaviors, and how they relate to each other. Designing for the human factor can help healthcare organizations enhance the connections that are vital to successful outcomes and can help them achieve critical qualitative measures of success. When designed for the human factor, spaces can help organizations achieve objectives that are central to the new healthcare journey:

**HUMANIZE**

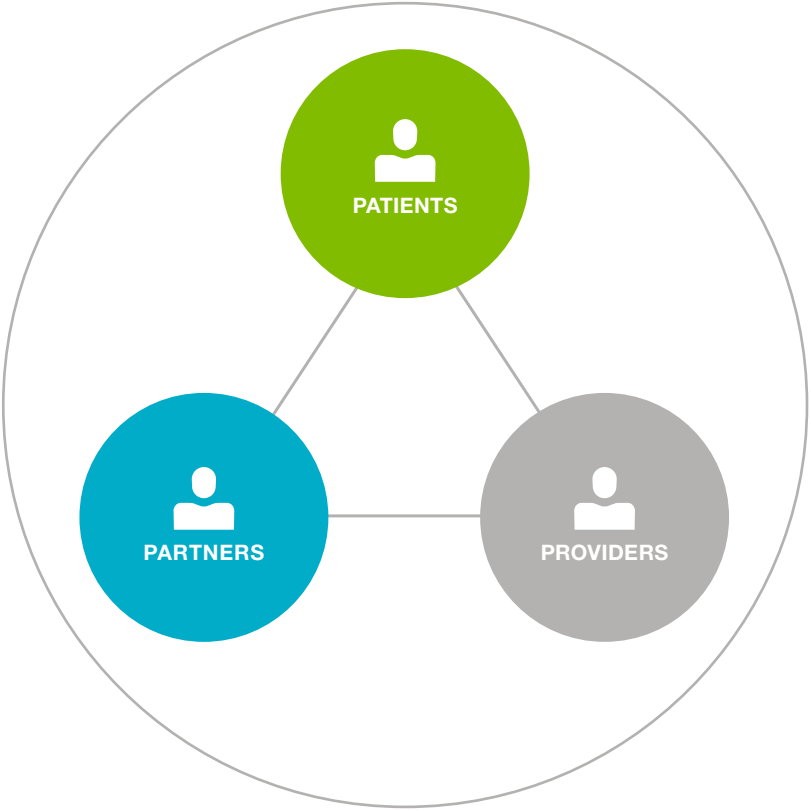
the experience to make it more personal and less foreboding, reducing stress to promote more positive, optimistic emotions.

**EMPOWER**

people with information, understanding and advice to make good choices.

**CONNECT**

stakeholders to support the development of relationships and knowledge that lead to better outcomes.



Enhance vital connections by designing for the human factor.

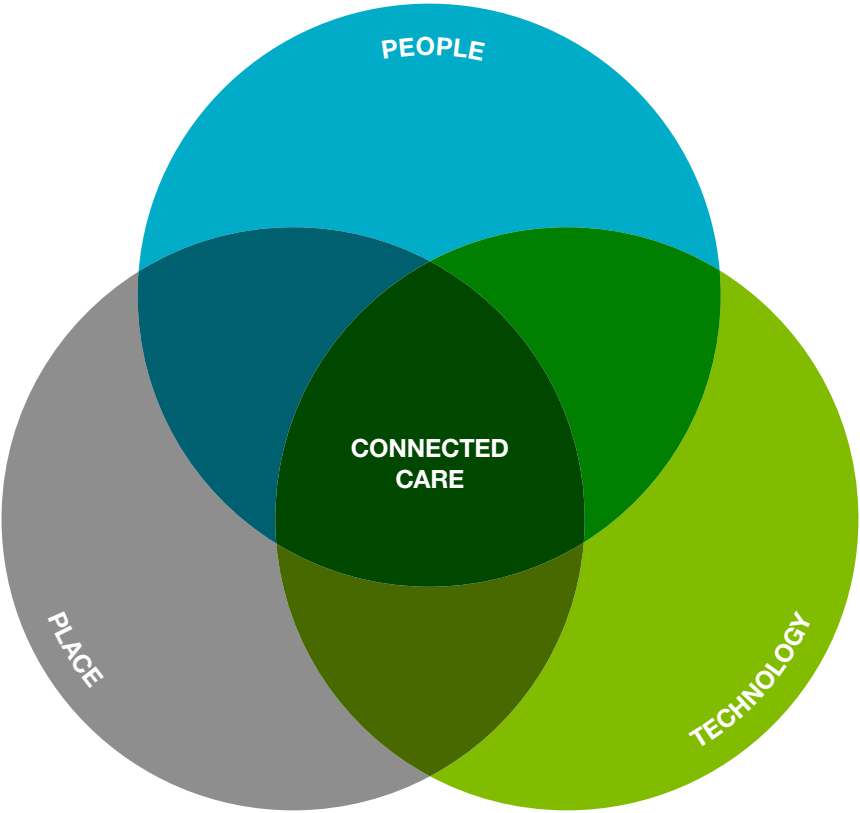


DESIGN PRINCIPLE 2

Integrate the Experiences

Our research convinced us of the importance of understanding and designing for the intersections of people, place and technology. This ensures that the experiences of healthcare are smoothly integrated.

When people, place and technology are thoughtfully considered and incorporated holistically in design, the result can be more engaging—connected care that fully leverages the power of place to inspire and support satisfying interactions and connections.



Optimize healthcare experiences by connecting  
people + place + technology.



**INSIGHT-LED APPLICATIONS**

As we continue to learn and synthesize our findings, we gain new insights into how healthcare organizations can achieve their goals by fully leveraging the power of place.



## EXAM SPACES

“WHEN MY DOCTOR  
SHOWS ME A PICTURE,  
THEN I UNDERSTAND.”

### **An Exam Room story from a patient’s point of view.**

Casey is 13 years old and has an earache. He has been swimming in the pool a lot this summer. His mom and dad are pretty sure he has swimmer’s ear. They are about to leave for vacation later that day, so his dad has decided to bring Casey into the pediatrician’s office first thing in the morning without an appointment. The office can now accommodate walk-ins through their new quick care service.

The office checks Casey in and confirms his condition seems minor, so they have him sit in the quick care area until one of the doctors has a moment. The space is semiprivate, without a door, and has a patient recliner instead of an exam table. It feels more casual and unthreatening compared to the normal exam rooms. The doctors have 5-minute gaps scheduled between their appointments to see patients who don’t require much attention. Doctor Jennifer has a gap and is able to stop in to quickly confirm that Casey does indeed have swimmer’s ear.

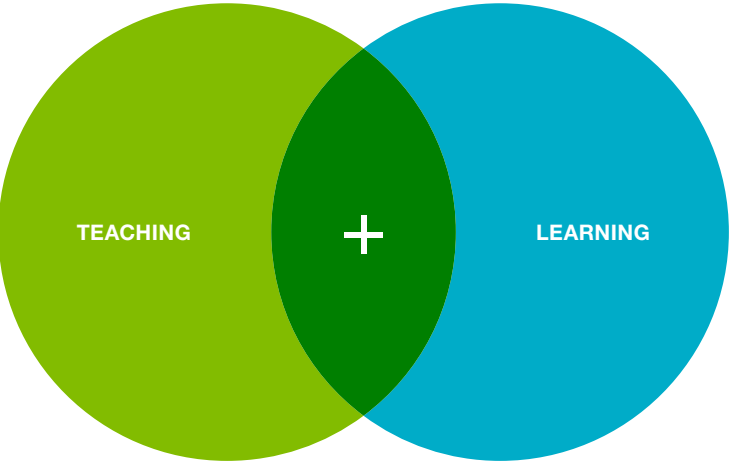
When she looks in Casey’s ear, his dad can also see because she uses an otoscope attachment to her smart phone, and the session is amplified onto the large room monitor integrated into the wall for seated-height viewing. She prescribes eardrops and starts a video for Casey and his dad to watch so they can learn what swimmer’s ear is and how to prevent it from happening in the future.

EXAM SPACES OBSERVATIONS



OBSERVATIONS

- Intimidating
- Awkward for conversations
- No place for family
- Can't see technology
- Inefficient, unwieldy floorplan



Exam Spaces designed for teaching and learning increase shared understanding among people, encourage patients to be co-directors of their own health and provide thoughtful hosting amenities.

For most people, the exam room is at the center of the healthcare experience. No longer just a place for medical exams and treatments, it's also a space where consulting, learning and person-to-person sharing happens.

Whether in a doctor's office, an urgent care center, a surgery center or the emergency room, exam rooms are hardworking, high-functioning spaces that support the activities and relationships that create connected, satisfying and effective health experiences.

OPPORTUNITIES

- Personal amenities
- Same-level seating
- Family as partners
- Technology incorporated
- Productive for teaching/learning
- Supports appropriate procedures



EXAM SPACES KEY INSIGHTS

In today’s fast-changing world, asking “How might we?” is often the starting point for innovation. As the practice of healthcare rapidly evolves, it’s important that exam rooms evolve, too. When the elements of people, place and technology are holistically considered in design, the result can be more engaging, connected care.

Based on our research, here are some ideas for how to improve exam rooms so they better support everyone’s needs.

INSIGHT 1

**Learning is an essential part of effective healthcare.**

As patients take a more active role in their healthcare, exam rooms must be equipped for teaching and learning about health status, conditions, treatments and healthy lifestyles. This means leveraging multiple methods of connecting people and information.

INSIGHT 2

**Family or other support persons are often in the exam room as important partners in the patient’s health.**

Accommodating their presence—whether it’s physical or virtual—helps to ensure important information is heard, understood and retained, increasing the chances for good outcomes.

INSIGHT 3

**There’s pressure on clinicians to make every moment count.**

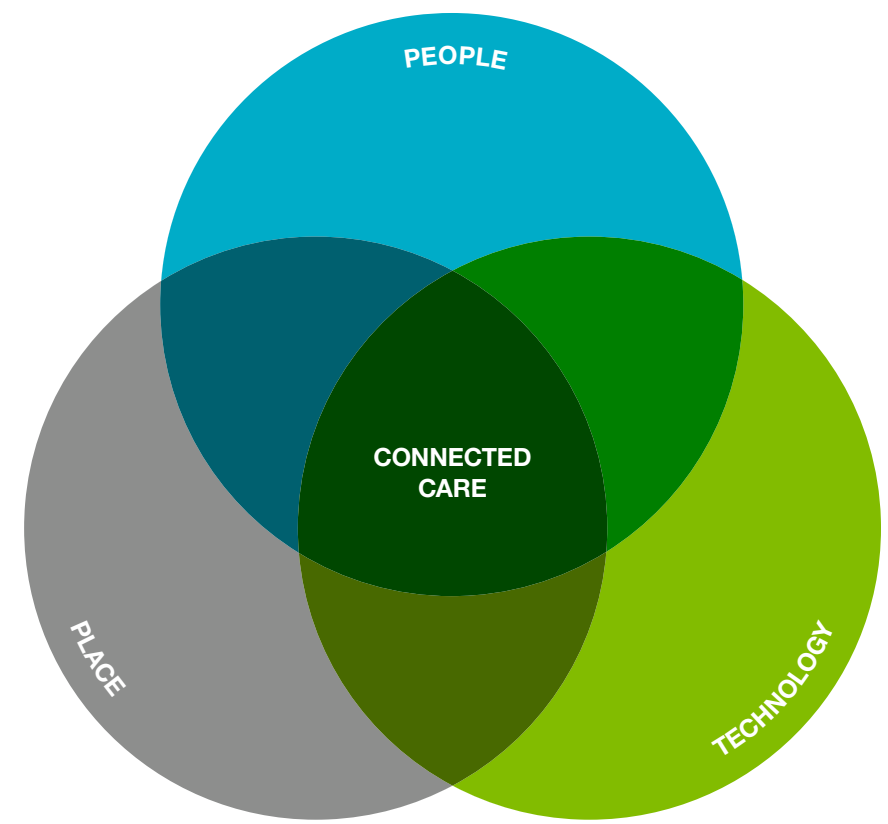
As insurers change reimbursement systems, efficiency and effectiveness have become more important than ever. At the same time, patients don’t want to be rushed through appointments. Efficient, well-equipped spaces can be a timesaver as well as a pathway to better outcomes and improved patient satisfaction.

INSIGHT 4

**Technology is opening new opportunities in healthcare, and it should be fully incorporated in exam rooms.**

Smart devices, apps and web-based information are new tools for diagnosing and treating patients, accessing and sharing information and communicating effectively.

EXAM SPACES DESIGN PRINCIPLES



PEOPLE

- |   |  |
|---|--|
| Provide for patients' emotional comfort with privacy barriers plus storage for clothing and personal items  | Provide for physical comfort with cushioned seating, soft lighting, water and/or other hospitality items                                 |
| Create a shared zone for patients, loved ones and clinicians with same-level seating and equal access to digital and analog information           | Incorporate a variety of teaching aids—anatomical models, whiteboards, digital media, etc.—to support different learning styles          |
| Improve patients' understanding by designing exam rooms that accommodate family or support persons who can serve as a second set of eyes and ears | Design adaptable exam rooms so that people of various ages, sizes and mobility levels can move comfortably and access information easily |

PLACE

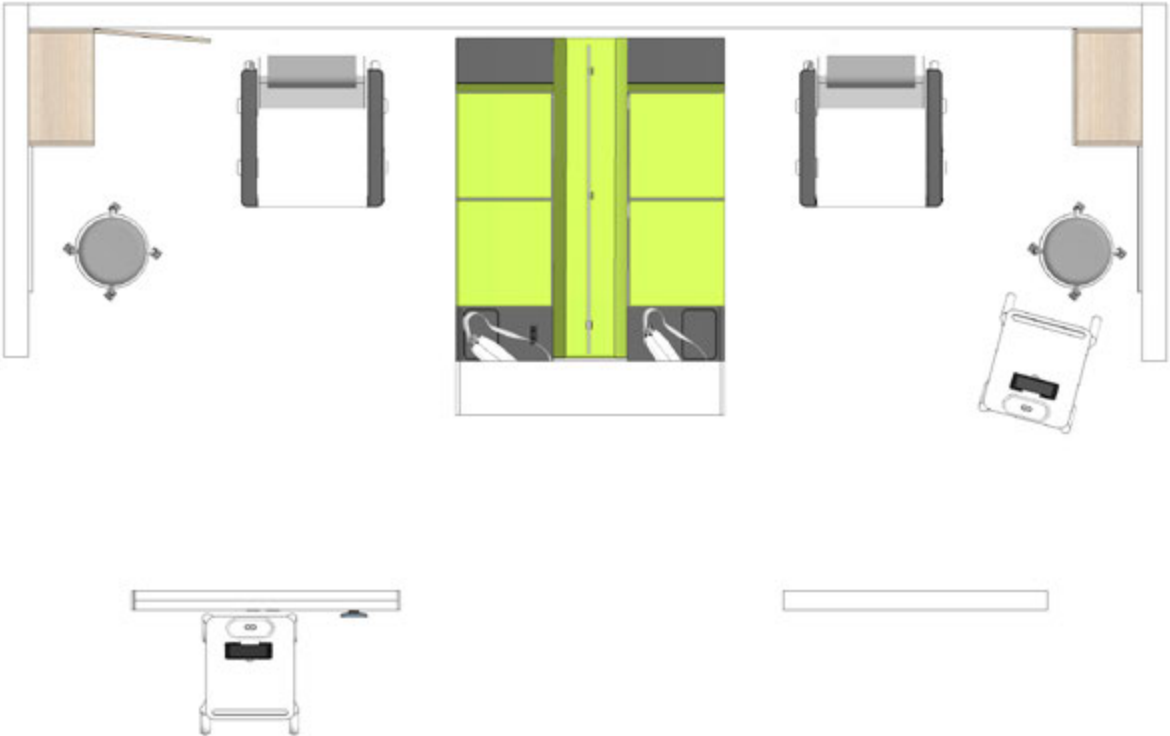
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|---|---|
| Design for multiple functions: exams, treatments, consulting, discussion, active education and learning                                 | Provide adequate space and seating so that family and support persons can feel welcomed and included in the exam experience |
| Replace exam tables with recliners that so that patients and clinicians can be at the same level, enhancing communication opportunities | Enable patient engagement by configuring the exam room so everyone has the same level of access to information              |
| Create flexibility with modular walls and mobile furnishings so exam rooms can adapt easily to changing needs                           | Choose storage units with easy access that keep clinical equipment out of sight until needed                                |
| Leverage walls as vertical planes for displaying information  |   |

TECHNOLOGY

- |  |   |
|--|---|
| Support clinicians with easy-to-access technology so they can make every moment in the exam room count                   | Triangulate the patient/clinicians/technology spatial relationship to ensure equal access |
| Accommodate new and emerging technologies in spatial design so that clinicians and patients can share information easily | Include those who are not physically present such as family members and specialists       |
| Support productive waiting by providing technology access and informational content to patients                          |   |

EXAM SPACES QUICK-CARE SPACE

Some appointments are straightforward and don't require a full exam. Compact, semiprivate, quick-care spaces are a convenient option with minimal medical equipment, offering an easy, efficient exam experience with streamlined processes and lower costs.



