



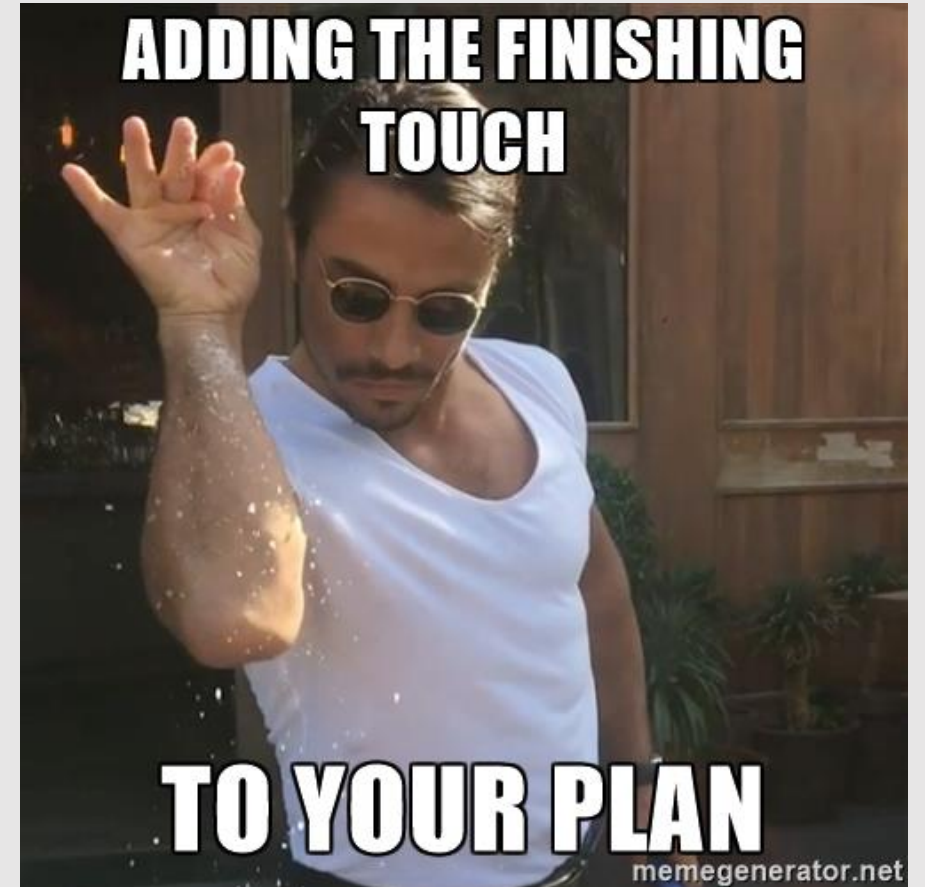
Healthcare Design
Kath Tse | HCD fellow



institute for
innovation +
improvement

Game Plan |

- What/Why Healthcare design
- Conference
 - share cool examples of healthcare design
- Future of healthcare facilities



