

Improving the Virtual Care Experience



Providing Virtual Solutions For Better Access to Healthcare



Many healthcare systems have seen a rapid growth in virtual care — from 10% to 90% in some cases.

Virtual care has grown rapidly over the past several years. Care is happening in many places including offices, homes, virtual hubs and the traditional built environment.

Virtual care has introduced a new type of work with new workflows. This has created digital experiences requiring us to look at the specific needs for the spaces where care is taking place.

The rise of virtual care prompted Steelcase Health to ask: In what ways can the places where care happens be designed to help clinicians establish and maintain a positive, virtual relationship with their patients?

And how might we help patients feel comfortable and cared for without physically meeting in person?

Our approach integrates the places where care happens with the experience of care and the people who come together to create it. Through observational research, interviews and the review of published literature and trends, we were able to uncover some key findings and insights.

Healthcare leaders expect that 20% to 30% of all patient visits will take place virtually moving forward.

Improving Webside Manner

Our research revealed a smarter way to design virtual care experiences for patients and their families.

Insight 1: Virtual care benefits patients.

Patients believe that access to virtual care helps them save time and money, among other benefits.

Not only does it provide greater access to care for rural or homebound patients, it creates better access to specialists. In addition, virtual care provides greater convenience of time and location.

For lower-acuity issues, virtual care can provide near-immediate answers to patient concerns. The cost of a virtual care visit can be significantly lower than the cost of urgent care, a trip to the emergency department or even primary care.

Finally, virtual care can address the issue of patients being uncomfortable with in-person visits, allowing them to be more relaxed taking a virtual call from the comfort of their own home.



Insight 2: Virtual care benefits providers.

Clinicians also see many benefits.

Virtual care allows providers to best utilize their education and skill sets and may even make work more enjoyable.

It can provide increased flexibility, allowing clinicians to see more patients more efficiently and even more often.

Virtual care can improve the “connecting touchpoints” between patient and clinician, which helps build stronger relationships and trust.

Additionally, clinicians can see patients in their real living conditions. Patients can show them actual prescription bottles instead of self-reporting or review nutrition standards by seeing what’s in a cupboard or refrigerator.

Finally, virtual care makes it easier for clinicians to connect with peers and other medical professionals.



Insight 3: Care happens in many places.

Virtual care encounters happen in two distinct spaces — one for the clinician and one for the patient. The physician could be at home, in a virtual hub, office space or a traditional built environment. Patients could be in their car, at home, in a traditional office space or in a doctor’s office or hospital.

Care needs to be flexible enough for all types of spaces, and keeping these different spaces in mind can help us design environments that encourage positive experiences.

52%

of physicians believe that virtual care improves patient satisfaction.

Deloitte 2018 Survey

Insights in Action

While healthcare spaces continue to evolve, it's evident that virtual care is here to stay. While there are a wide variety of applications, these are just a few of the many environments that have been developed that showcase our insights into creating flexible and comfortable, in-person and hybrid environments.



Products That Make it Work

Steelcase Health Convey Modular Casework
Steelcase Health Radia Chair
Steelcase Health Pocket Height-adjustable Cart
Steelcase Health Empath Recliner
Steelcase Health Verge Stool

A traditional exam room can be converted into a virtual care space by adding a rolling video-enabled cart. This room can be used as a versatile space for patients as well as clinicians when not in use for in-person visits.

User-Centered + Consistent

The virtual care setup is consistent with a traditional exam room layout. Equipment and a hand washing station are easily accessible. Patients and family members have comfortable, upright seating and space for personal belongings.

Integrated Technology

Technology is set for optimal eye-to-eye views to the clinician, patient and family members. The mobile cart with monitor arms and keyboard tray can accommodate a variety of technologies.

Flexibility

This versatile space can be used for in-person and virtual visits.



**Products That
Make it Work**

West Elm Health Collection
Sterling Chairs
Steelcase Health Regard
Modular Lounge and Planters
Steelcase Montage
Panel System

For many patients, the Reception Area in an Emergency Department (ED) might be their first experience with that healthcare system. Embedding virtual care into an ED can help effectively triage patients, and less-acute cases can be referred to a virtual visit without leaving the hospital.

**User-Centered +
Consistent**
Acoustically private modular walls and the addition of sound masking (not shown) reduces distraction and improves speech privacy.

Flexibility
Furniture is easily moveable and can change to meet evolving needs.

Let's Get in Touch

To find out more about solutions + spaces that lead to better health outcomes for everyone involved in the complex work of care, visit SteelcaseHealth.com.

Next Steps

Engage with an expert for our full research summary and countless design thought starters.

Experience our curated spaces and solutions for healthcare and work through an in-person or virtual tour of our showrooms.

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