Dimensions: 19' x 12'

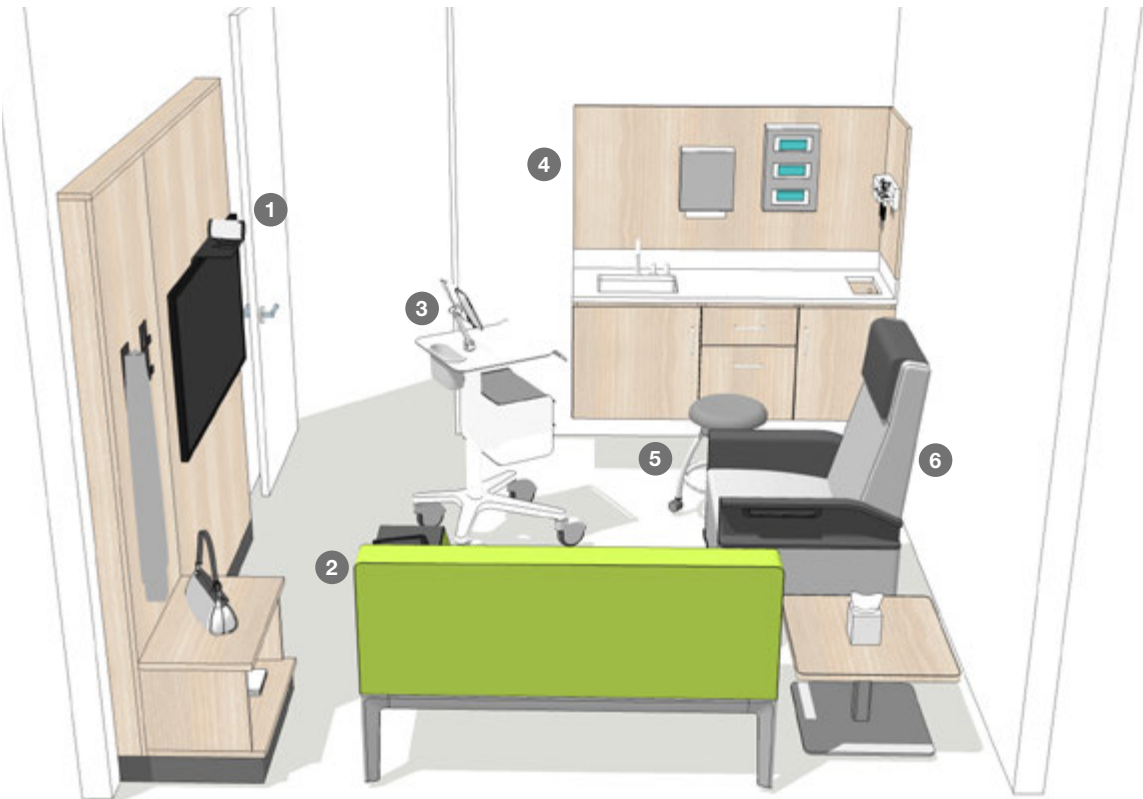
- 1 Information can be put on a whiteboard, a quick way to support shared understanding. (Solution: Premium Whiteboard)
- 2 Streamlined room scheduling and self-check-in save time. (Solution: RoomWizard)
- 3 Mobile worksurfaces support the clinician's mobile devices, enabling easy movement from task to task and space to space. (Solution: Pocket for iPad)
- 4 Movable walls mean exam spaces can easily adapt from one need to another. (Solution: V.I.A.)
- 5 Discreet storage keeps intimidating clinical equipment out of sight but easy to grab when needed, enabling participants to focus on connecting with each other and the information that's being shared. (Solution: Folio modular casegoods)
- 6 Ample seating, storage for personal items and easy-to-find power outlets welcome family members into the space. (Solution: Regard)
- 7 A recliner replaces the exam table, placing patients in a more empowered posture and providing for direct eye contact, building the personal connection between patient and clinician and making it easier to focus on information that's being shared. (Solution: Empath recliner)
- 8 A mobile stool moves with clinicians during an exam while still providing rest for weary feet. (Solution: Verge stool)

FEATURED PRODUCTS

Premium Whiteboard .....	119	Folio™ modular casegoods.....	121
RoomWizard® .....	137	Regard™ .....	125
Pocket™ for iPad.....	132	Empath™ recliner.....	127
V.I.A.™ .....	120	Verge™ stool .....	128

EXAM SPACES MULTIPURPOSE EXAM ROOM

This fluid space sets the stage for improved interaction by replacing the traditional exam table with a recliner, putting everyone on the same level and making it easier to transition from one procedure to the next. There is accommodation for family members, too, including videoconferencing.



FEATURED PRODUCTS

Opus™ modular casegoods .....	121	Folio modular casegoods .....	121
Regard bench .....	125	Verge stool.....	128
Pocket for iPad.....	132	Empath recliner.....	127



Dimensions: 10' x 10'

- 1** Learning and shared understandings are supported with information displayed on a large monitor, providing equal visibility of educational information or data from a clinician’s device, such as lab or x-ray results. Modular cabinetry provides a mounting surface and cable management, as well as a place for personal belongings. *(Solution: Opus modular casegoods)*

**2** Space is allocated for family members, making them equals in the conversation. Seating offers power for technology devices and encourages active learning for all participants. *(Solution: Regard bench)*

**3** A mobile worksurface with drawer storage and magnetic accessories keeps exam tools and technology close at hand for clinicians. It has a small footprint that moves with the clinician, making it easy to adapt the space for the individual needs of each patient. *(Solution: Pocket)*
- 4** Discreet, modular storage cabinets incorporate a hand-washing station and keep medical equipment and supplies within easy reach when needed. *(Solution: Folio modular casegoods)*

**5** A mobile stool for perching moves with clinicians. *(Solution: Verge)*

**6** A recliner replaces the exam table, providing “same-level” seating, placing patients in a more empowered posture and encouraging them to participate as co-directors of their health. *(Solution: Empath recliner)*



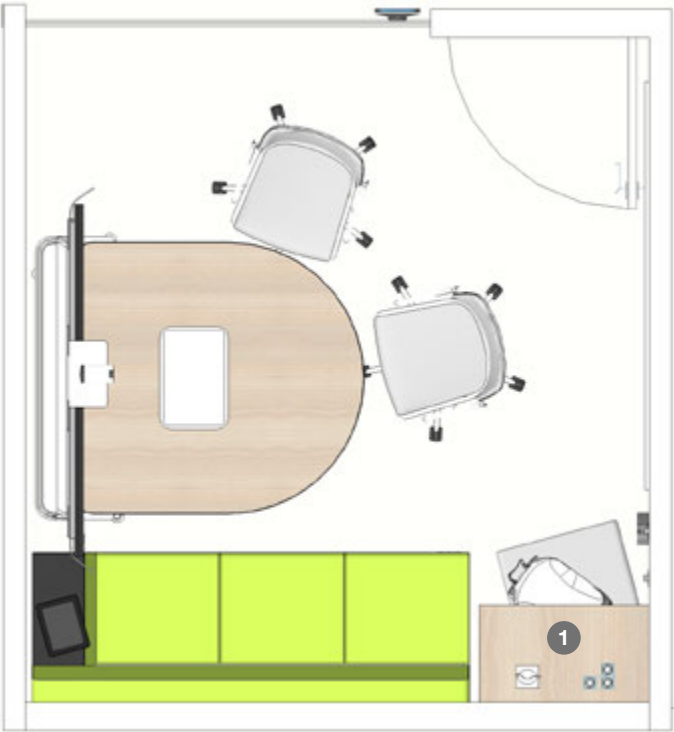
EXAM SPACES CONSULTATIVE CARE ROOM

When treating conditions over time, every appointment doesn't involve a medical exam. Sometimes scheduled time is spent reviewing x-rays, test results, treatment options, etc. This high-performance space is designed for sharing information and involving patients in decision making.



FEATURED PRODUCTS

Elective Elements®.....	131	QiVi™ collaborative chairs .....	129
media:scape®.....	132, 137	Premium Whiteboard .....	119
Regard.....	125	Await™ ottoman .....	124



Dimensions: 9' x 10'

- 1** Thoughtful, personal touches like bottled water or other hospitality items and flexible storage for personal belongings bring familiar touch points into the space, to help patients and families relax and focus on health. (Solution: Elective Elements)

**2** The room is equipped for seamless information sharing, incorporating technology for video conferencing to include participants in other places or for sharing test results, medical data, treatment options or educational information using collaborative tools. (Solution: media:scape)

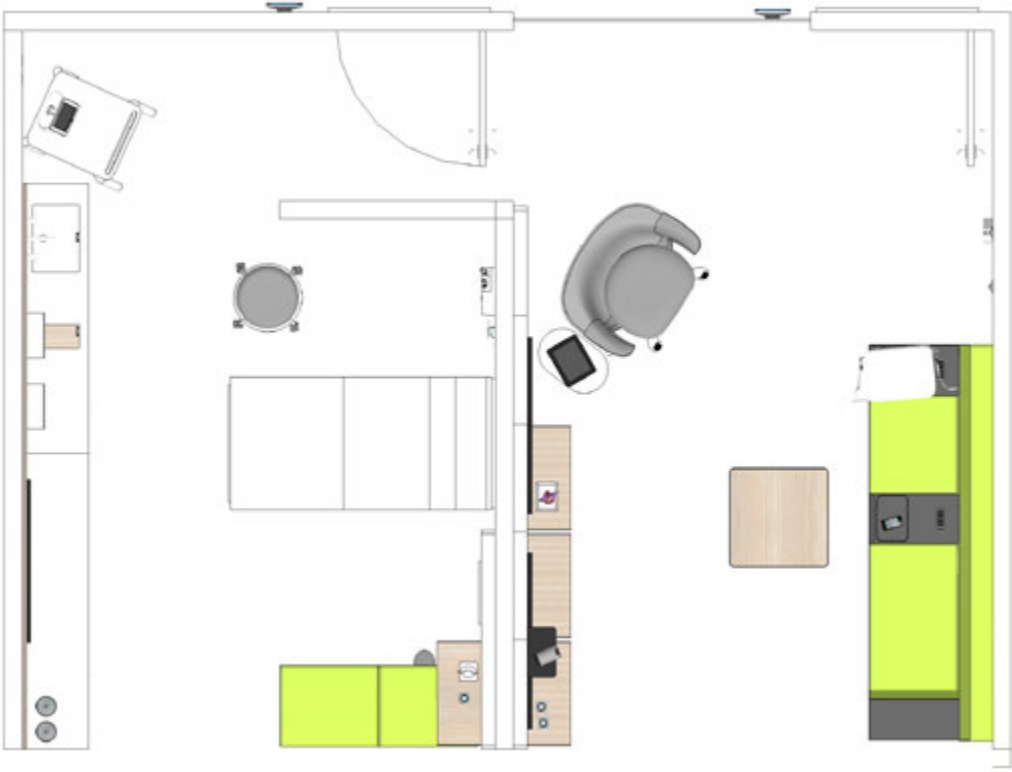
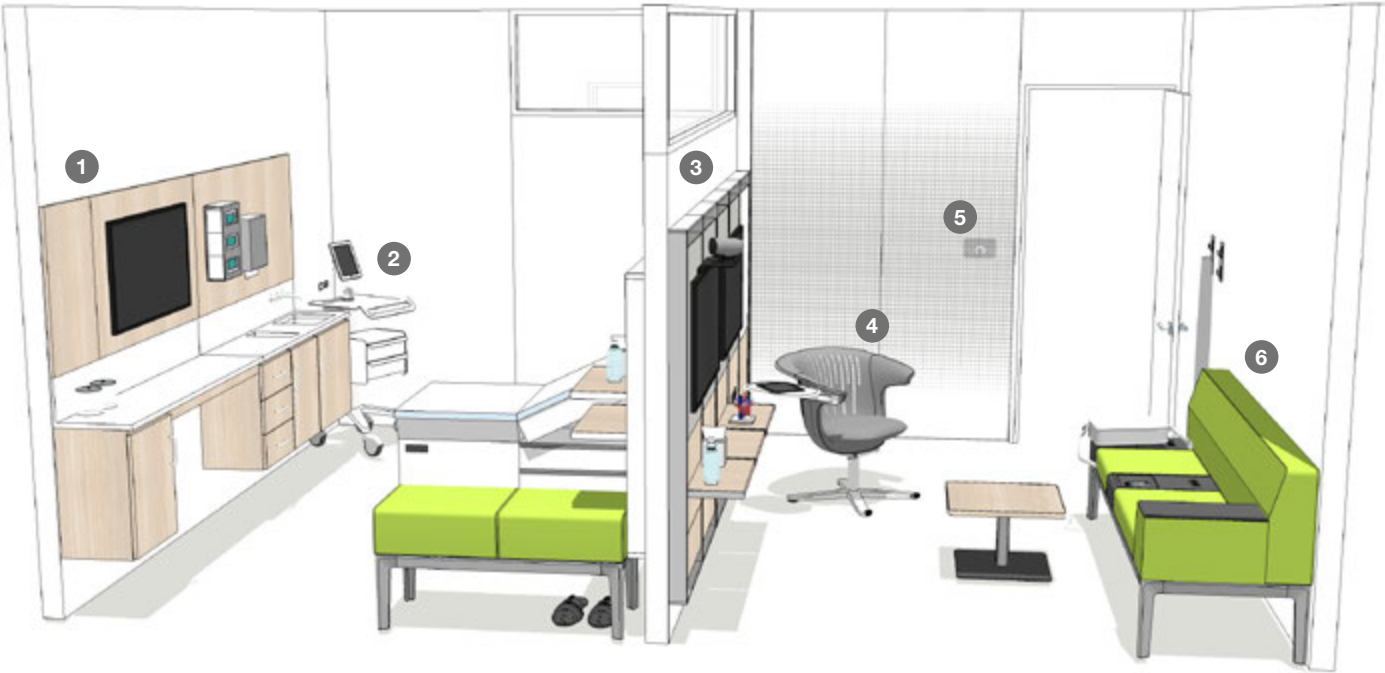
**3** There's room for family members, too. Adequate seating is available and is placed to offer clear sightlines to information displayed on the monitor. (Solution: Regard)
- 4** Same-level seating places patients and clinicians on equal footing, supporting emotional connection and co-directed care experiences. (Solution: QiVi collaborative chairs)

**5** Whiteboards support informal visual communication, capturing questions or quick, explanatory illustrations that can be photographed on a mobile device to take along when the appointment is over. (Solution: Premium Whiteboard)

**6** An ottoman is a place for personal items. It can be placed under the wall storage and pulled out when necessary. (Solution: Await ottoman)

EXAM SPACES CARE SUITE

Especially for patients with health issues, having a two-room care suite to handle the medical exam and a consultation optimizes the appointment, with each activity taking place in a space that’s best equipped to support it. Doors into each room, plus a walkthrough between, provide multiple ways of access.



Dimensions: 18' x 13'

- 1** On the exam side, visual information display and storage coexist, making the most of space and encouraging shared understanding with information access. *(Solution: Folio modular casegoods)*

**2** Support for mobile working enables clinicians to move themselves, and their tools, freely around the room, as they attend to a dynamic range of tasks and roles. *(Solution: Pocket for iPad, Verge stool)*

**3** In the consulting spaces, patients, families and clinicians have equal ability to connect to technology for sending information to a two-monitor visual display, increasing the ability for patients to present information they want to share and for all to understand the full picture of the health context. The monitors are discreetly set into a wall unit so they don’t overpower the room but are easily visible when needed. *(Solution: FlexFrame workwall)*
- 4** Swivel seating means that doctors and patients can maintain eye-to-eye contact as they review information. *(Solution: i2i® chair)*

**5** Outside both care rooms, screens display an electronic reservation system, a welcoming touch for patients and their families and an efficiency enhancer for clinicians and staff. *(Solution: RoomWizard)*

**6** Both sides of the care suite include room for families to participate in learning and decision making. Thoughtful touches like bariatric-sized seating and power outlets for mobile devices enhance accessibility. *(Solution: Regard)*

FEATURED PRODUCTS			
Folio modular casegoods .....	121	i2i® chair.....	124
Pocket for iPad.....	132	RoomWizard .....	137
Verge stool.....	128	Regard .....	125
FlexFrame™ workwall.....	131		

## CLINICIAN WORKSPACES

“WORK HAPPENS EVERYWHERE.  
THAT’S THE WORLD I LIVE IN.”

### A Clinician Workspace story from a nurse’s point of view.

Ben is a nurse at a busy hospital. He is constantly on the move—his daily activities include going from room to room taking care of patients’ needs, charting, managing patient medications, following up on doctors’ orders and participating in shift change reports.

In the nurse hub, he prefers to work standing up on an iPad Pocket cart at the “hitching post.” There, he has clear visibility to his patients’ rooms, and he can work alongside his co-workers for the camaraderie, as well as quick impromptu collaborations with clinicians. If he needs to share something with others, he can easily amplify the information on his iPad onto the integrated flush hall monitor.

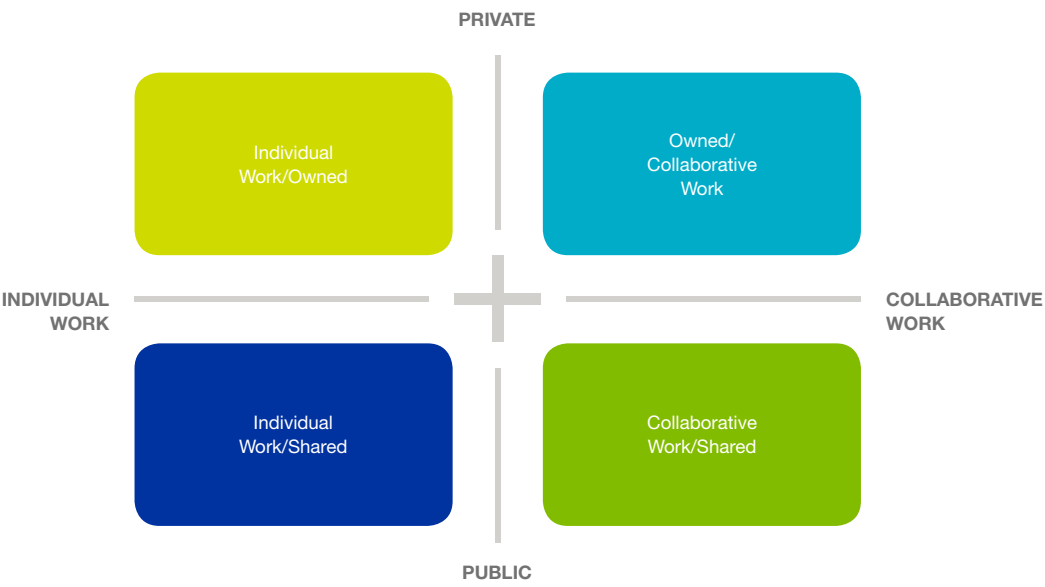


CLINICIAN WORKSPACES OBSERVATIONS



OBSERVATIONS

- Intimidating for visitors
- Noisy and hectic with no place for focus/escape
- On-the-fly collaboration
- Fixed desktop PCs
- “Walking” laptops, tablets
- Make-do “ergonomics”
- Inefficient workarounds
- Afterthought break rooms



As the healthcare industry undergoes rapid change, clinicians’ work is becoming even more demanding and varied. There are new technologies and methods of record keeping. New administrative tasks. Staff shortages. Sicker patients. More private rooms. More steps, more time to complete rounds, more expectations, more pressure.

With these demands comes the need for a range of spaces that are suited to the dynamic roles and relationships that clinicians switch between during a shift. Space for collaboration. Space for focus. Space for respite.

For organizations that are actively driving improvement through their operations, clinician workplaces can be a strategic asset for a more effective organization, which in turn has a positive impact on patient care and satisfaction.

OPPORTUNITIES

- Welcome area
- An ecosystem of spaces: open, semiprivate and private
- Designated team space
- On-the-move technologies, workstations
- Quick-fit ergonomics, weight shift options
- Support for dynamic roles and tasks
- Retreat space designed for worker wellbeing



CLINICIAN WORKSPACES KEY INSIGHTS

An optimal work environment for clinicians creates a more efficient organization. Understanding the work that clinicians do and their everyday workflows is a critically important starting point for innovative space design.

When the elements of people, place and technology are holistically considered, the result can be a work environment that empowers clinicians, connects them to technology and each other, and supports their wellbeing in a holistic way. And when clinicians’ work experiences are less stressful, the result can be better, more connected care for their patients.

Based on our research, here are some ideas for innovative workplaces that support the ways clinicians work today.

INSIGHT 1

**Clinicians alternate between collaboration and focused individual work throughout their work shift.**

Having a range of spatial solutions allows clinicians to choose places that provide the right tools and level of privacy for whatever they need to do.

INSIGHT 2

**People are different sizes and have varied preferences for how they work.**

Shared clinician spaces should be designed to quickly fit individual needs 24/7, so that each person can get comfortable effortlessly, with minimal transition time from space to space or task to task.