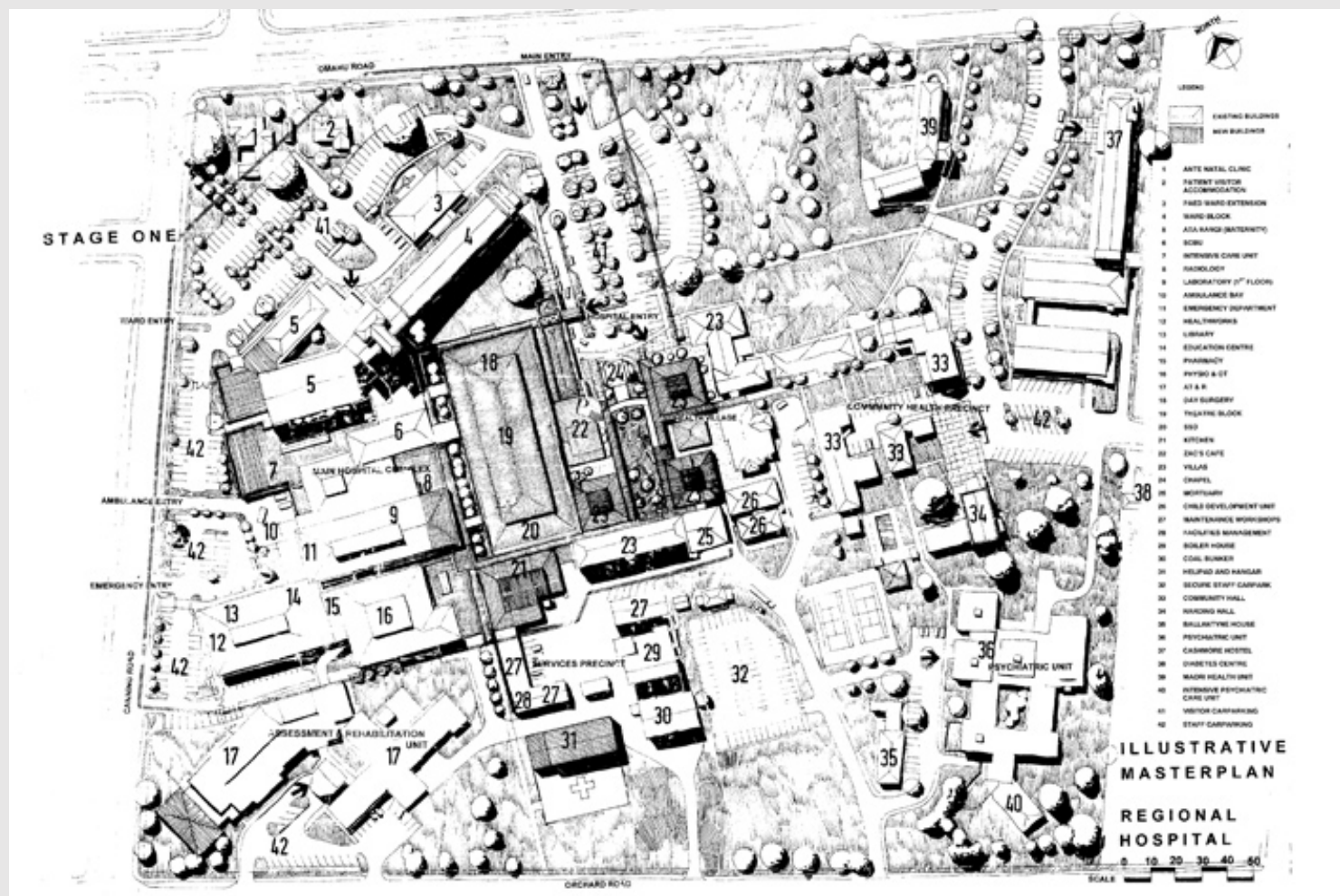


Healthcare Environment: physical,
digital, virtual



Systems within: models of care,
service delivery







En route to Tate Modern



**institute for
innovation +
improvement**

ROYAL COLLEGE OF PHYSICIANS LONDON | 11-14 JUNE 2017

EUROPEAN HEALTHCARE DESIGN

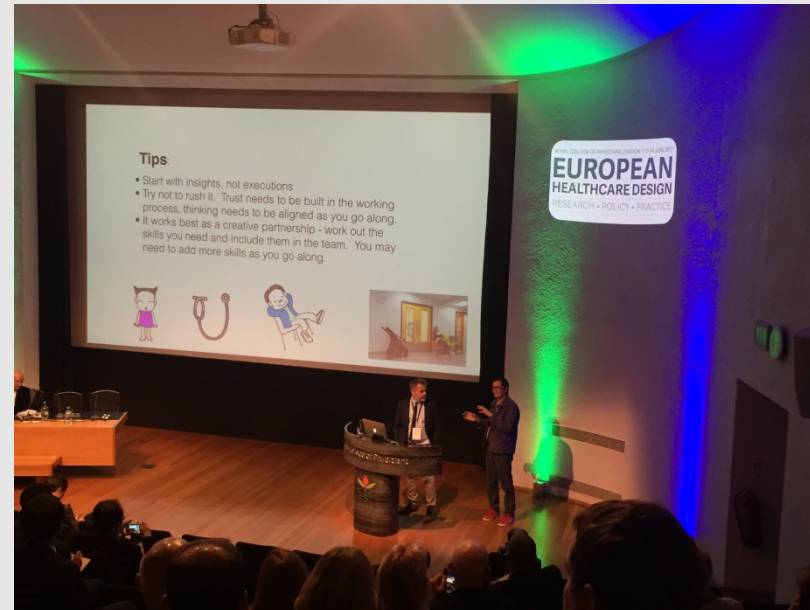
RESEARCH • POLICY • PRACTICE

EUROPEAN HEALTHCARE DESIGN 2017 CONGRESS & EXHIBITION

Visioning the future: designing for change in people-centred health systems