INSIGHT 3

**Technology advances are rapidly changing work processes.**

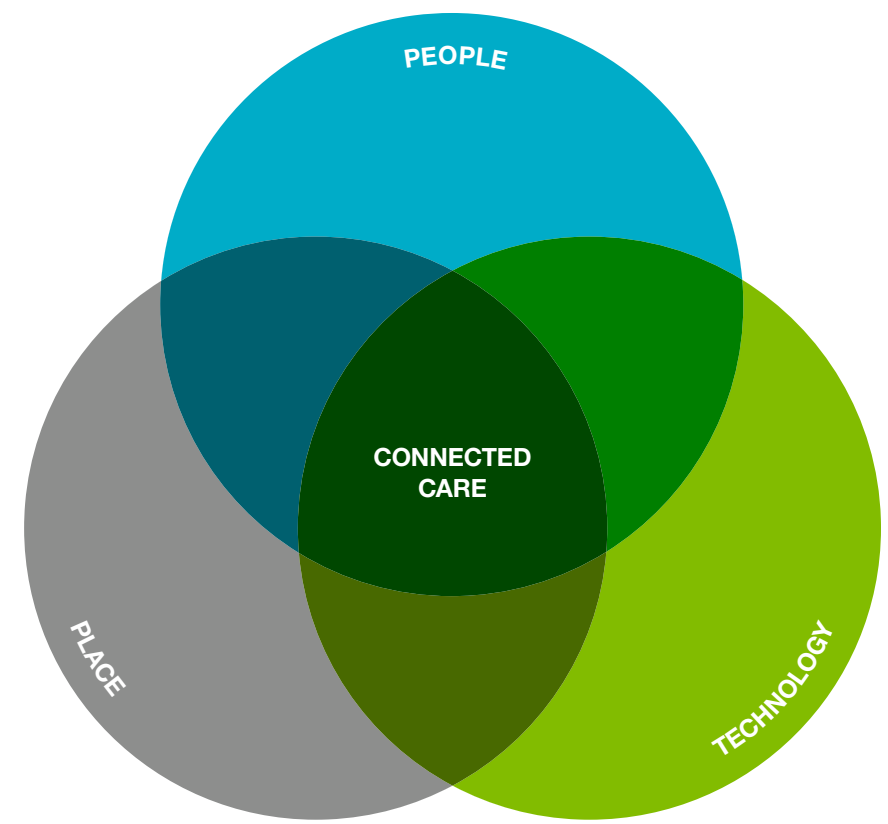
It is very important to future-proof clinicians’ workspaces as much as possible and avoid built-in obsolescence.

INSIGHT 4

**Successful healthcare is interdependent, connected care.**

When clinicians understand what each clinician has done and how it fits into an overall plan, patient outcomes will most likely improve. What’s more, establishing meaningful connections with co-workers is a proven way to improve clinician engagement in their work and reduce stress.

CLINICIAN WORKSPACES DESIGN PRINCIPLES



PEOPLE

- |  |   |
|--|---|
| Provide adjustable furniture with intuitive user interfaces to support various people, postures and tasks                              | Equip work areas with many ways for clinicians to shift weight off their feet: perch stools, foot rails, mobile seating, etc. |
| Anticipate clinicians' specific needs for performing different types of work: collaboration, heads-down focus, teaching/learning, etc. | Designate adequate, easily accessible space for respite and renewal   |
| Reduce noise and clutter wherever possible   | Provide areas where team members can socialize, provide support and mentoring, and build trust                                |
| Realize that everyone needs occasional privacy while at work   | Make everyone feel welcome as soon as they enter the space  |

PLACE

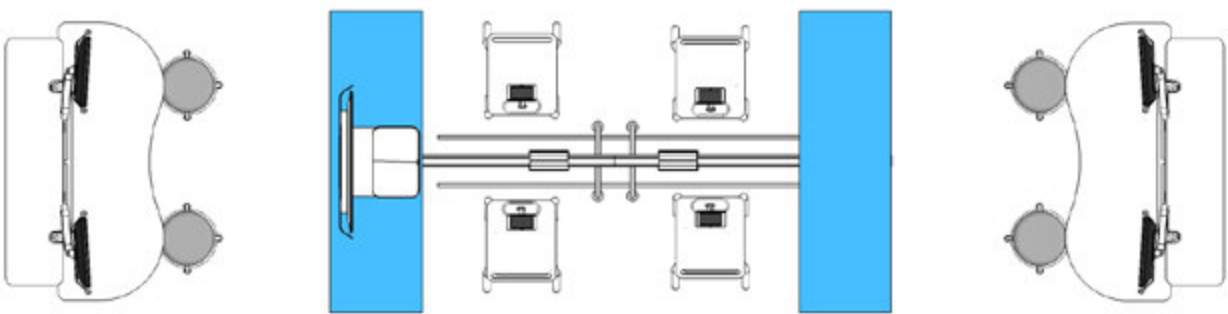
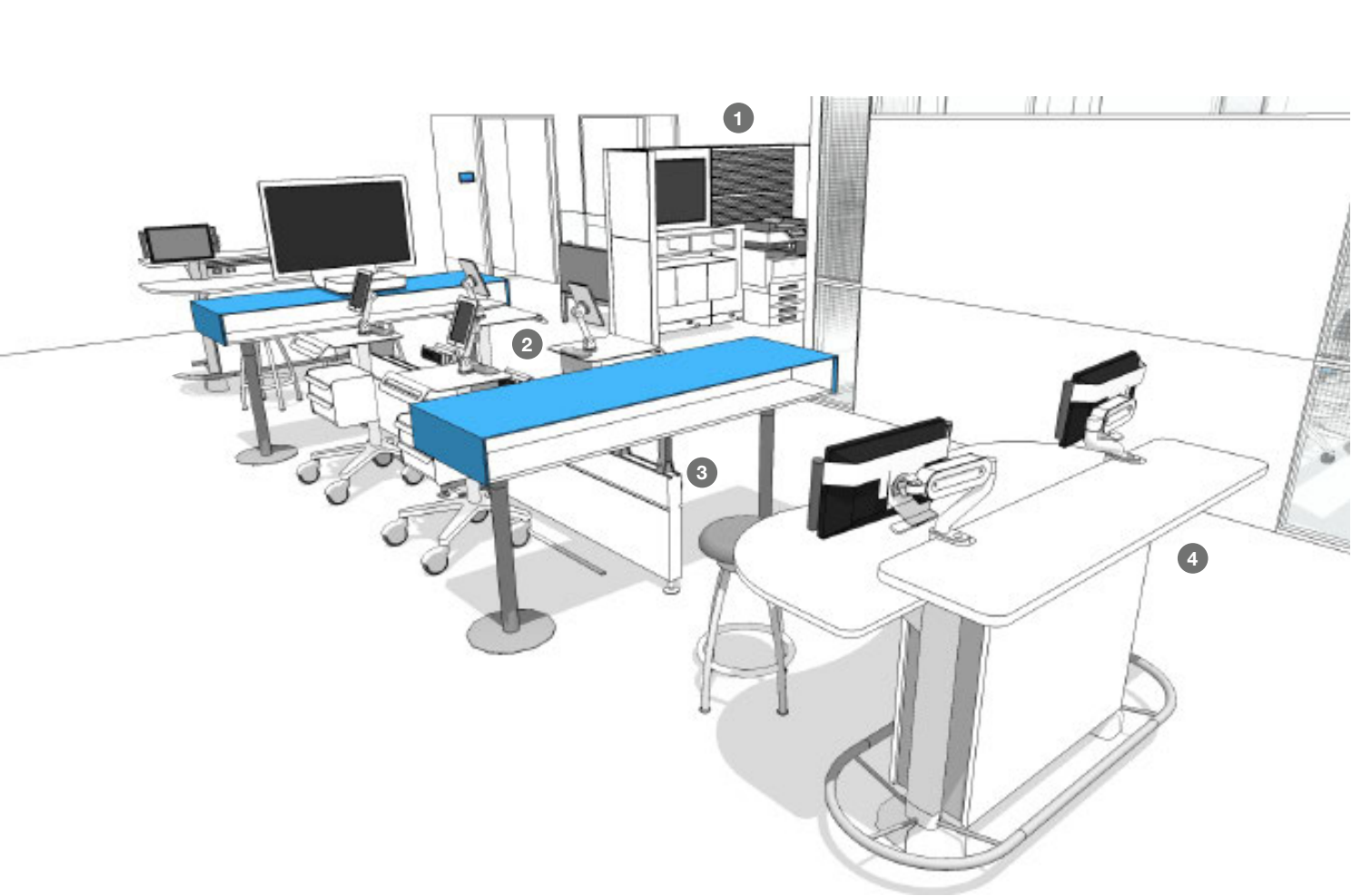
- |  |   |
|--|---|
| Provide a range of settings for a range of tasks                                 | Provide for sufficient acoustical privacy wherever needed   |
| Build in flexibility so the space can adapt to changing processes and priorities | Leverage walls as vertical planes for information displays to offload information and aid cognition                         |
| Consider sightlines and adjacencies carefully throughout the space               | Design multiple entries and clear pass-throughs in shared spaces to support mobile workflows                                |
| Use transparent and semiopaque glass to create openness and put visitors at ease | Carve out quiet, comfortable areas where clinicians can sit with patients' families to discuss treatments and health status |

TECHNOLOGY

- |   |   |
|---|---|
| Incorporate movable monitor arms to free up needed worksurface space  | Provide ample space to park mobile workstations and power mobile devices                            |
| Equip collaboration spaces with technology tools that make it easy to share content from individual devices | Include videoconferencing rooms for remote consultations with specialists and/or patients' families |
| Accommodate mobile devices with mobile workstations   | Anticipate new and emerging technologies with an adaptive infrastructure                            |

CLINICIAN WORKSPACES CLINICIANS' HUB—CENTRAL NURSING

Unlike a traditional nurses' station, this hub is an ecosystem of different spaces for different activities: collaboration, focused tasks, teaching and learning, quick social exchanges. Because clinicians' work is so dynamic, the space is dynamic too—adaptable to a wide variety of tasks, needs and preferences.



Dimensions: 30' x 20'

- 1 A printer and storage for work supplies are nearby, adding to the convenience and utility of this hard-working, versatile space for routine individual work and quick collaborations. (Solution: Elective Elements)
- 2 As clinicians move in and out of patient rooms, with mobile worksurfaces they can take everything they need along and have secure support for mobile technologies such as iPads. (Solution: Pocket for iPad)
- 3 Mobile technologies need to be recharged every so often. This 4-unit docking station is a convenient place to park and power up. (Solution: c:scape beam)
- 4 To match clinicians' on-the-move workflows, these workstations offer easy access on all sides, open sightlines and adjustable monitors, so it's easy to quickly accomplish individual work or cluster around a task here. A foot railing lets clinicians shift their weight while standing, an instant relief for weight-bearing limbs. (Solution: Sync caregiver station)

FEATURED PRODUCTS

Elective Elements.....	131	c:scape® beam.....	131
Pocket for iPad.....	132	Sync™ caregiver station .....	131

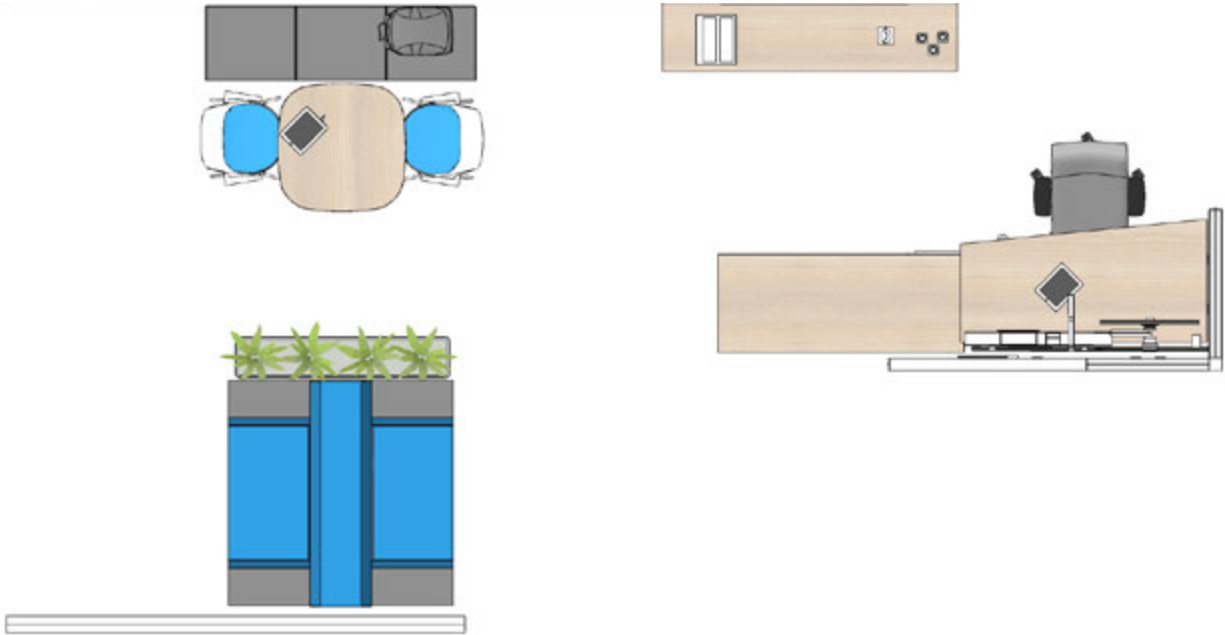
CLINICIAN WORKSPACES WELCOME AREA

A staff person sitting in an open, inviting space makes visitors feel welcome as soon as they step off the elevator. The adjacent seating area is a place where family, consulting physicians or other visitors can escape the activity of the floor.



FEATURED PRODUCTS

Answer® panel systems .....	131	V.I.A. ....	120
Airtouch® .....	133	Regard .....	125
Think® .....	128, 129	Enea Lottus™ chairs and tables .....	122, 135
Elective Elements.....	131		



Dimensions: 28' x 14'

- 1** Workspace clutter is hidden, and the attendant has a clear line of sight to make eye contact when welcoming visitors to the floor—immediately assuring that they are in the right place and a person is there to help them. *(Solution: Answer panel systems)*

**2** A height-adjustable workstation provides personal control over a shared workspace, supporting a range of postures throughout a shift for different tasks, more body movement and better wellbeing. *(Solution: Airtouch)*

**3** A high-performance chair with intuitive adjustments matches individual bodies and seating preferences. *(Solution: Think)*

**4** Steelcase Elective Elements creates open storage for water and other amenities, plus power and data access for digital information screens are located in the V.I.A. walls. *(Solution: Elective Elements and V.I.A.)*
- 5** For visitors, there's versatile seating, easy access to power and compact workstations, so they have the option of using the space to accomplish just-in-time tasks or simply as a place to get away without going away. *(Solution: Regard)*

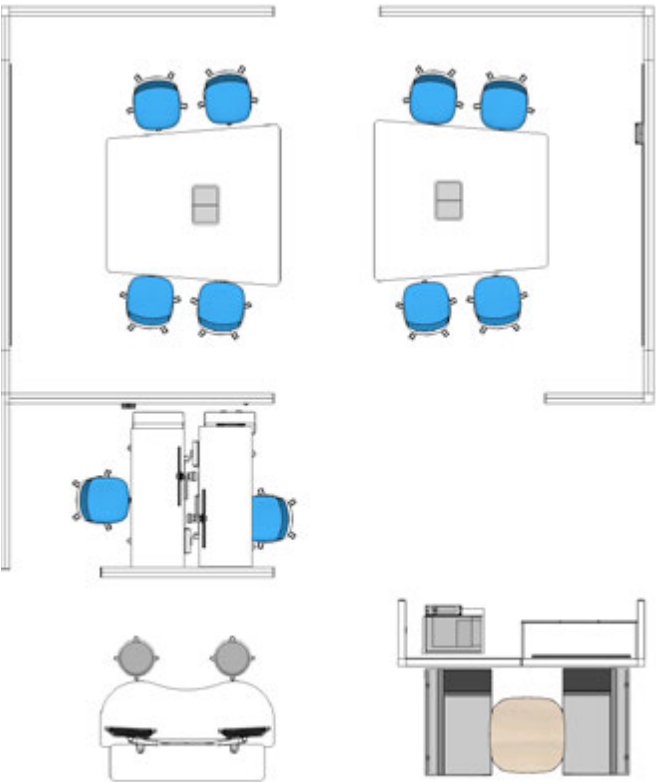
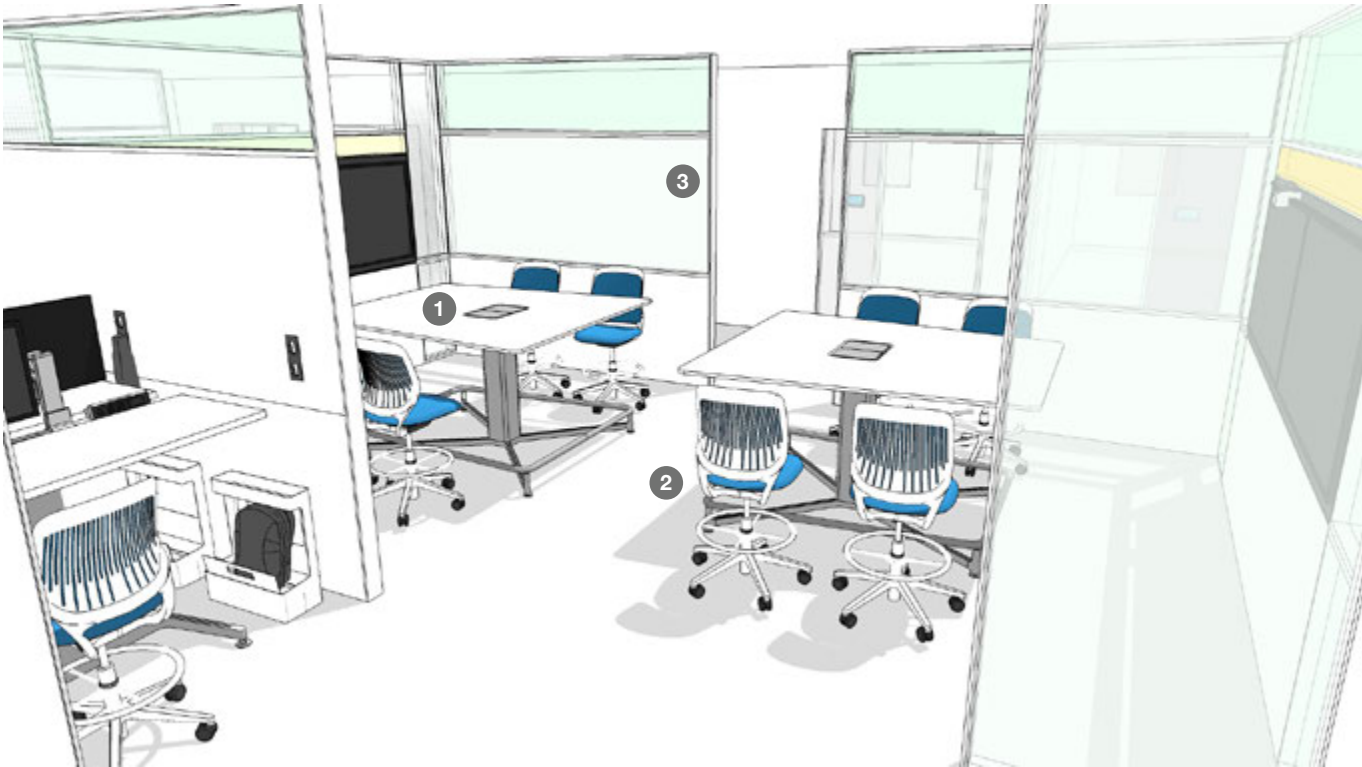
**6** Family and clinicians have a place to converse in a quiet and comfortable setting instead of a noisy corridor. Create a setting for conversation and activities. *(Solution: Enea Lottus chairs and tables)*

**7** A semitransparent wall divides this space and the clinicians' work area. It has high sound absorbency to provide audio as well as visual privacy, and it can be relocated to adapt to changing spatial needs. *(Solution: V.I.A.)*



CLINICIAN WORKSPACES CLINICIANS' HUB—COLLABORATION SPACES

Whether it's used for a shift-change meeting, a quick huddle or a teaching/learning exchange, this collaboration room is well equipped for seamless information sharing, optimizing collaborative teamwork and staff performance.



Dimensions: 22' x 30'

- 1

Information to be shared on whiteboards as well as projected from anyone's computer. Everybody in the room can see one another easily, and video conferencing is integrated, so a team can connect across distances, as well as side by side. *(Solution: media:scape TeamStudio)*
- 2

Chairshaveeasy, quick-fitadjustments, and theyswivel, so participants' sightlines can follow who's talking and the information being shared. *(Solution: cobi stools)*
- 3

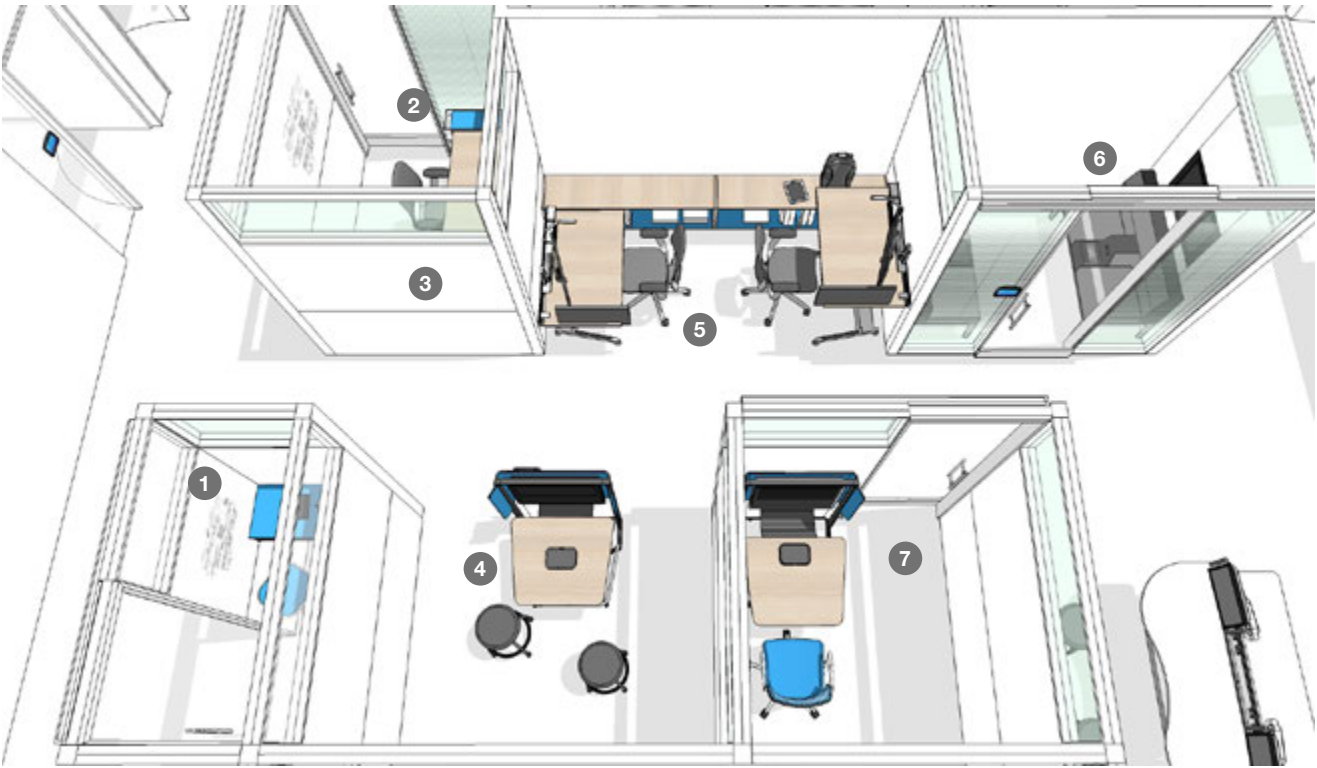
Partial walls are semopaque, ensuring a sense of enclosure, as well as visibility, in case participants need to break away for patient care. The walls are relocatable if a larger or smaller space is needed in the future. *(Solution: V.I.A. walls)*

FEATURED PRODUCTS

media:scape TeamStudio .....	137	V.I.A.....	120
cobi™ stools.....	128		

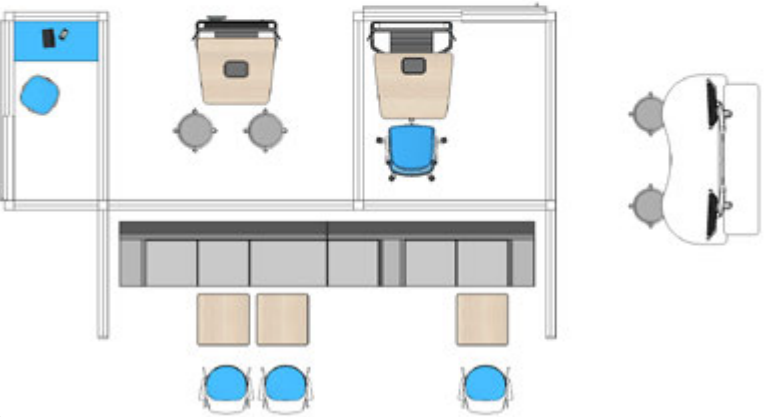
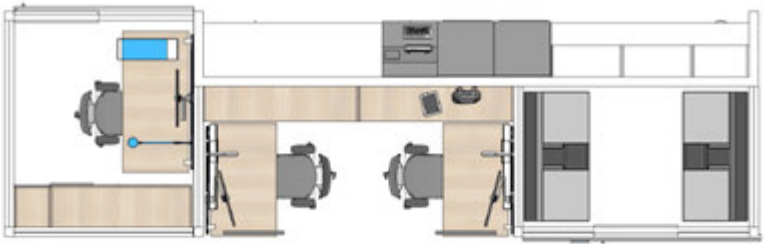
CLINICIAN WORKSPACES CLINICIANS' HUB—PRIVATE SPACES

Being able to focus on detailed, heads-down work is critical in healthcare. Small privacy spaces like these, adjacent to the group hub, are an investment that can pay off in many ways—greater efficiency and fewer errors, plus improved staff morale and wellbeing.



FEATURED PRODUCTS

Lox™ stool.....	128	Amia® chair.....	129
Duo slim storage.....	130	V.I.A. ....	120
Elective Elements.....	130, 131	media:scape.....	132, 137
Airtouch .....	133	Eyesite™ flat-panel monitor arm.....	119



Dimensions: 29' x 30'

- 1 Every so often, a clinician may need a few minutes of privacy for a personal phone call or just to regain calm during an intense day. A completely enclosed “phone booth” is a small getaway place that provides a big return in terms of humanizing the work environment and improving clinicians’ wellbeing. (Solution: Lox stool, Duo slim storage)
- 2 A private office for the charge nurse is a place to concentrate for heads-down work and conduct confidential employee conversations while maintaining visual access. (Elective Elements, Airtouch, Amia chair, and V.I.A.)
- 3 V.I.A. relocatable walls ensure acoustical privacy, as well as flexibility for future space configurations.
- 4 Another enclosed room is sized for two people and equipped for technology-supported collaboration. (Solution: media:scape)
- 5 In this semiprivate space, Steelcase’s Amia chair has LiveLumbar™ technology for consistent lower-back support.
- 6 Regard seating furnishes a small, enclosed room. Accessible from a patient corridor, it’s a space for private conversations between clinicians and family members.
- 7 Tucked-away, these back-to-back workstations are efficient places for focused individual work such as dictation or charting. There’s ample room to array paperwork, and adjustable monitors and chairs with easy-to-move lumbar support make it easy for individuals to quickly fit the workstation to their own body, a must for ergonomic support in a shared workspace. (Solution: Elective Elements, Eyesite flat-panel monitor arm, Amia chairs)

CLINICIAN WORKSPACES CLINICIAN'S RETREAT

Acute care clinicians often become so consumed with caring for patients that they neglect their own needs. An appealing retreat space close to the work hub is an investment in staff's physical, mental and emotional wellbeing, providing choices that encourage making the most of break time, including private space for personal renewal.



FEATURED PRODUCTS

Elective Elements.....	130, 131	RoomWizard .....	137
Lagunitas seating .....	125	Victor2™ recycling center .....	120
SW_1 tables.....	135	Davos™ bench.....	124
Enea Lottus chairs.....	122	Bob™ lounge.....	124
Folio modular casegoods .....	121		



Dimensions: 29' x 28'

- 1** A credenza makes the space homelike with functional storage for magazines and personal items. *(Solution: Elective Elements)*

**2** For informal socializing, lounge seating supports relaxed postures. *(Solution: Lagunitas seating)*

**3** Comfortable chairs and tables are social gathering spots for meals, snacks, chatting or catching up on personal tasks. *(Solution: SW\_1 tables, Enea Lottus chairs)*

**4** Both Enea Lottus chairs and stools are comfortable and stack easily.

**5** Side-by-side enclosed respite rooms offer a choice: a cushioned bench for reclining or a Bob™ lounge chair and ottoman for leaning back and putting your feet up.
- 6** A locker room has open storage for water bottles and other quick-grab items, plus touch-down seating and secure storage for personal items. *(Solution: Davos bench)*

**7** A break is a good time to catch up on news or catch a quick snack at the nourishment bar. *(Solution: Elective Elements)*

**8** There is an efficient kitchenette with closed storage to reduce clutter with a built-in recycling station that supports sustainability in a tidy, organized and attractive way. *(Solution: Folio casegoods, Elective Elements, Victor2 recycling center)*



PATIENT ROOMS

“I WANT TO BE THERE  
TO SUPPORT MY MOM  
WITHOUT FEELING LIKE  
I AM IN THE WAY.”

A Patient Room story from a family member’s point of view.

The demands on these space-limited rooms are many. Imagine the patient room\ where a middle-aged mother is unconscious. Her worried family is gathered, alternately visiting with each other and staying quietly by her side. Her daughter stays the night, and is working from the hospital the next day from her laptop. Clinical staff are in and out, monitoring her vital signs and doing everything they can to make her comfortable. A ventilator and a heart monitor hiss and beep in the background. Her care team gathers to brainstorm treatments and have a care conference with the family.

The room is a temporary home for a healing patient. It is a home base for visitors and family, and it’s a workspace for clinicians who need quick and unencumbered access to deliver care. Hospitality, privacy and efficiency matter. Integrated technology supports communication, teaching and learning.

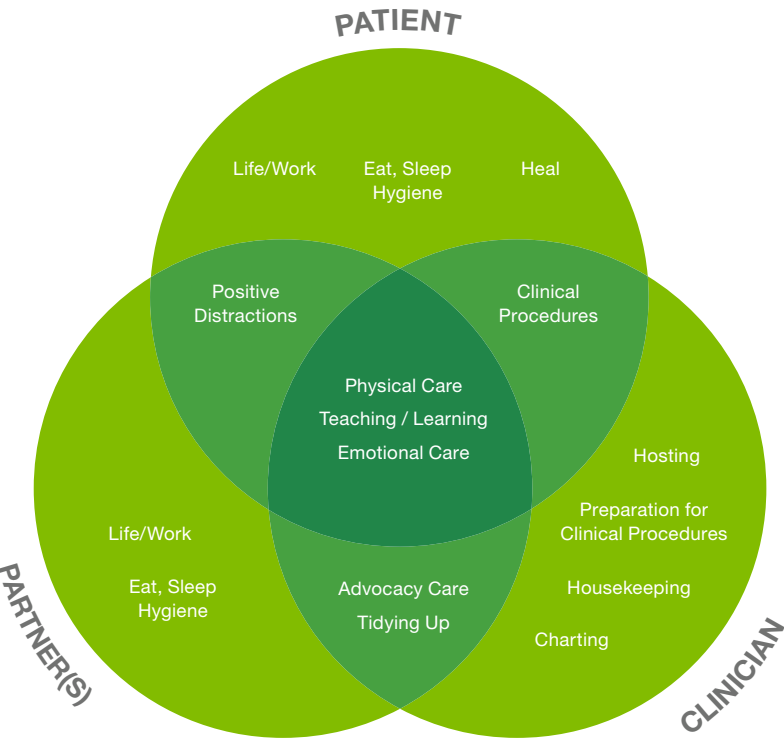


PATIENT ROOMS OBSERVATIONS



OBSERVATIONS

- Family not accommodated
- Bulky furniture, hard to move
- Workarounds and make-dos
- No technology
- Little control of space
- Crowded, cluttered
- Institutional, unfamiliar



More than ever, patient rooms are more than just a place for a bed and medical equipment. They are intimate environments where patients, families and clinicians come together around care. At their best, they are environments that aid a patient's recovery, improve how clinicians do jobs and welcome family members as active participants in care.

Patient rooms at many hospitals no longer meet the raised expectations of patients, family and clinicians. By integrating hospitality, empowerment and comfort throughout the space, well-designed patient rooms can provide better experiences and enhance a hospital's reputation for delivering quality care.

OPPORTUNITIES

- Streamline, appealing
- Family hosted
- Pull-up bedside seating
- Efficient and multipurpose
- Integrated technology for teaching/learning
- Accommodations for personal items and preferences
- Comfortable, welcoming



PATIENT ROOMS KEY INSIGHTS

Understanding the many activities that occur in patient rooms is the basis of people-centered, evidence-based design solutions. When the elements of people, place and technology are holistically considered, the result can be patient rooms that connect people and information effectively, empower patient healing and support the wellbeing of everyone who uses the space. The result can be better, more connected care.

INSIGHT 1

**Without any space to spare, multifunctionality is essential in patient rooms.**

Mobile furnishings add flexibility to create open zones that accommodate multiple activities.

INSIGHT 2

**Bedside teaching and learning is an essential part of high-value, patient-centered care.**

Although the needs for whiteboards and note-taking remain, the right technologies applied in the right ways can enhance key moments of interaction by making valuable information accessible to everyone involved in the patient's care.

INSIGHT 3

**Successful healthcare includes family or other support persons as information sources, patient advocates and care partners.**

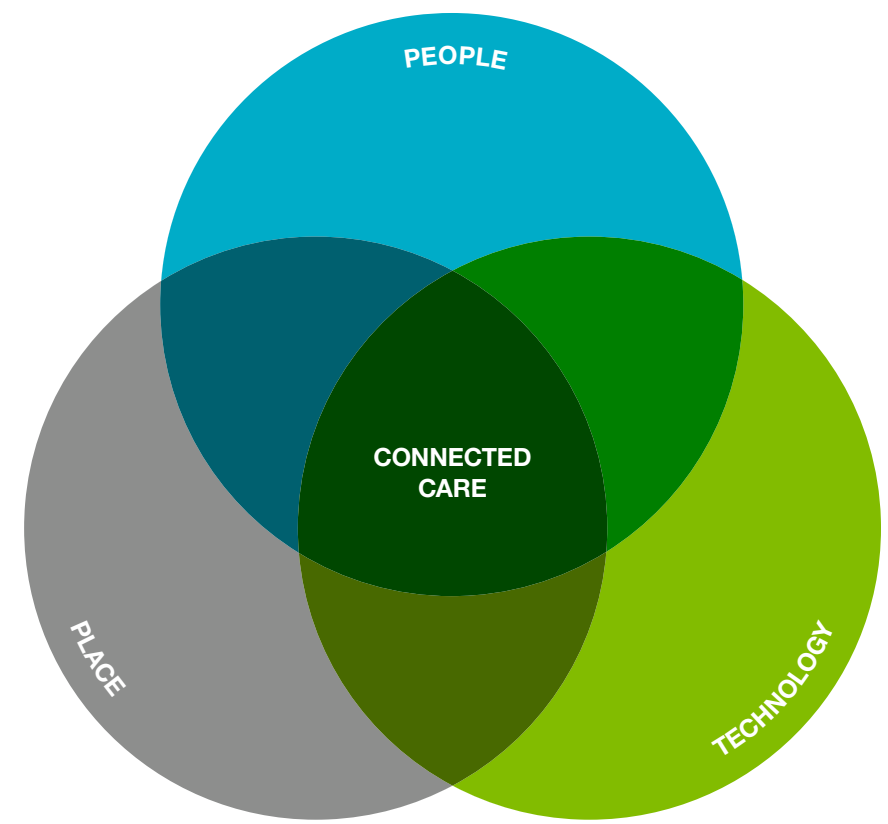
Families expect to feel engaged and welcomed with hospitable environments that aren't overly cramped. Providing accommodations and amenities for families ensures they can stay with the patient and be comfortable.

INSIGHT 4

**Hospitalization increases feelings of vulnerability, intensifying needs for choices and personal comfort in the space.**

Hospitalization challenges patients and their families physically, cognitively and emotionally. Environments that feel hospitable versus institutional can help people deal with the strains of the experience and the range of their emotions and states of mind by supporting individual preferences and creating a sense of control.

PATIENT ROOMS DESIGN PRINCIPLES



PEOPLE

- |   |  |
|---|--|
| Anticipate and support the range of activities that can occur in the space    | Include seating that supports a range of both body types and postures          |
| Realize people's need for some control and customization of their environment | Provide whiteboards for leaving messages and displaying important information  |
| Welcome and host family with visible amenities for their use                  | Promote a residential feel with colors, finishes, furniture, artwork and views |
| Provide for bedside teaching and learning that includes patients and family   |  |

PLACE

- |  |  |
|--|--|
| Provide settings to accommodate various activities                               | Include sound-absorbing materials and/or an acoustical masking system  |
| Free up adequate floor space for clinicians' mobile workstations                 |  |
| Include open storage for frequent-use items and closed storage to reduce clutter | Provide space and furnishings so family can comfortably be in the room, including sleeping accommodations for overnight stays if desired |

TECHNOLOGY

- |   |  |
|---|--|
| Equip patient rooms with technology that makes it easy for clinicians to share information                  | Ensure clear eye-to-information visibility for patients and their families               |
| Add videoconferencing capabilities to support communication with doctors and family located in other places | Support use of mobile technologies by clinicians, family members and recovering patients |
| Anticipate new and emerging technologies with an adaptive infrastructure                                    |  |

PATIENT ROOMS INBOARD PATIENT ROOM

With everything close at hand, this patient room is a comfortable setting so the family can feel welcome as active partners in their loved one's care. It's also an efficient space where clinicians can move around freely and engage effectively with the patients and the family, creating the most value out of the time they spend in the room.