First Clinicians for Design Workshop

500 delegates



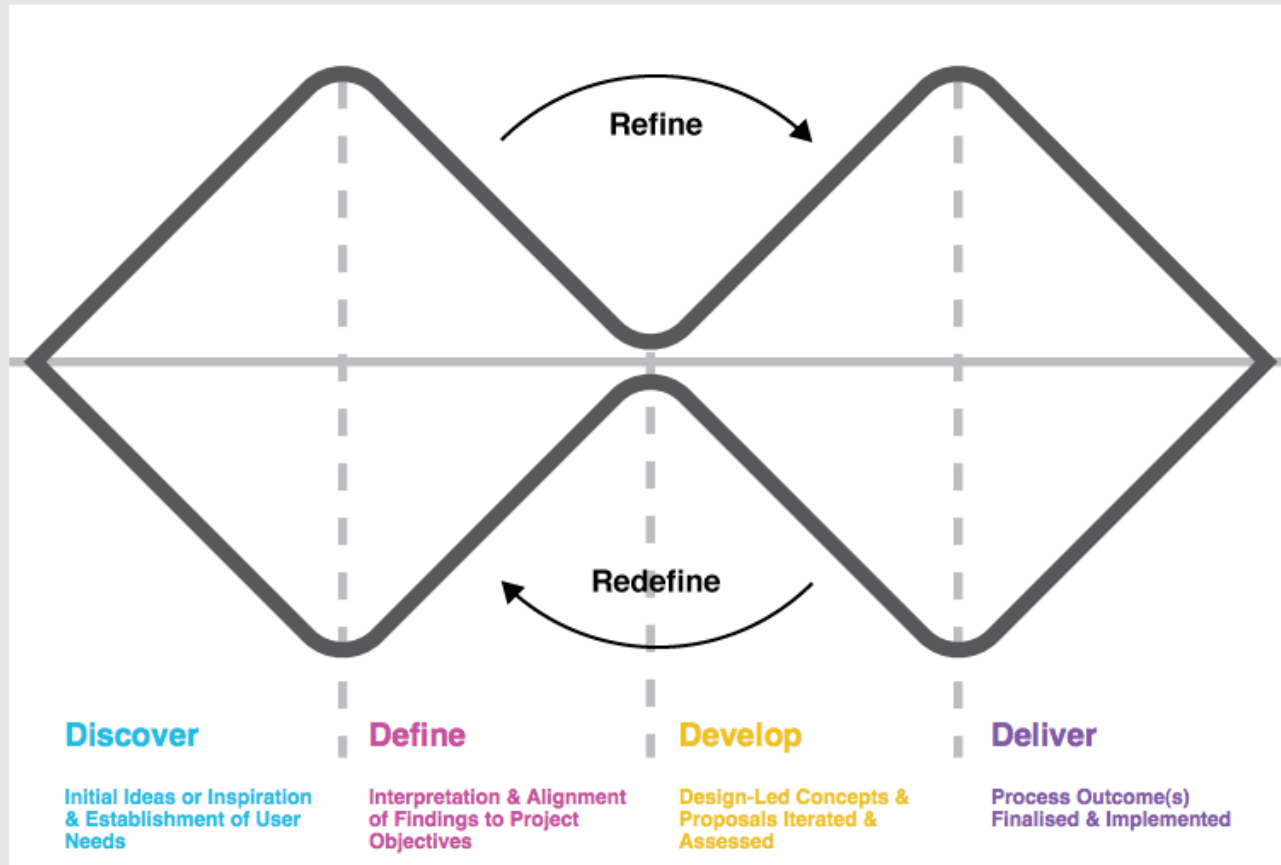


- People are getting older
- Money is limited
- Up to 20% of health spending in OECD countries is WASTED

-delay of care : ambulance – cliff
-unnecessary investigations
-avoidable harm : falls, MRO
-retrofitting

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Redesign services and environment



Muller:Marta Maternities Architecture | Unit of Childbirth Hospital HM Neuvo Belen Madrid | Spain

