Dimensions: 22' x 15'

- 1

A recliner provides versatile seating comfort, supporting and encouraging the family to stay with the patient during recovery. (Solution: Empath)
- 2

A caddy keeps visitors' personal items, like laptops and reading materials, off the floor when not in use, improving safety and orderliness in the room. (Solution: SOTO II Mobile Caddy)
- 3

In this well-equipped room, the overbed table can be dedicated exclusively to patient use, adding a sense of control and order that reduces anxiety. (Solution: Overbed table)
- 4

Visitors of many sizes have comfortable support for sitting, lounging or sleeping, with a sofa that easily converts into a bed. (Solution: Sieste sleeper sofa)
- 5

Modular casegoods define personal space and hold a monitor that's positioned to ensure clear sightlines for the patient and the family, so it's an effective way to share health information. The unit also gives clinicians easy access to supplies and provides a handy writing surface. (Solution: Opus modular casegoods)
- 6

A compact table is a spot for tasks, refreshments and consulting with clinicians. (Solution: ScapeSeries table)
- 7

Chairs are easy to move, so family and clinicians can sit next to patients to converse—a closer, more natural way to connect than talking downward while standing. (Solution: Wrapp chairs)
- 8

A shelf unit does double duty as an end table and open storage for cards, flowers and personal items. (Solution: Elective Elements)

FEATURED PRODUCTS			
Empath recliner .....	127	Wrapp™ chairs .....	123
Sieste™ sleeper sofa .....	127	Opus casegoods .....	121
SOTO II™ Mobile Caddy .....	120	ScapeSeries™ table .....	135
Overbed Table.....	134	Elective Elements.....	130, 131

PATIENT ROOMS OUTBOARD PATIENT ROOM

With a large, high-definition monitor just inside the threshold, clinicians can quickly engage patients and family members by displaying health information or videoconferencing with a specialist or family doctor. There's ample space around the bed for procedures, and tucked in a low-traffic corner is a cozy setting for the family.



Dimensions: 23' x 16'

- 1

For the family, a sofa and a table with power access at the surface create a place for many everyday tasks, as well as learning consultations with a clinician. (Solution: *Sieste sleeper sofa, Enea Lottus table*)
- 2

A recliner is versatile, comfortable seating for guests or recovering patients. (Solution: *Empath*)
- 3

A mobile stool provides a quick option for eye-to-eye bedside conversations. (Solution: *Verge stool*)
- 4

A mobile workstation for clinicians holds equipment and technology devices such as a laptop, tablet or smart phone. Because the workstation is maneuverable in tight spaces, taking up no more floor space than a person, clinicians can bring it to the bedside, reducing the steps and time it takes to accomplish procedures or share information. (Solution: *Pocket*)
- 5

In this well-equipped room, the overbed table can be dedicated exclusively to patient use, adding a sense of control and order that reduces anxiety. (Solution: *Overbed table*)
- 6

Next to the bed is compact storage, and there's room for a stool underneath. (Solution: *Elective Elements*)

FEATURED PRODUCTS

Sieste sleeper sofa .....	127	Pocket.....	132
Enea Lottus table.....	135	Overbed table .....	134
Empath .....	127	Elective Elements.....	130, 131
Verge stool.....	128		

PATIENT ROOMS MIDBOARD PATIENT ROOM

Opportunities for learning are maximized in this patient room with side-by-side monitors that amplify information-sharing opportunities. The family can converse with clinicians in sit-down settings and participate actively in learning and decision making.



Dimensions: 35' x 22'

- 1

A workstation just outside the room is a place for charting and other clinician tasks, providing sightlines to the patient without being in the room. *(Solution: Sync caregiver station)*
- 2

A U-shaped table supports tasks, snacking and other activities without taking a lot of space—and it has no corners to bump into, always a plus when space is tight and there’s a lot going on. *(Solution: Groupwork table)*
- 3

A versatile and light-scale ottoman is an extra place to sit that’s easy to move wherever it’s needed, giving people control over their interactions. Or it can be a soft-surface table for personal items or just a place to put up tired feet while lounging on the sofa. *(Solution: Alight ottoman)*
- 4

Casegoods store items within easy reach without adding clutter to the environment. With less clutter, stress levels go down. *(Solution: Folio modular casegoods)*
- 5

A table placed near the door creates a convenient place for activities or consulting with a clinician without disturbing the patient. *(Solution: ScapeSeries)*

FEATURED PRODUCTS

Folio modular casegoods .....	121	ScapeSeries table .....	135
Alight™ ottoman.....	124	Sync caregiver station.....	131
Groupwork® table .....	132		



ONCOLOGY TREATMENT SPACES

“WE NEED MORE SPACE FOR FAMILY MEMBERS TO BE IN THE CHEMO ROOM. THAT’S ONE OF OUR CHALLENGES.”

An Oncology Treatment Space story from a patient’s point of view.

Often areas where multiple patients are treated, they must offer personal control, privacy as well as intimacy for patients. They must provide for human interaction, comforting words and mental distractions. They must support teaching and learning. They must make room for families and support persons. And they must support engagement between patients and clinicians.

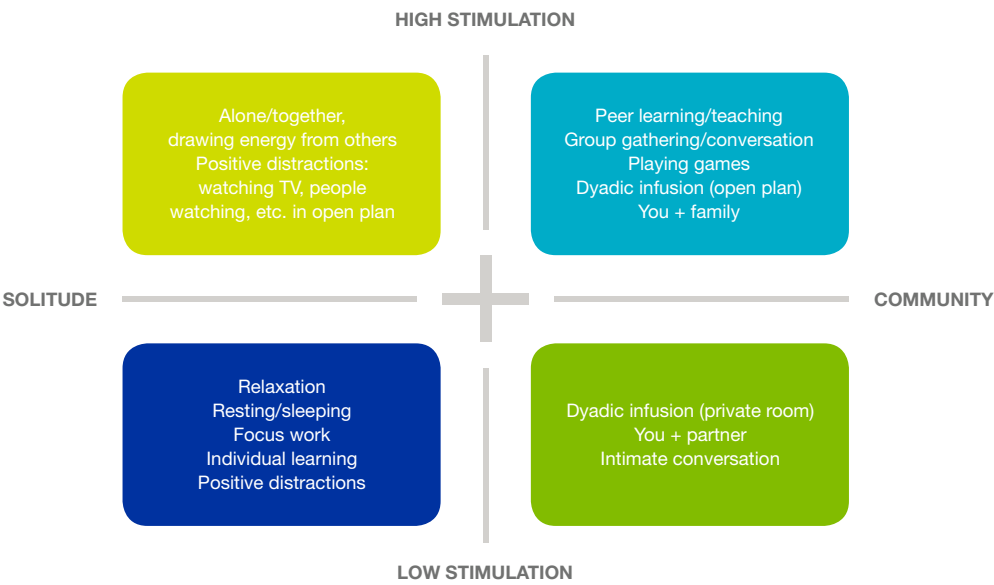
A suite of oncology treatment applications is designed in order to accommodate many scenarios, from private treatment areas to communal spaces that encourage patients to form friendships and personal support networks with others with similar treatment experiences.

ONCOLOGY TREATMENT SPACES OBSERVATIONS



OBSERVATIONS

- Family not accommodated
- Bulky furniture, hard to move
- Workarounds and make-dos
- No technology
- Little control of space
- Crowded, cluttered
- Institutional, unfamiliar



Every cancer patient is unique, and today’s patients now expect a person-centered approach to their care. Although a clinician’s expertise and the achievement of positive outcomes are always what matter most, a facility can make a tremendous difference in the treatment experience, and even potentially improve outcomes by a more optimistic mindset and sense of control.

Instead of a “one room fits all” approach, oncology treatment centers are now designed as an ecosystem of spaces to serve a wide range of people with different needs and preferences. High customer satisfaction and differentiation are rewards for organizations that focus on personalizing the treatment experience by offering choice and control to participants, helping to humanize this segment of the healthcare journey.

OPPORTUNITIES

- Streamline, appealing
- Family hosted
- Pull-up bedside seating
- Efficient and multipurpose
- Integrated technology for teaching/learning
- Accommodations for personal items and preferences
- Comfortable, welcoming

ONCOLOGY TREATMENT SPACES KEY INSIGHTS

Cancer treatment demands a holistic approach that supports people emotionally and mentally, as well as physically. Because communication with patients can make a huge difference in their attitudes and understanding, the environment should support technology use to enhance information exchanges.

When the elements of people, place and technology are holistically considered, the result can be oncology treatment centers that connect people and information effectively, empower patient healing and support the needs of everyone who uses the space.

INSIGHT 1

**For cancer patients, emotional comfort is just as important as physical comfort, and needs and preferences vary.**

More than just places to treat a disease, treatment centers should be appealing environments that humanize the experience and support total wellbeing: body, mind and emotions. Having a range of spaces humanizes the treatment experience and satisfies a range of personal preferences.

INSIGHT 2

**Family members provide vital support to patients, and their needs shouldn't be overlooked.**

Creating space for family during treatment ensures they are connected to the care process. It's also important to include a private space with supportive amenities just for family members. Having a place to get away without leaving the facility can help them stay on top of things and cope better with their loved one's illness.

INSIGHT 3

**Technology improves the whole treatment experience.**

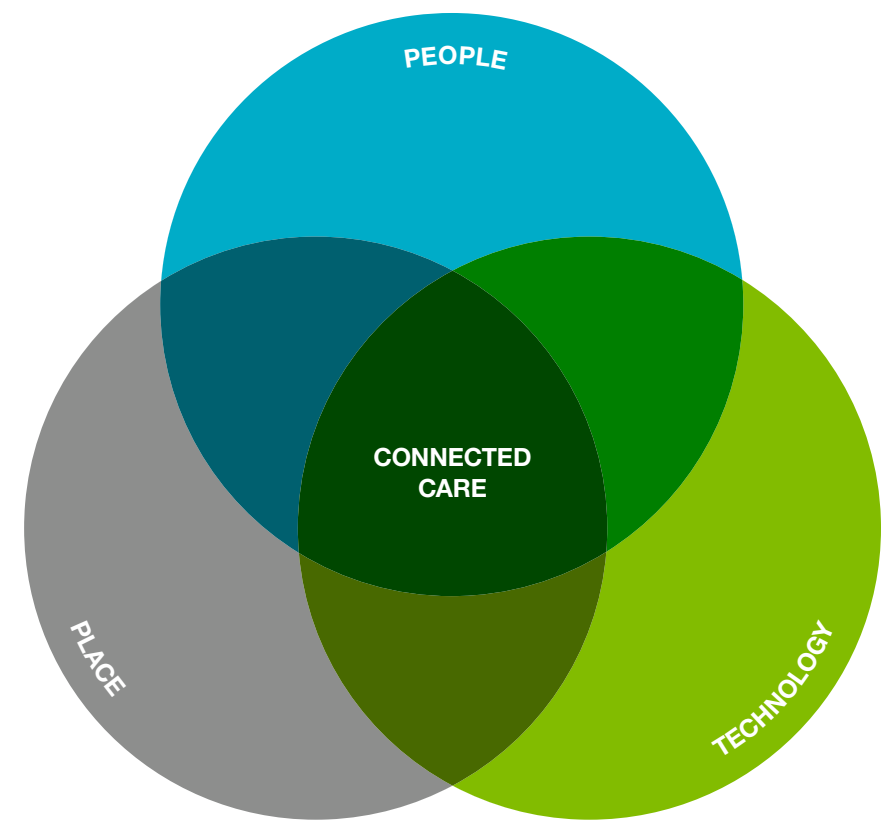
Being able to access and share health information is vital for effective patient care, and provides opportunities for bringing helpful information to patients and family. For patients and their families, using technology devices provides positive distractions and allows them to accomplish personal tasks during treatments.

INSIGHT 4

**An environment of hospitality improves the care experience.**

Natural light, plants, inspiring art, clear way-finding and simple conveniences and refreshments offset the unpleasantness of treatments and ease the strains on patients, families and staff.

ONCOLOGY TREATMENT SPACES DESIGN PRINCIPLES



PEOPLE

- Design an ecosystem of private, semiprivate and communal spaces that recognize people's individuality and desire for control of their environment
- Support sharing information in a variety of ways
- Create spaces that allow people to connect face-to-face without interference
- Plan for the presence of family members throughout the space
- As much as possible, design the spaces to feel informal and hospitable
- Provide seating that supports various postures: upright sitting, perching, lounging, reclining, lying down, etc.

PLACE

- Design treatment settings that offer various levels of privacy
- Provide a communal café space with television, game tables, Internet access, reading materials, etc.
- Build in flexibility so the space can adapt to future needs
- Bring natural light in with large windows and skylights
- Include open storage so people can help themselves to blankets, tissues, water, etc.
- Realize the importance of adjacencies and sightlines that support spatial awareness, way-finding and opportunities for communication
- Select floor coverings that enable easy movement for patients and mobile furniture

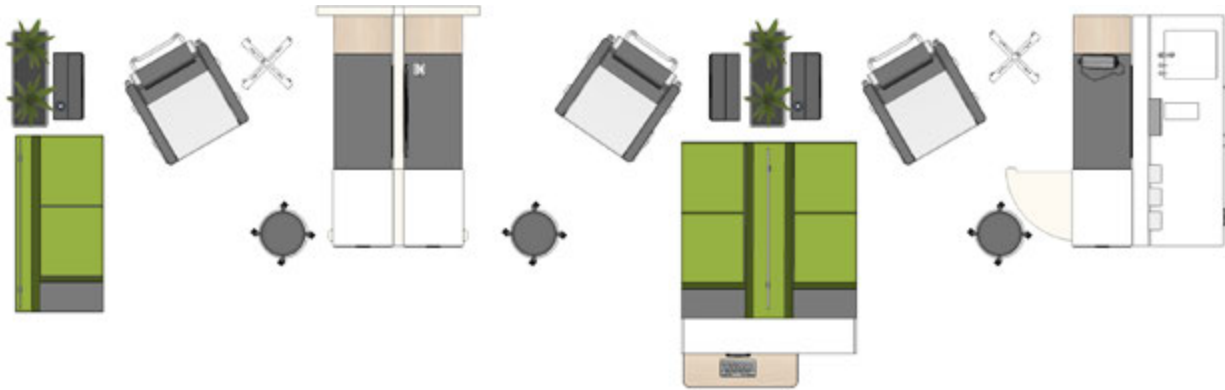
TECHNOLOGY

- Leverage technology to enhance communications, but don't let it overwhelm the environment
- Include an electronic room-reservation system to manage use of private and semiprivate spaces
- Anticipate new and emerging technologies with an adaptive infrastructure
- Make it easy to adjust lighting levels in private and semiprivate spaces
- Support use of mobile technologies by clinicians, family members and patients



ONCOLOGY TREATMENT SPACES SEMI-OPEN TREATMENT AREA + PARTNERS

A group setting with ample room for family members too, this area supports socializing as well as shared learning. Patients can easily switch from an upright to a reclined position, depending on their activity and preferences.



Dimensions: 34' x 14'

- 1 Modular casegoods define personal space, and they give clinicians easy access to patients, technology and supplies. (Solution: Sonata modular casegoods)
- 2 Recliners help patients relax in comfort with the option to change postures during treatment. It's easy for clinicians to get close and tend to patients' needs efficiently. (Solution: Empath)
- 3 Seating for partners in care with integrated power access allows them to stay connected via technology while supporting the patient with their presence. (Solution: Regard)

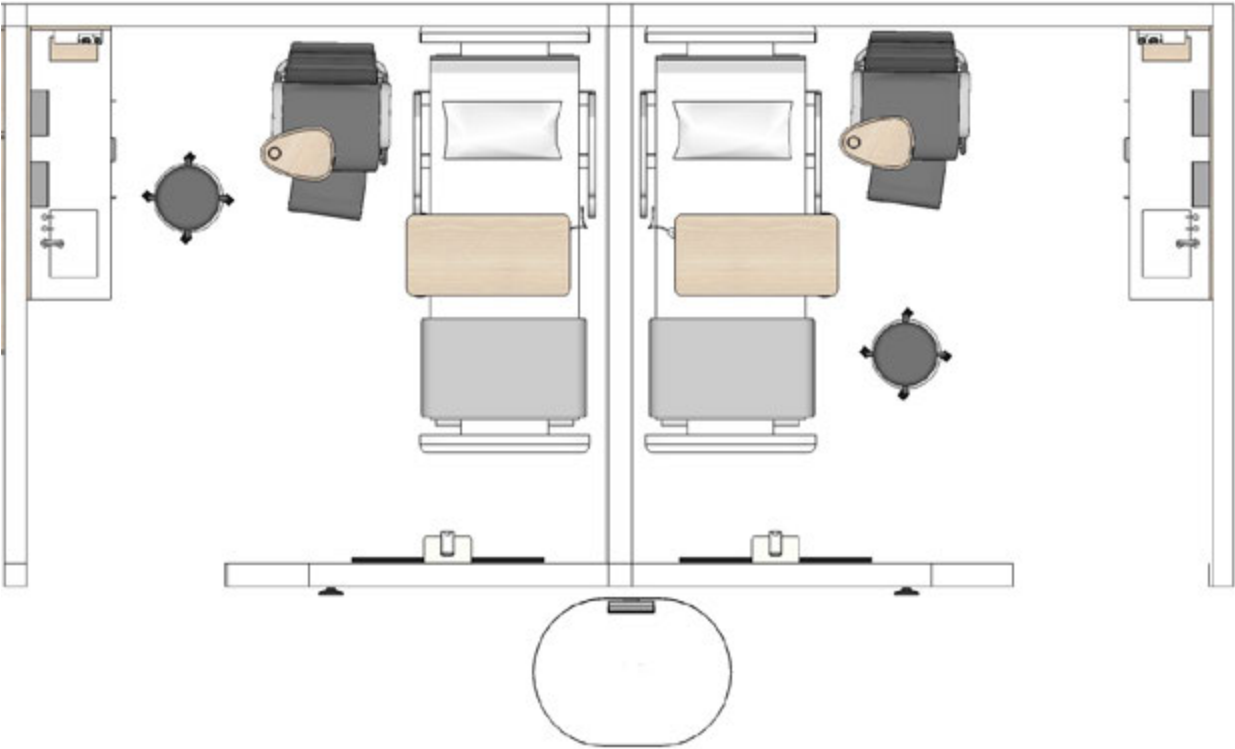
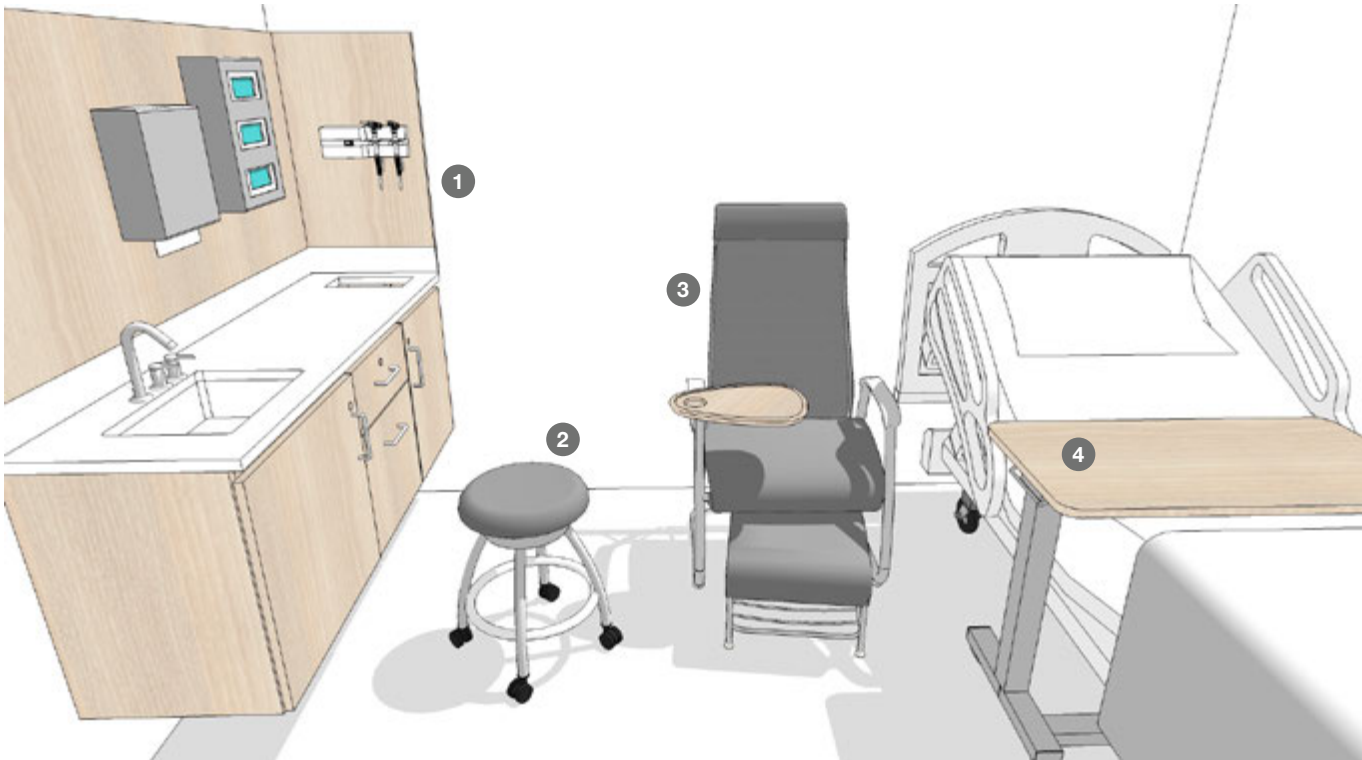
FEATURED PRODUCTS