**ORIENTATION
NATURAL LIGHT**



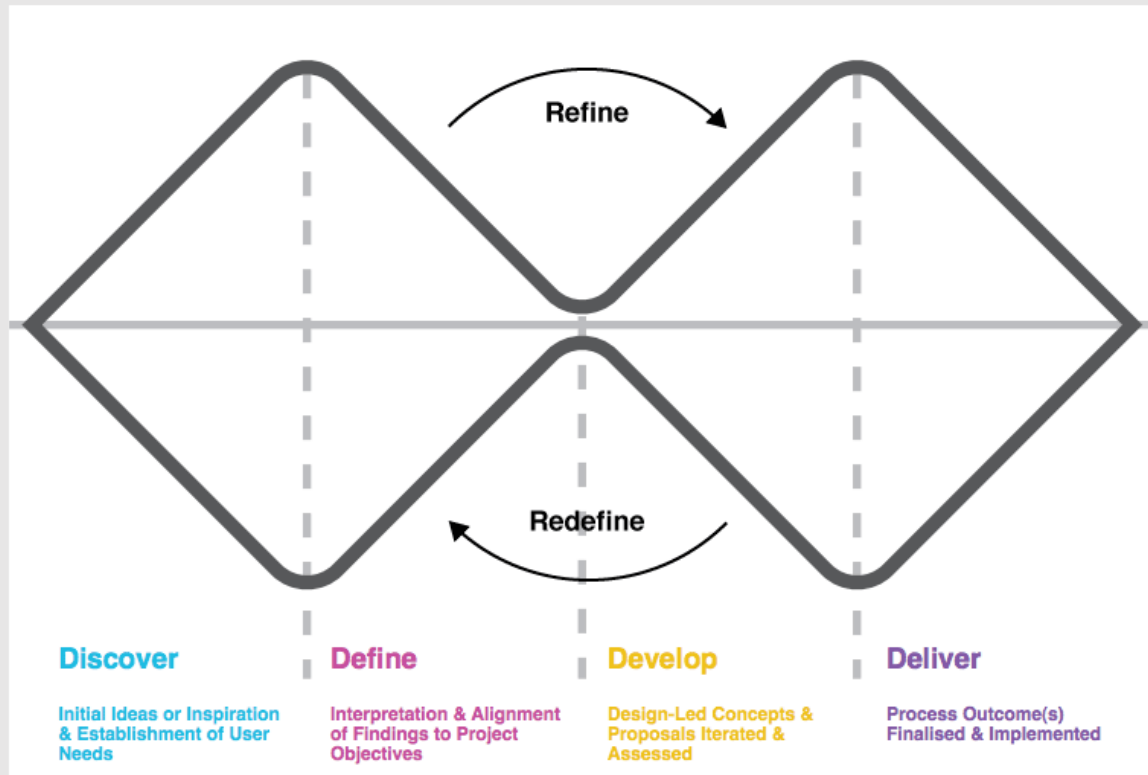








www.arquitecturadematernidades.es



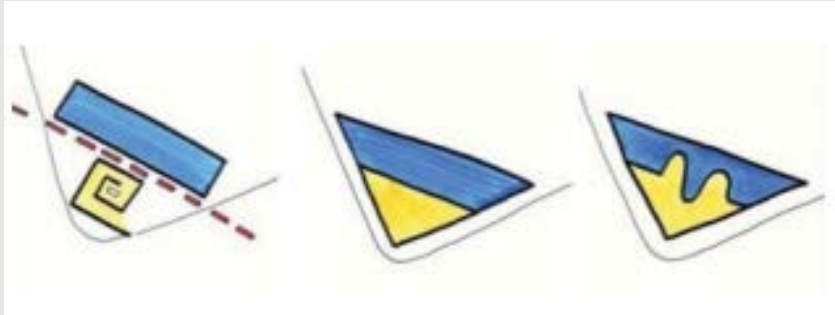
Decreased C-section rates

Decreased Episiotomies

- Improved clinical outcomes
- Decreased length of stay
- Improved Mum experience
- \$\$

Rogers Stirk Harbour + Partners | Guy's Cancer Center





Challenges:

Site location

Site area

Site contains Roman Ship ruins

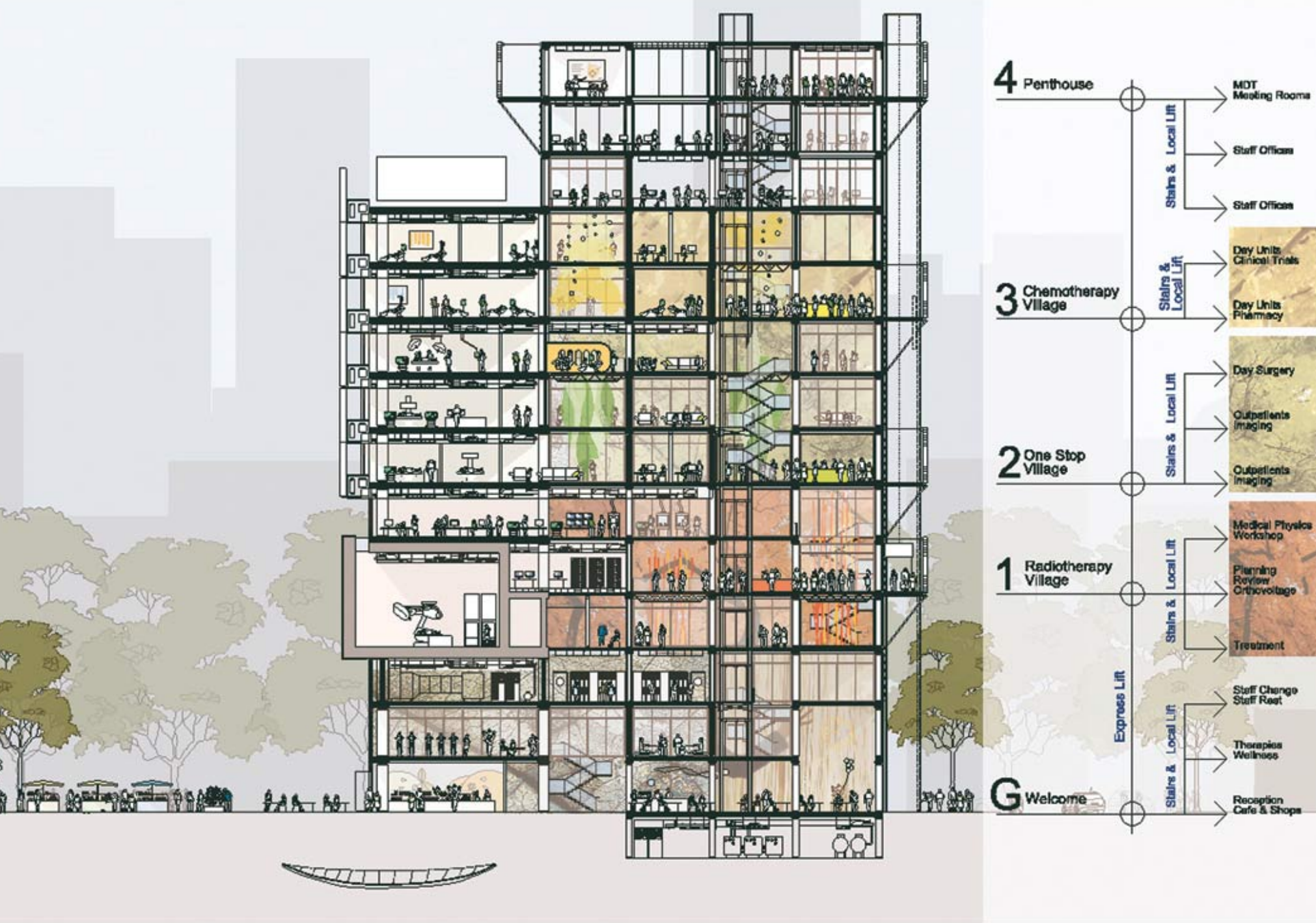


Human Centred Design:

User group involvement throughout the design process: both physical and models of care