Sonata™ modular casegoods .....	121	Regard.....	125
Empath .....	127		



ONCOLOGY TREATMENT SPACES PRIVATE TREATMENT ROOM WITH BEDS

Quiet and comfortable, this space is designed for resting or sleeping, alone or with the supportive presence of a loved one nearby.



Dimensions: 22' x 10'

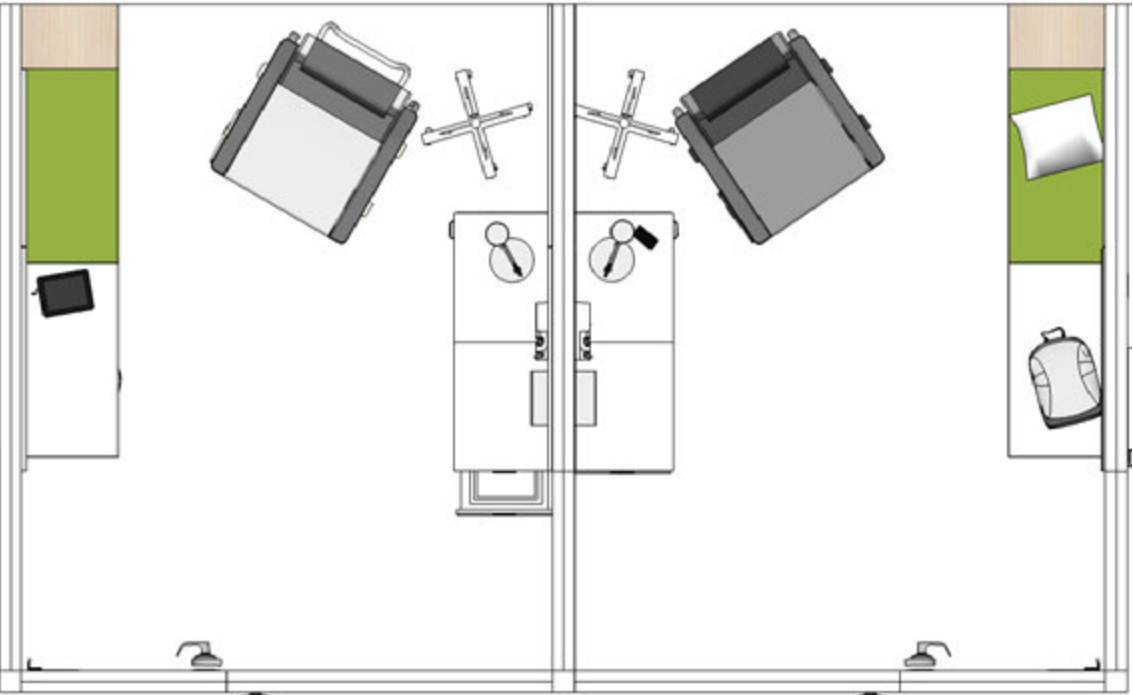
- 1 Necessary supplies and a waste bin are unobtrusively stored in attractive cabinetry, hidden yet easily accessible. (Solution: Folio)
- 2 Clinicians can pull up close to the patient and family members for same-level consulting, as well as care procedures. Sitting together makes sharing information more natural and personal, so it can be more impactful, too. (Solution: Verge stool)
- 3 A flexing-frame chair ensures long-term bedside comfort for a family member. (Solution: Cura)
- 4 To decrease the patient's stress and feelings of vulnerability, personal necessities, such as eye glasses or tissues, are always within easy reach on an overbed table. The table also defines the patient's personal zone, creating a bridge for conversation while maintaining a boundary, too. (Solution: Overbed table)

FEATURED PRODUCTS

Folio modular casegoods .....	121	Cura .....	126
Verge stool.....	128	Overbed tables .....	134

ONCOLOGY TREATMENT SPACES PRIVATE TREATMENT ROOM

Away from others, this is a place where patients can read, rest or nap during an infusion. Consultation with a clinician can occur without the distraction of others, and technology can be used for teaching moments as well as entertainment.



Dimensions: 17' x 10'

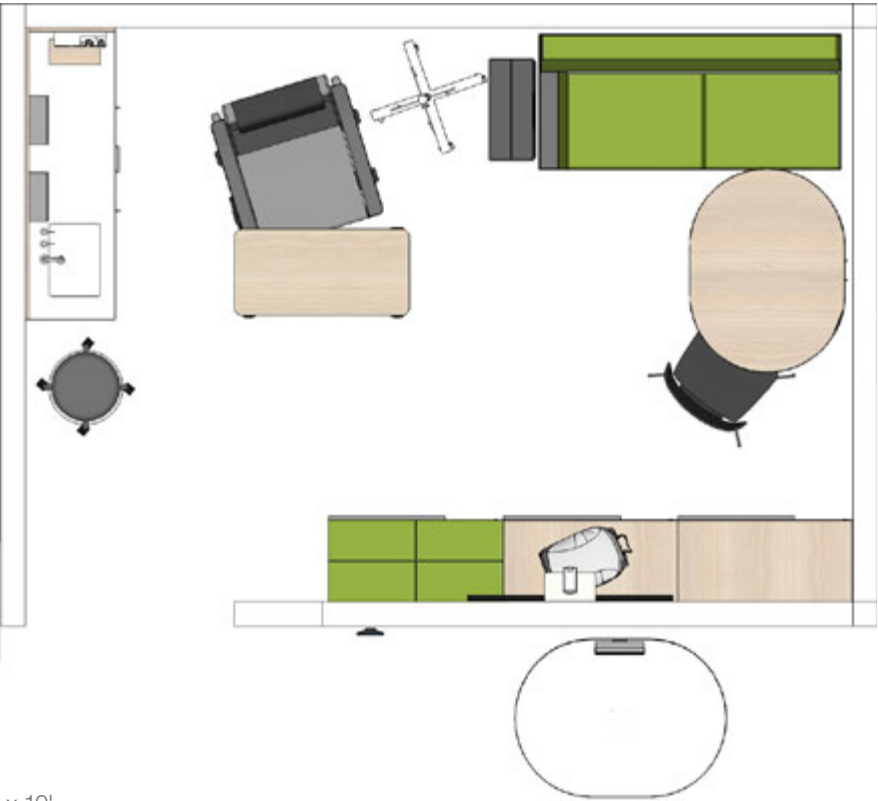
- 1** Movement while seated is a healthy practice, physically as well as mentally. Patients can change postures easily in this recliner, and clinicians can get close easily for care procedures or conversation. *(Solution: Empath)*
- 2** Attractive modular casegoods create an uncluttered environment. A clothes closet and a bench combine short-term seating and under-the-lid storage. Open shelves keep some personal items in close proximity. Cabinetry also supports clinicians' workflows, providing easy access to supplies while blending discreetly with the visual serenity that this room provides. *(Solution: Sonata modular casegoods)*

FEATURED PRODUCTS

Empath .....	127	Sonata modular casegoods .....	121
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ONCOLOGY TREATMENT SPACES PRIVATE FAMILY TREATMENT ROOM

Family privacy during a treatment allows for everyday interactions such as lounging, playing games or sharing a snack or meal. It's also easy to have a confidential conversation with a clinician here.



Dimensions: 14' x 10'

- 1

Next to the patient's recliner, a mobile overbed table works as an end table, a snack tray, a game center, or a worksurface. It's also a place for clinicians to rest a laptop or tablet to display health information that can be brought close to everyone in the room. (Solution: Empath, Overbed table)
- 2

More than a magazine rack, a mobile caddy provides the reassurance of keeping personal items off the floor and at hand for quick and easy unpacking and packing. The upper shelf has a fabric pad, so it is a soft landing spot for technology devices. (Solution: SOTO II Mobile Caddy)
- 3

A comfortable pull-up chair with a generous seat is multipurpose, making it easy to reconfigure the room to whatever is occurring at the moment. (Solution: Wrapp chair)
- 4

Having a place for personal items makes it easy to settle into a space that feels more like "yours" for as long as you're there. This storage unit does double duty as a bench for short-term sitting, adding to the flexibility of the space. (Solution: Elective Elements)

FEATURED PRODUCTS

Empath .....	127	SOTO II Mobile Caddy.....	120
Overbed table .....	134	Wrapp chair.....	123
Elective Elements.....	130, 131		

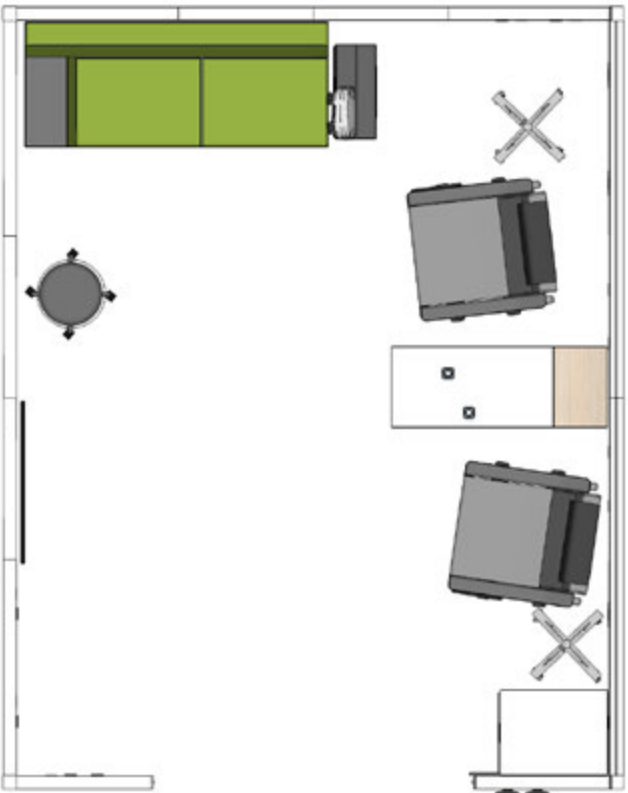
ONCOLOGY TREATMENT SPACES SEMIPRIVATE DYADIC TREATMENT AREA

It’s not uncommon for people to form close bonds during treatments. This space allows two patients to be together, sharing experiences and feelings, and perhaps forming a friendship that lasts long after the treatment cycle is completed.



FEATURED PRODUCTS

Sonata modular casegoods .....	121	Regard .....	125
Verge stool.....	128	SOTO II Mobile Caddy.....	120
Empath recliner .....	127		



Dimensions: 14' x 11'

- 1** Clinicians can pull up a stool for same-level consulting or procedures. *(Solution: Verge stool)*

**2** Family members are encouraged to be here, too. This seating solution brings power access right to the surface, so their options for using this time productively are amplified. *(Solution: Regard)*

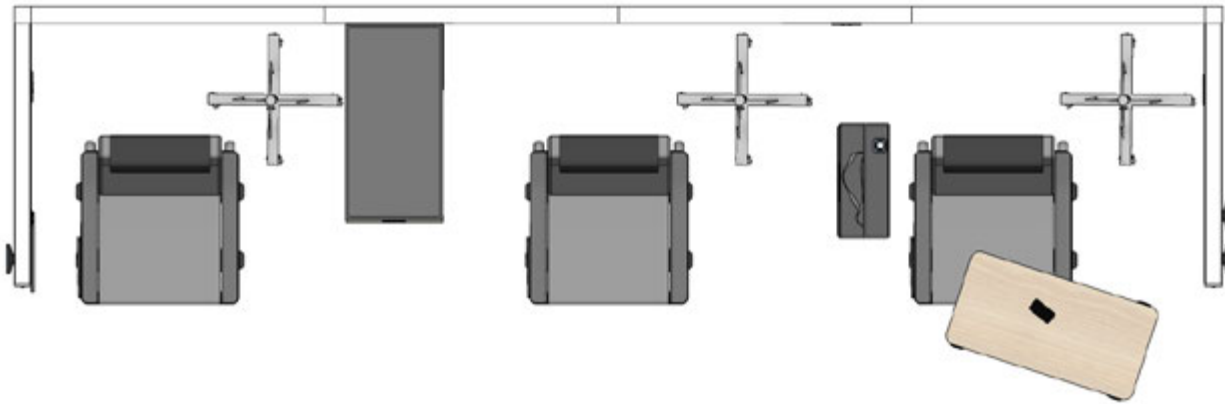
**3** A mobile caddy provides the reassurance of keeping personal items off the floor and at hand for quick and easy unpacking and packing. The upper shelf has a fabric pad, so it is a soft landing spot for personal devices. *(Solution: SOTO II Mobile Caddy)*
- 4** Even in a space that's shared with someone you know, most people like to establish boundaries to define their personal space. This divider works as an end table for both recliners and storage for personal items. *(Solution: Sonata modular casegoods)*

**5** Side-by-side recliners help patients relax in comfort with the option to change postures during treatment. There's still plenty of room for clinicians to get close and tend to patients' needs efficiently. Because two people working toward a common goal are often extra motivated, this space also presents optimal opportunities for active learning, with and without technology support. *(Solution: Empath recliner)*



ONCOLOGY TREATMENT SPACES ALONE/TOGETHER TREATMENT AREA

Sometimes patients don't want to socialize, but they also don't want to be alone. A semi-open area adjacent to the communal hub allows for people watching and absorbing the energy of others, while still maintaining privacy at the edges of activity.



Dimensions: 18' x 9'

- 1 Recliners provide comfort and the option to change postures during treatment. (Solution: Empath recliner)
- 2 Modular casegoods define personal space and bring power within reach, all the while providing clinicians with easy access to patients, technology and supplies. (Solution: Sonata modular casegoods)
- 3 A caddy keeps personal items off the floor and nearby, so patients don't have to worry about their safekeeping or accessibility. (Solution: SOTO II Mobile Caddy)
- 4 To help pass the time, an overbed table is a surface for whatever the patient feels up to doing: refreshments, games or tasks, easily moved out of the way or brought close as needed. (Solution: Overbed table)

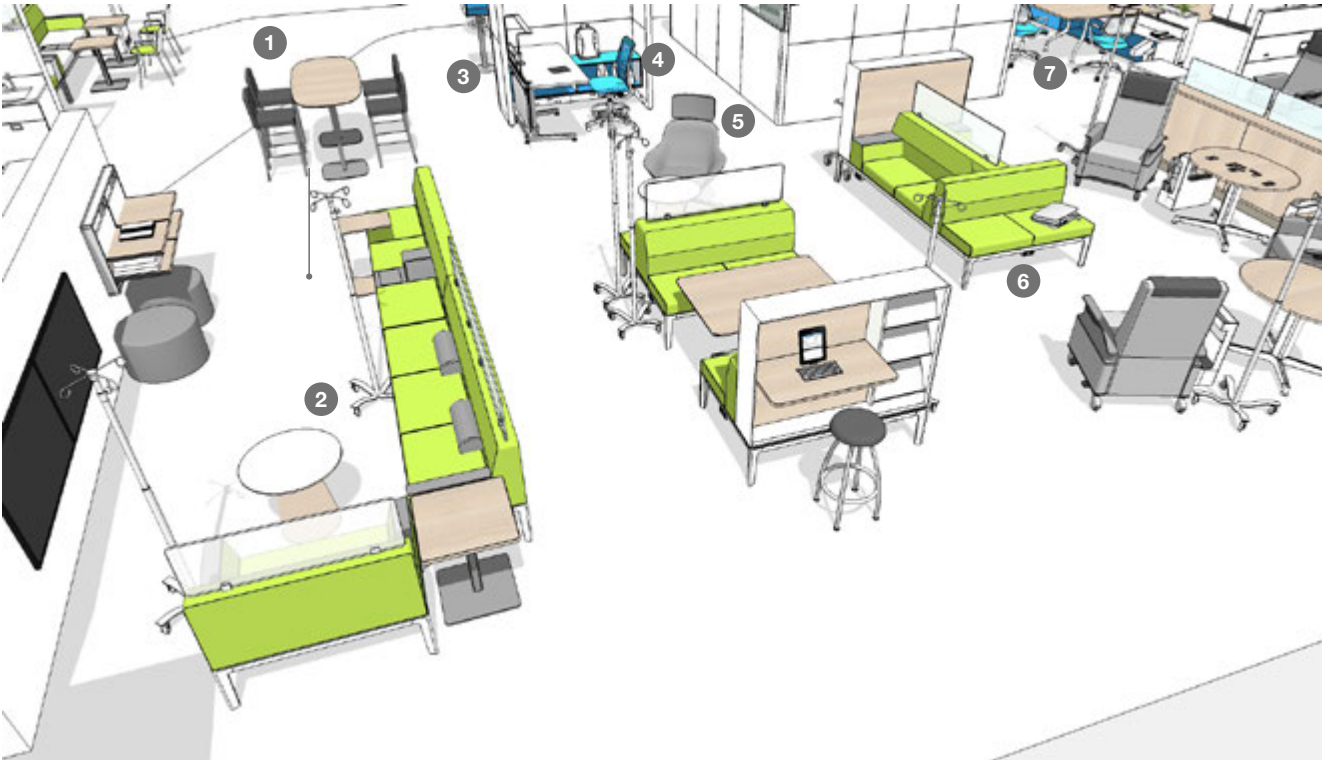
FEATURED PRODUCTS

Empath recliner.....	127	Overbed table .....	134
Sonata modular casegoods .....	121	SOTO II Mobile Caddy.....	120



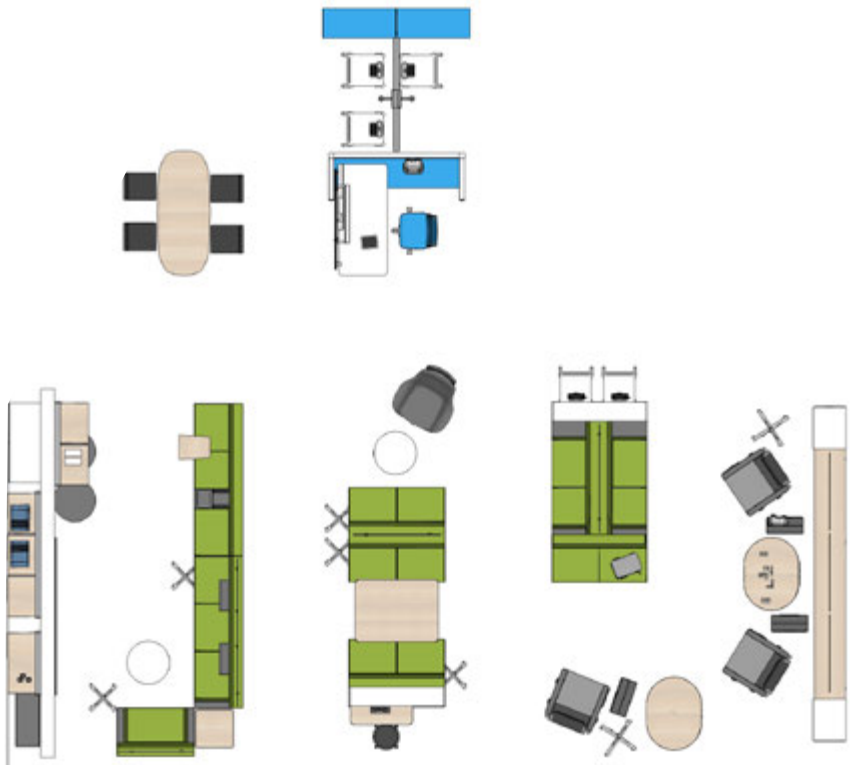
ONCOLOGY TREATMENT SPACES COMMUNAL SPACE

A café-like social hub, this space supports many activities—going online, getting work done, watching TV, reading, playing games, snacking or conversing. Families and patients may choose to be in or near this open space for its energizing quality, and it's also an ideal environment for group or individual learning.



FEATURED PRODUCTS

Enea Lottus table.....	135	Think .....	128, 129
Switch™ stools.....	128	Bob Lounge.....	124
Campfire™ Paper Table.....	133	Regard .....	125
Airtouch .....	133	c:scape .....	131



Dimensions: 36' x 30'

- 1** For quick tasks, conversations or refreshments, a table and stools create an approachable shared setting that's adaptable to many uses. *(Solution: Enea Lottus table with Switch stools)*

**2** A paper-topped table designed for doodling is a terrific distraction for kids, as well as a potential teaching tool. Clinicians can make information visible in a quick diagram or write down key terms and information. By tearing off the top sheet, patients or families take the information with them. *(Solution: Campfire Paper Table)*

**3** An adjustable-height table and stool create an ergonomic workstation with a range of choices to match body types and postural preferences—sitting, perching or standing—so waiting time can also be productive without straining the body. Open shelves provide a place for computer bags and other workplace storage needs. *(Solution: Airtouch)*
- 4** Seating with intuitive adjustments ensures support and comfort for a range of body types. *(Solution: Think)*

**5** A lounge chair can be an embrace for people who are tired and stressed, wrapping comfort around them. *(Solution: Bob Lounge)*

**6** A comfortable booth provides intimacy for families who want to play a game, enjoy a snack or simply be together in their own space. *(Solution: Regard)*

**7** Open shelves provide a place for computer bags and other workplace storage needs. *(Solution: c:scape)*





## WAITING PLACES

“I WANT TO USE MY TIME  
PRODUCTIVELY IN A  
DOCTOR’S WAITING ROOM.”

**A Waiting Places story from a patient’s point of view.**

Michelle is coming in to see her doctor. She has had regular, weekly appointments near the end of her pregnancy, so she is very familiar with the routine of checking-in. Her newborn is in a carrier, and her 3-year-old son is also in tow.

She quickly sets down her large purse in the bag caddy of the perching-height desk. She appreciates not having to bend down to reach in her bag as she pulls out a toy to keep her 3-year-old occupied while she enters her information into the tablet with one hand, and sets her baby carrier down next to her at the check-in kiosk. She likes using the self-check-in option because she can avoid the line at the registration desk, and the tablet gives her an approximate wait time so she can have the right expectations for the amount of patience needed. This is a far less stressful option than trying to control her children’s behaviors while standing in line with strangers.

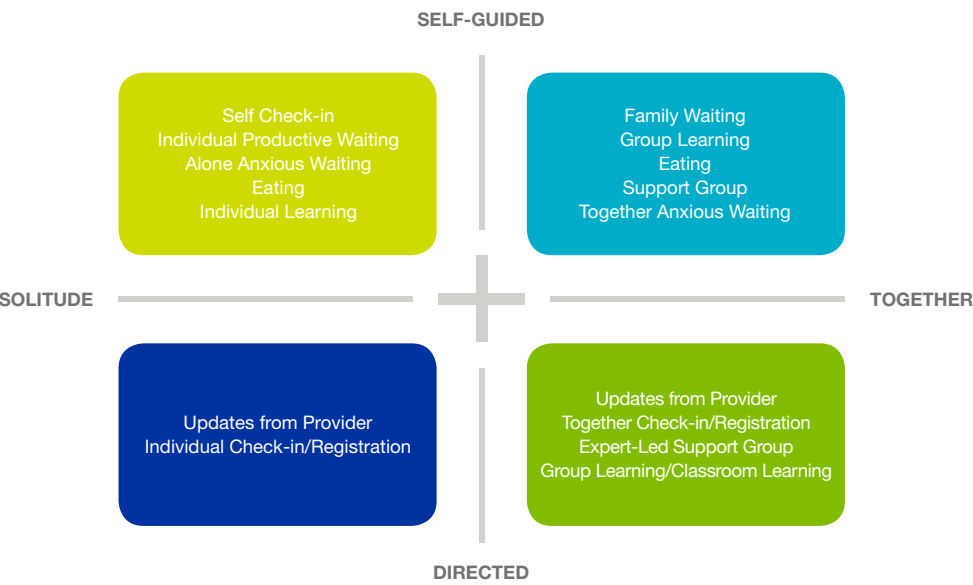


WAITING PLACES OBSERVATIONS



OBSERVATIONS

- Empty, wasted time
- Single-purpose space
- One room: chairs crowded in rows, limited choice
- No technology
- Few outlets, places for personal devices
- Uncomfortable, unappealing
- Few diversions



Healthcare journeys are made up of more than moments of care—they include the time spent between care.

During these times, patients and their families are frequently left waiting. Waiting to meet with their care provider. Waiting for a diagnosis. Waiting to receive information or literature. And the places where they wait—whether for minutes or hours—are often uncomfortable and unappealing, putting patients in poor mindsets before they meet with clinicians.

Instead of simply waiting, these times can be put to better, more productive use as places where people can connect with others, absorb information and ready themselves for the next step in the journey.

OPPORTUNITIES

- Productive interlude
- Multipurpose space
- An ecosystem of settings for a range of preferences and postures
- Integrated technology for accessing and sharing information
- Support for personal devices
- Hospitable, homelike
- Teaching/learning options

WAITING PLACES KEY INSIGHTS

When designed around people’s needs, waiting spaces can help create a better experience by fostering more meaningful uses of time and increasing patient’s confidence that they are receiving high-value care.

INSIGHT 1

The addition of technology empowers meaningful waiting.

Whether it’s used for self-directed check-ins, teaching/learning activities or simply a diversion, technology added to waiting rooms in user-centered ways can create productive, engaging places that connect people and information.

INSIGHT 4

People naturally seek separation from strangers and proximity to family while waiting.

Healthcare is intimate. Most people want to put some space between themselves and strangers while they wait, while families like to cluster so they can be close and have privacy.

INSIGHT 2

Physical and emotional comfort is important when people are waiting.

Being in unfamiliar situations heightens people’s sense perceptions and emotions. Environments that feel hospitable and homelike can help put them at ease and make healthcare seem like a more normal event in their lives.

INSIGHT 5

Active, productive waiting calls for a variety of environments.

Television, noisy conversations or children at play nearby are distracting for people who want to read, rest or work. One big, open room of chairs supports unproductive waiting, but a variety of spaces and seating options offers flexibility for different needs, providing desirable choices and control of the waiting experience.

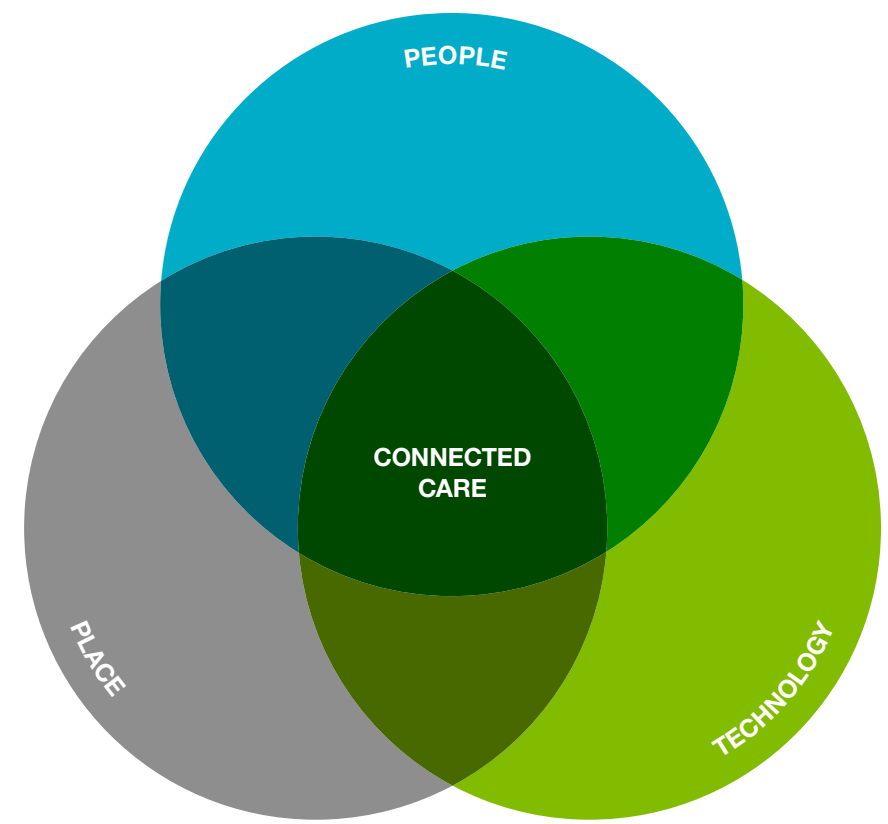
INSIGHT 3

Waiting is an ideal opportunity to educate people about good health.

People in waiting places are often looking for positive distractions. Providing helpful information on health topics helps pass the time while also nudging them toward healthy lifestyles and wellness.



WAITING PLACES DESIGN PRINCIPLES



PEOPLE

- Provide for productive waiting by supporting a wide range of activities
- Welcome and host with comfortable settings and amenities
- Create areas where family and clinicians can connect without the distraction of strangers
- Accommodate people's needs for varying levels of sound and other sensory stimulation

PLACE

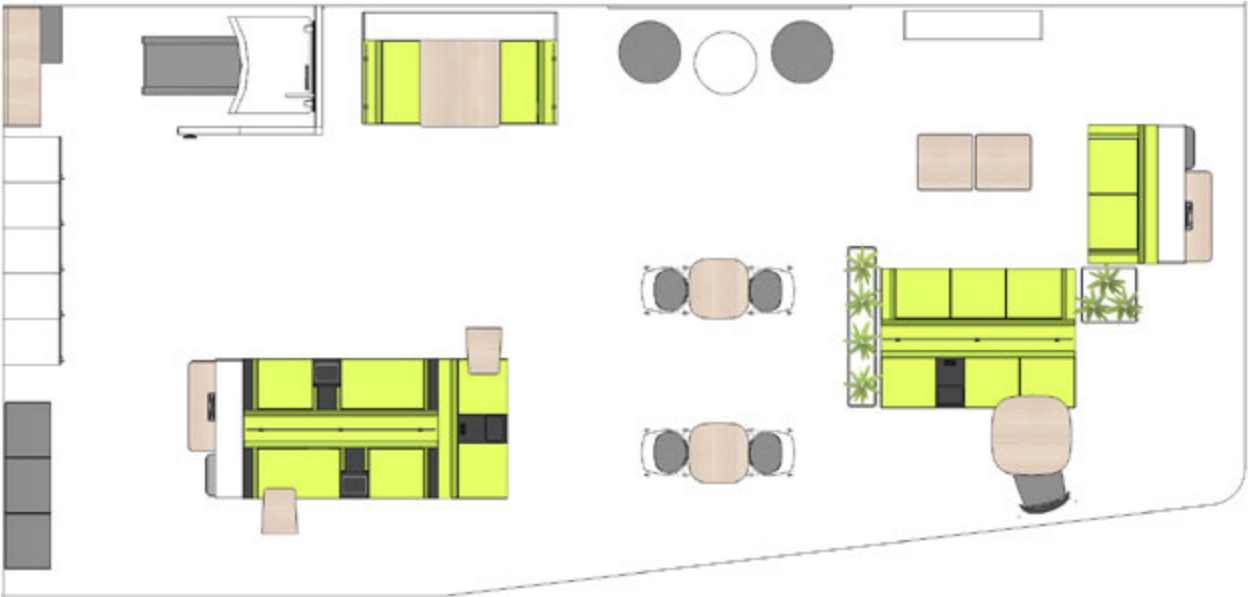
- Include a variety of settings for patients and family
- Provide furniture that supports activities and postures beyond just upright sitting
- Offer places that are very calming, through the materials, textures, colors, lighting and views
- Optimize real estate with flexible waiting places that can accommodate group learning sessions

TECHNOLOGY

- Provide for technology-enabled learning while people wait
- Leverage technology to gather data and connect people to information
- Support people's use of personal devices
- Anticipate new and emerging technologies with an adaptive infrastructure

WAITING PLACES OUTPATIENT CLINIC WAITING PLACE—ACTIVE

Even simple surgeries can take hours, from prepping to post-event monitoring. For families, this high-stimulation waiting space provides many positive distractions and encourages movement, a proven way to reduce stress.



Dimensions: 41' x 20'

- 1** Family members can use lockers to store personal items like a jacket, laptop, books or snacks if they need to stay for the day. *(Solution: Elective Elements)*

**2** For kids and adults, there are ottomans to sit on or move around while watching TV. *(Solution: Await ottoman)*

**3** Instead of pacing, adults can expend nervous energy productively by using a workstation that's also a low-speed treadmill. *(Solution: Walkstation™)*

**4** To minimize visual distractions and inhibitions, these two active workstations are situated behind panels that provide visual privacy. *(Solution: Answer)*

**5** Desk-height tables provide convenient support for laptops or writing materials. *(Solution: Campfire Personal Table)*
- 6** Parents can keep an eye on their children and get some work done if they choose. This seating area is designed for utility as well as comfort, with conveniently located outlets. *(Solution: Regard)*

**7** A paper-topped table is a fun place where children can stay occupied with drawing and coloring. *(Solution: Campfire Paper Table)*

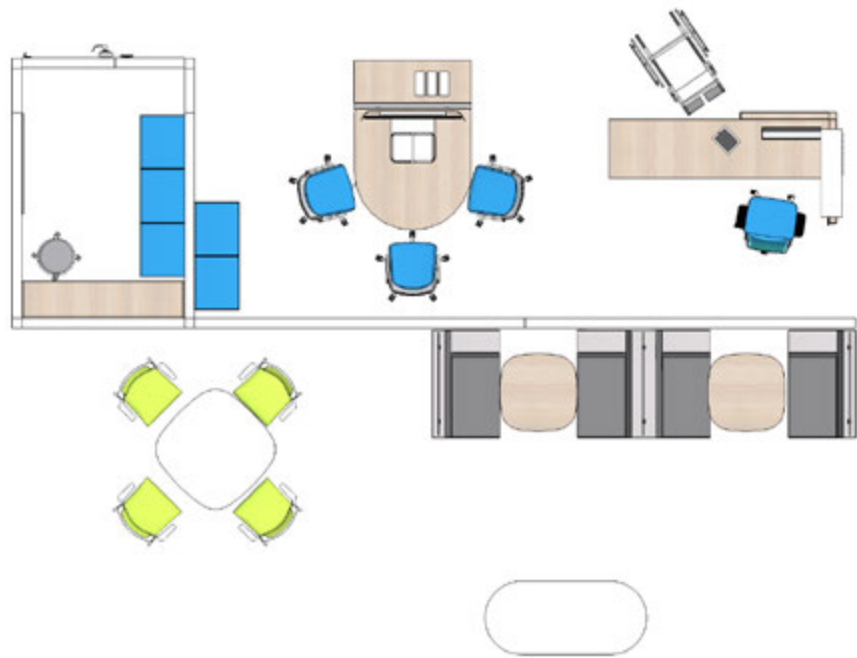
**8** High-top tables and stools are inviting places to perch for a snack, play a game or engage in other energizing pastimes. *(Solution: Enea Lottus tables and stools)*

FEATURED PRODUCTS

Elective Elements.....	130, 131	Regard.....	125
Await ottoman.....	124	Campfire Paper Table.....	133
Walkstation™.....	133	Enea Lottus tables.....	135
Answer panel systems.....	131	Enea Lottus stools.....	128
Campfire Personal Table.....	133		

WAITING PLACES OUTPATIENT CLINIC WAITING PLACE—WELCOME

Hospitable and efficient, this welcome area offers high-tech as well as high-touch options and services for patients and their families who arrive for outpatient surgery. A variety of settings creates flexibility for different needs, providing desirable choices and control, and offering meaningful uses of time.



Dimensions: 47' x 36'

- 1 An attractive recycling center encourages sustainable behaviors and makes a positive brand statement. (Solution: Victor2 recycling center)
- 2 Sit-down and stand-up table options in the café mean people can choose a setting that meets their needs and preferences. (Solution: Exchange, Move chair, Enea Lottus table)
- 3 As a place for tasks as well as refreshment, the café offers booth seating with power at the bench. (Solution: Regard)
- 4 A relocatable wall sets off the open café space, visually and acoustically, and offers flexibility for nurture space and technology hosting needs. (Solution: V.I.A.)
- 5 Having a staff person visible at an open workstation is reassuring and efficient. (Solution: Airtouch, Think stool)
- 6 Patients and families can use technology resources to learn about the upcoming procedure or gain helpful recovery tips. (Solution: media:scape mini)
- 7 A concierge greets people for check-in, but there are also multiple kiosks for those who are more self-directed and prefer to check themselves in. (Solution: Regard, Montage)

FEATURED PRODUCTS

Victor2 recycling center .....	120	V.I.A.....	120
Exchange.....	132, 135	Airtouch .....	133
Move chair.....	123	Think stool .....	128
Enea Lottus table.....	135	media:scape mini.....	137
Regard.....	125	Montage®.....	131

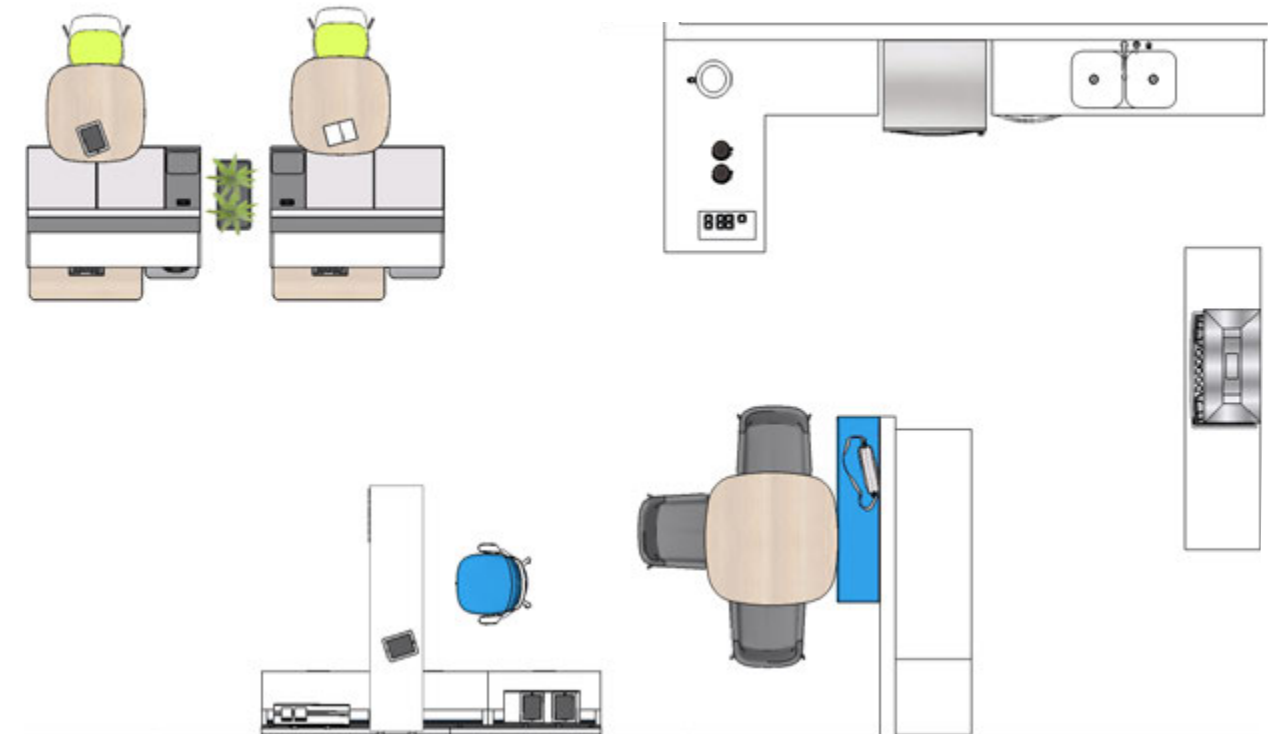
## WAITING PLACES

More people are seeing their doctors regularly for preventive care, and that means new opportunities to encourage healthy lifestyles and redefine primary care. With a kitchen for cooking classes and a multipurpose room for yoga or other classes, this space opens up new revenue streams for the medical group and builds their brand.



## FEATURED PRODUCTS

Regard.....	125	cobi stool.....	128
c:scape.....	131	Bindu™ Seating.....	122



**Dimensions:** 35' x 21'

- 1 Patients can also opt to check themselves in or gain health tips at stand-up kiosks that put them at a comfortable eye level with information and support productive waiting. *(Solution: Regard)*
- 2 Signing in feels friendly when conducted at an open desk instead of behind a barrier window. *(Solution: c:scape)*
- 3 A chair that facilitates easy movement means staff can make eye contact with people in various areas within the space, increasing approachability and responsiveness. *(Solution: cobì stool)*
- 4 There's a comfortable, casual place to sit down with a wellness coach for general consulting or to gain targeted information via a tablet that's provided for use while you're on-site. *(Solution: Bindu seating)*



WAITING PLACES PHYSICIAN'S OFFICE—MULTIPURPOSE

Instead of being tethered to the wall in rows of chairs, people here can find separation from strangers and support for productive activities. There are areas to relax, connect and absorb information—the choices are varied and obvious. After office hours, it's a setting for group learning, such as nutrition or prenatal classes.



Dimensions: 38' x 20'

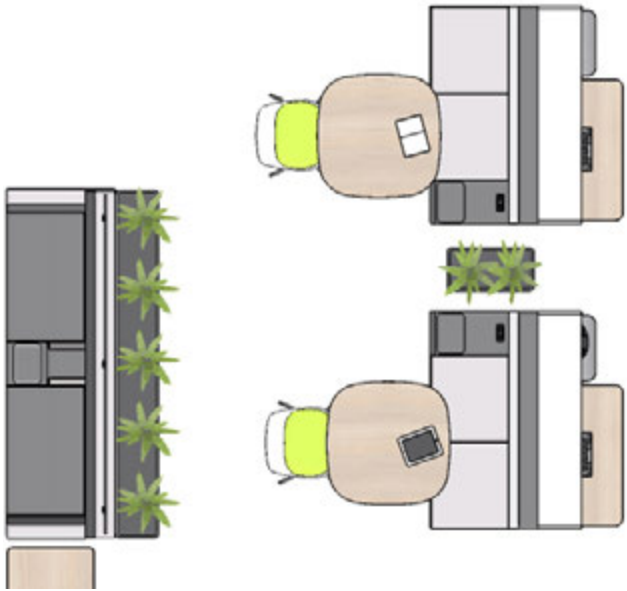
- 1 Lounge seating in a familiar, residential-style configuration is bariatric-sized and has the advantage of built-in power access. (Solution: *Regard*)
- 2 A kid-friendly setting is created by a paper-topped table where children can scribble and draw. (Solution: *Campfire Paper Table*)
- 3 Soft-seating benches go with the flow. (Solution: *Ripple bench*)
- 4 Movable screens create a getaway place to meet with a health coach or to keep children who are playing away from others. (Solution: *Campfire Screen*)

FEATURED PRODUCTS

Regard.....	125	Ripple™ bench.....	125
Campfire Paper Table.....	133	Campfire Screen.....	122

WAITING PLACES PHYSICIAN'S OFFICE—PRODUCTIVE ZONE

For most people today, time is a valuable currency to be used productively instead of wasted doing nothing. This waiting space can be a work setting or a place for a quick meal or snack. A large monitor supports group learning events, adding to its versatility and functionality.



Dimensions: 18' x 16'

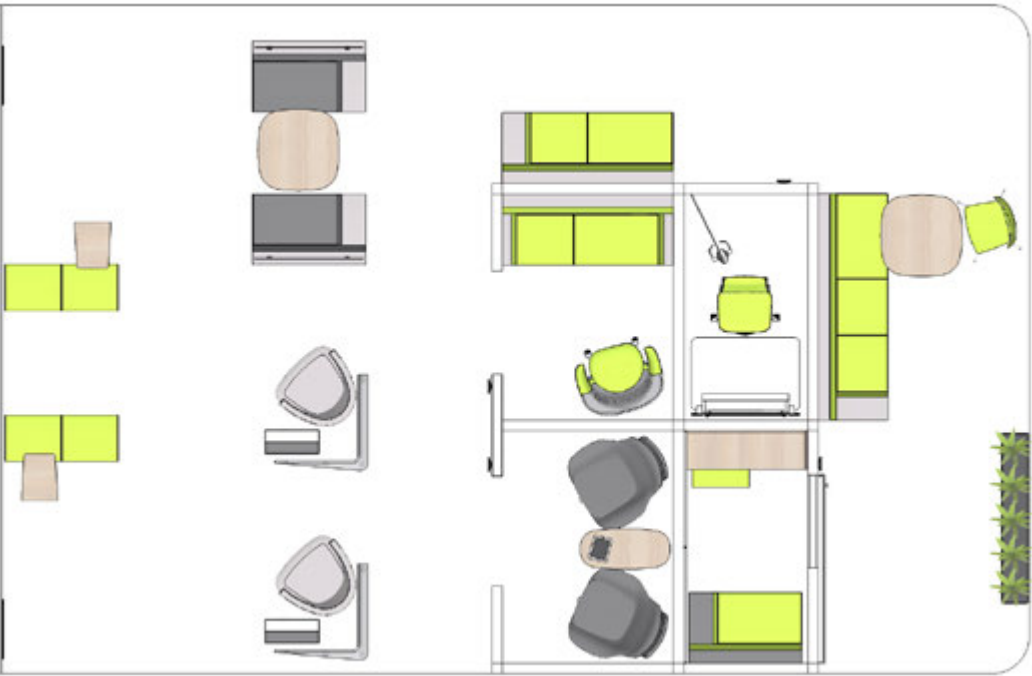
- 1** Desk-height tables and seating that brings power access to the surface are tools that transform empty minutes into time well spent. *(Solution: Regard)*
- 2** Comfortable and versatile chairs change a workstation into a café setting for conversation and refreshments. *(Solution: Enea Lottus chair)*

FEATURED PRODUCTS

Regard.....	125	Enea Lottus chair.....	122
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WAITING PLACES DAY SURGERY WAITING PLACE—PRIVACY

Some people are more introverted than others, and some surgeries have higher risks than others. Privacy spaces recognize this diversity. Adjacent to the surgery area, this is also a convenient place where doctors and families can convene to discuss outcomes and next steps.



Dimensions: 34' x 22'

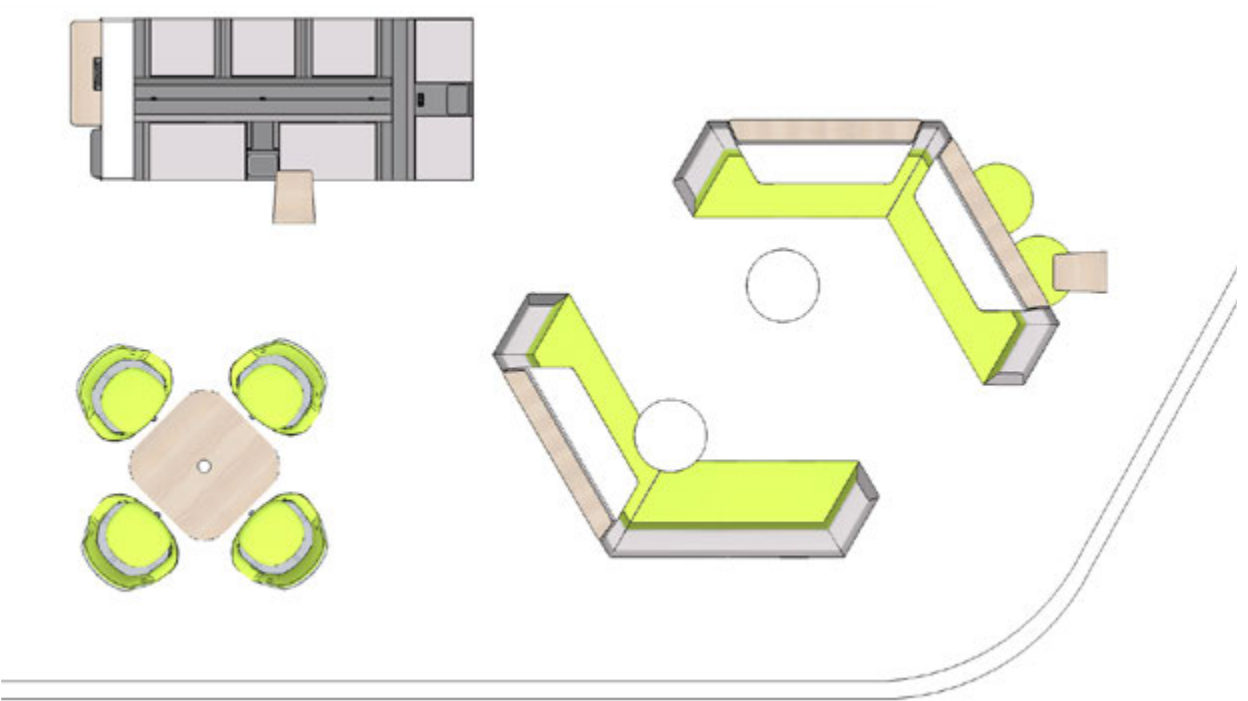
- 1 Booth settings support the need for privacy, comfort and togetherness, whether used by a family who's waiting or as a place to consult one-on-one with a surgeon. (Solution: *Regard*)
- 2 Portable screens can be pulled close to define a semiprivate personal space where people can be alone for meditation or respite. (Solution: *Campfire Screen*)
- 3 Club-style swivel lounge chairs provide physical and emotional comfort, soothing the body to soothe the mind. (Solution: *Joel lounge*)
- 4 Personal devices and belongings can be placed in a mobile caddy with a soft liner, so clutter as well as clutter are reduced. (Solution: *SOTO II Mobile Caddy*)
- 5 An easy-to-tote table for a laptop or tablet creates an instant workstation. (Solution: *Campfire Personal Table*)

FEATURED PRODUCTS

Regard.....	125	SOTO II Mobile Caddy.....	120
Campfire Screen.....	122	Campfire Personal Table.....	133
Joel™ lounge.....	125		

WAITING PLACES DAY SURGERY WAITING PLACE—QUIET

Waiting can be restorative, calming and productive in quiet settings that provide semi-privacy removed from the noise of TVs and other high-stimulation distractions.



Dimensions: 37' x 20'

- 1 Seating with conveniently located power outlets is bariatric, so larger people don't have to seek out special seating. (Solution: *Regard*)
- 2 Far more flexible than an end table, a pull-up table supports many activities. (Solution: *Campfire Personal Table*)
- 3 Swivel chairs at a table invite calm recreation with others or productive work. (Solution: *SW\_1 chairs*)
- 4 Parents can converse and keep a close watch on toddlers in a seating island with canopies that shield out stimuli and create a comfortable sense of enclosure while keeping sightlines open to what's going on nearby. (Solution: *media:scape Lounge*)

FEATURED PRODUCTS

Regard.....	125	SW_1 chairs.....	126
Campfire Personal Table.....	133	media:scape Lounge.....	125





PRODUCT SOLUTIONS

For more information about any of these products go to **SteelcaseHealth.com** and search by product name.

ACCESSORIES TASK LIGHTS



Dash



LED Shelf Light



SOTO Lighting



Underline

ACCESSORIES TECHNOLOGY



CPU Supports



Eyesite Flat-Panel  
Monitor Arm



FYI Flat-Panel Monitor Arm



Huddleboard™ Markerboard



Keyboard Supports



Premium Whiteboards



Relay

ACCESSORIES WORKTOOLS



SlatRail



SOTO II Mobile Caddy



Victor 2

CASEGOODS MODULAR



Folio



Opus



Sonata

ARCHITECTURAL SOLUTIONS WALLS



V.I.A.

CASEGOODS FREESTANDING



Ainsley



Davenport



Park



Senza



Viridian



Waldorf

PRIVACY SCREENS FREESTANDING



Campfire Screen

SEATING BARIATRIC



Coupe Grande

SEATING GUEST



Aspekt



Bindu



Collaboration



Crew Guest



Enea Lottus



Domino



Max Stacker® II



Malibu



Move™



Outlook Empress



Outlook Hawthorne



Outlook Jarrah



Outlook Nikko



Outlook Sequoia



Snodgrass



Sorrel™



Wrapp



X-Stack®



SEATING LOUNGE



Alight ottoman



Await ottoman



Bix



Joel



Lagunitas



Leela



Bob



Buoy



Campfire



Lincoln



media:scape Lounge



Mitra



Circa



Club



Davos



Neighbor™



Passerelle



Regard



Donovan



i2i



Jenny



Ripple™



Sieste



Swathmore

SEATING LOUNGE (continued)



SW\_1



Switch



Switch™ side



Tava

SEATING PATIENT



Cura

SEATING RECLINERS



Empath



Mineral



Mitra

SEATING SLEEPERS



X-Tenz Sleeper Chairs



Sieste Sleeper Sofa

SEATING STOOL



cobi



Enea Café stool



Enea Lottus Post stool



Kart Caster stool



Lox



Last Minute stool



Player



QiVi



Scoop



Switch stool



Think stool



Verge stool

SEATING TASK



Amia™



Cachet®



cobi™



Criterion



Jack



Leap®



Reply®



Siento



Think



Uno™



Qivi

STORAGE SYSTEM + FREESTANDING



Duo slim storage



Elective Elements

SYSTEMS + DESKING DESKING



Bivi



Currency



Garland



Tour

SYSTEMS + DESKING SYSTEMS



Answer



Answer Freestanding



c:scape



Elective Elements



FlexFrame



FrameOne 6



Kick



Kick Freestanding



Montage



Post & Beam



Sync



TABLES + CARTS CARTS



Pocket

TABLES + CARTS HEIGHT-ADJUSTABLE



Airtouch



Series 7  
Height-Adjustable Table



Walkstation

TABLES + CARTS CONFERENCE



Convene



E-Table 2



Exchange™ Table

TABLES + CARTS OCCASIONAL



Calm



Campfire Paper Table



Campfire Personal Table



media:scape



Groupwork™



Holy Day



Malibu



Mitra Drum

TABLES + CARTS OCCASIONAL (continued)



Outlook



Sidewalk



Soft Leaf



Switch



Trees

TABLES + CARTS OVERBED



Overbed

TABLES + CARTS SEATED HEIGHT



Enea Lottus



SW\_1

TABLES + CARTS STANDING HEIGHT



Enea Lottus



Exchange™ Table



Groupwork™



ScapeSeries Table

TABLES + CARTS TRAINING



Akira™



Groupwork™



Runner



Simple Tables



Train™

TECHNOLOGY



eno® Interactive Whiteboards



media:scape



media:scape mini



media:scape TeamStudio



RoomWizard