Radiotherapy moved from traditional lower ground to above ground

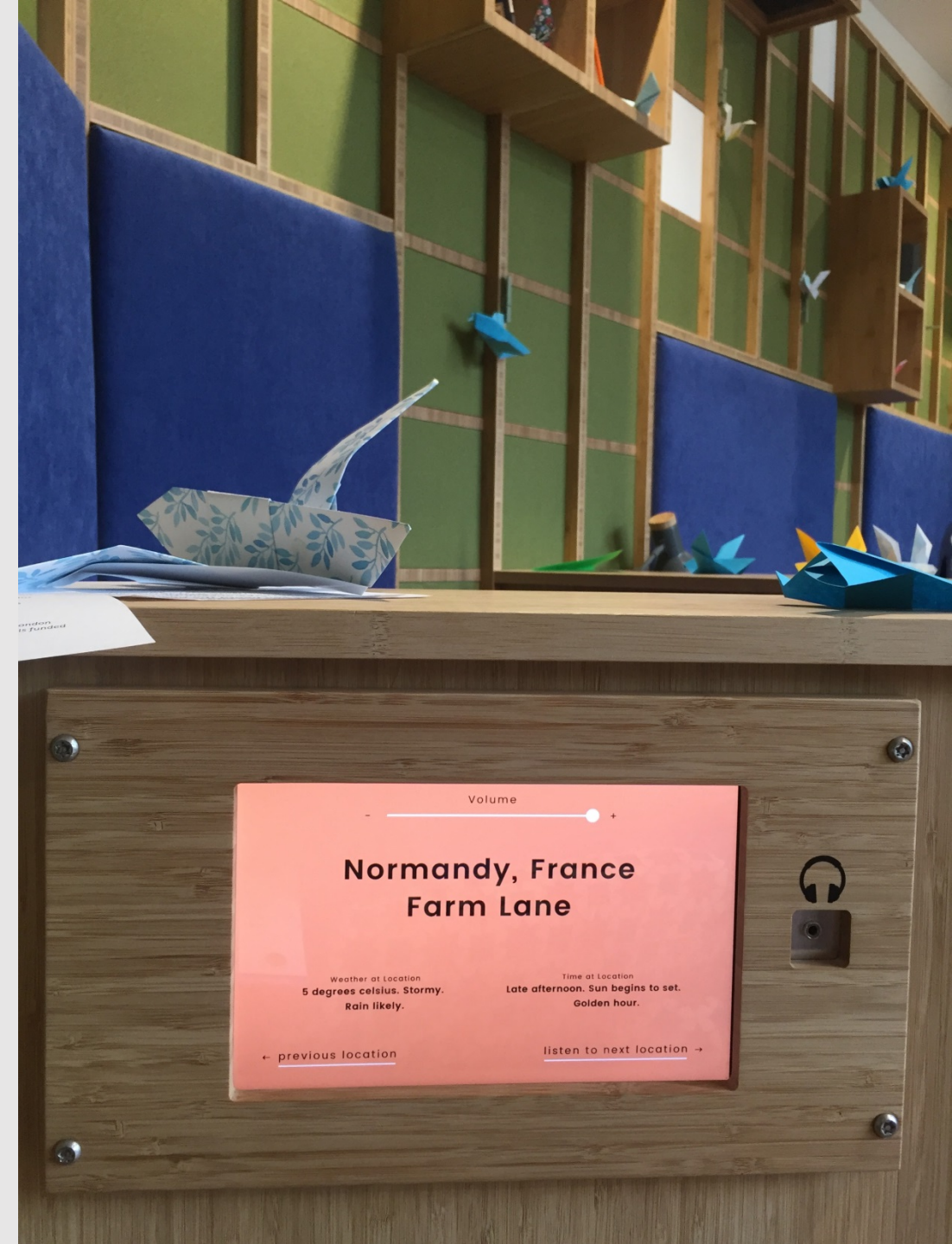
Gone are the corridors

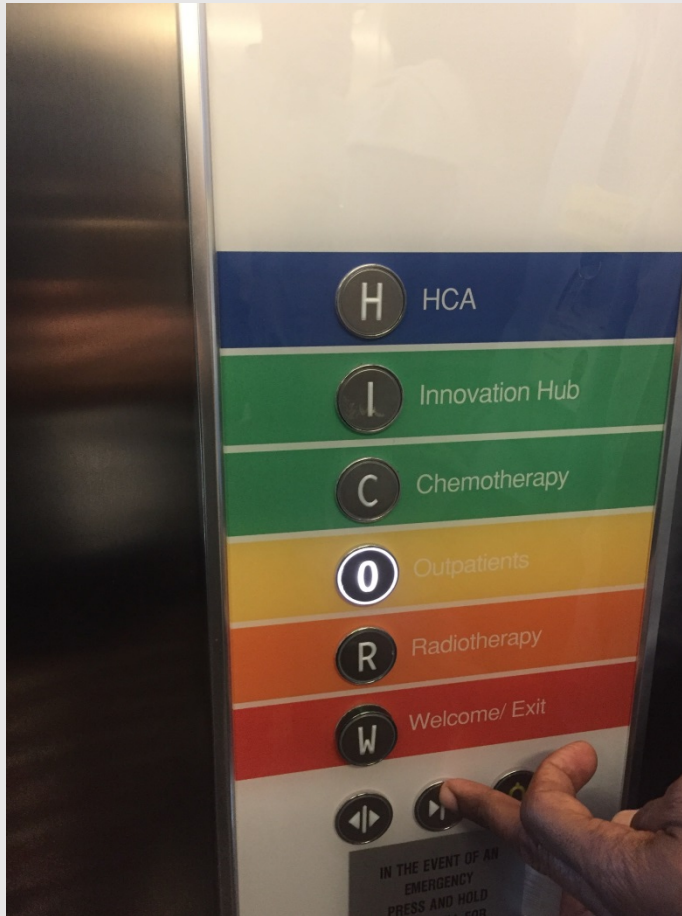


**Rogers
Stirk
Harbour
+ Partners**

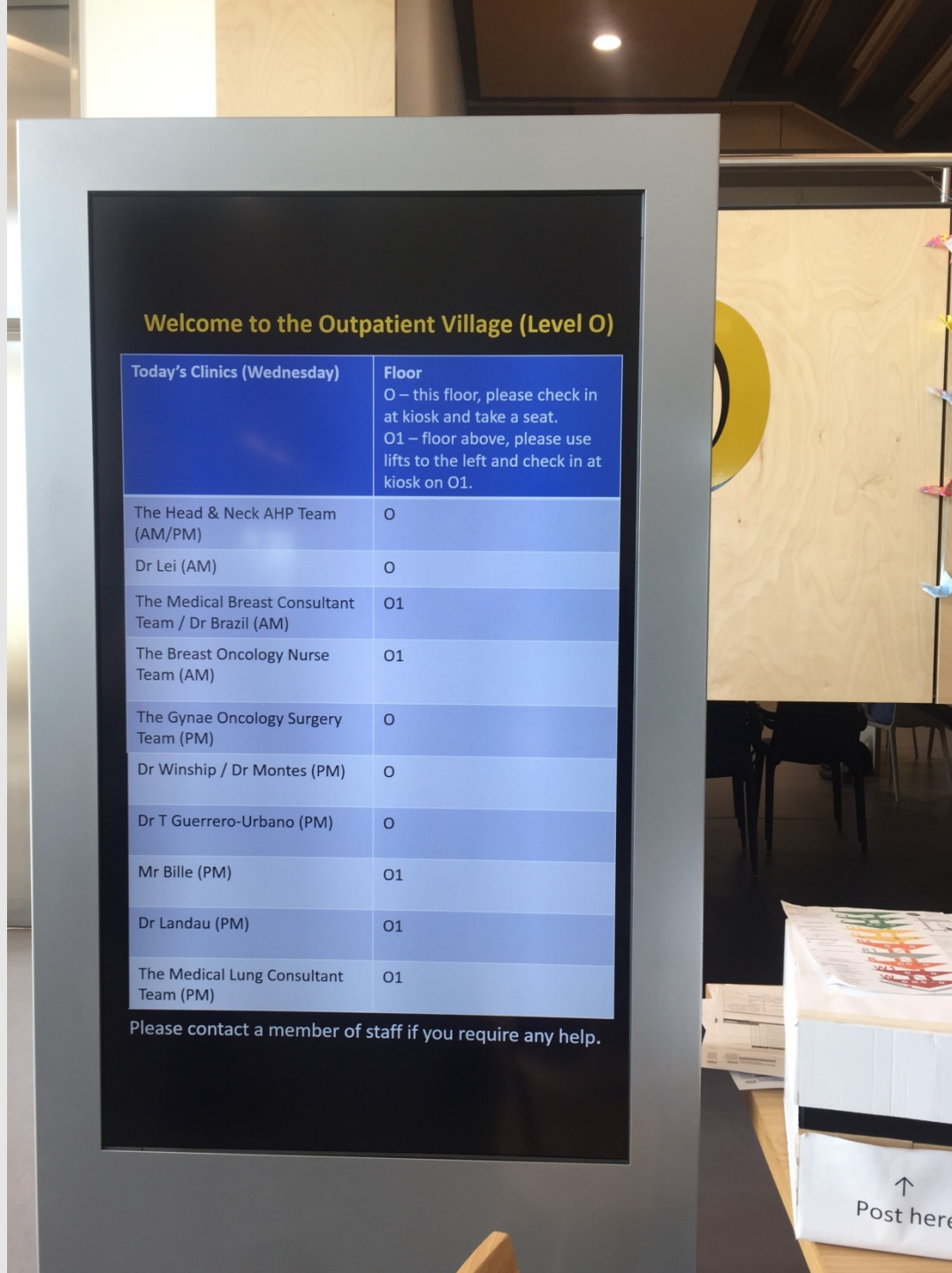












Welcome to the Outpatient Village (Level O)

Today's Clinics (Wednesday)	Floor
	O – this floor, please check in at kiosk and take a seat. O1 – floor above, please use lifts to the left and check in at kiosk on O1.
The Head & Neck AHP Team (AM/PM)	O
Dr Lei (AM)	O
The Medical Breast Consultant Team / Dr Brazil (AM)	O1
The Breast Oncology Nurse Team (AM)	O1
The Gynae Oncology Surgery Team (PM)	O
Dr Winship / Dr Montes (PM)	O
Dr T Guerrero-Urbano (PM)	O
Mr Bille (PM)	O1
Dr Landau (PM)	O1
The Medical Lung Consultant Team (PM)	O1

Please contact a member of staff if you require any help.

↑
Post here



**That feeling you get
Hitting the vein first try**



When everyone else failed

If you understand then you might be a LabTech!

PICLAB

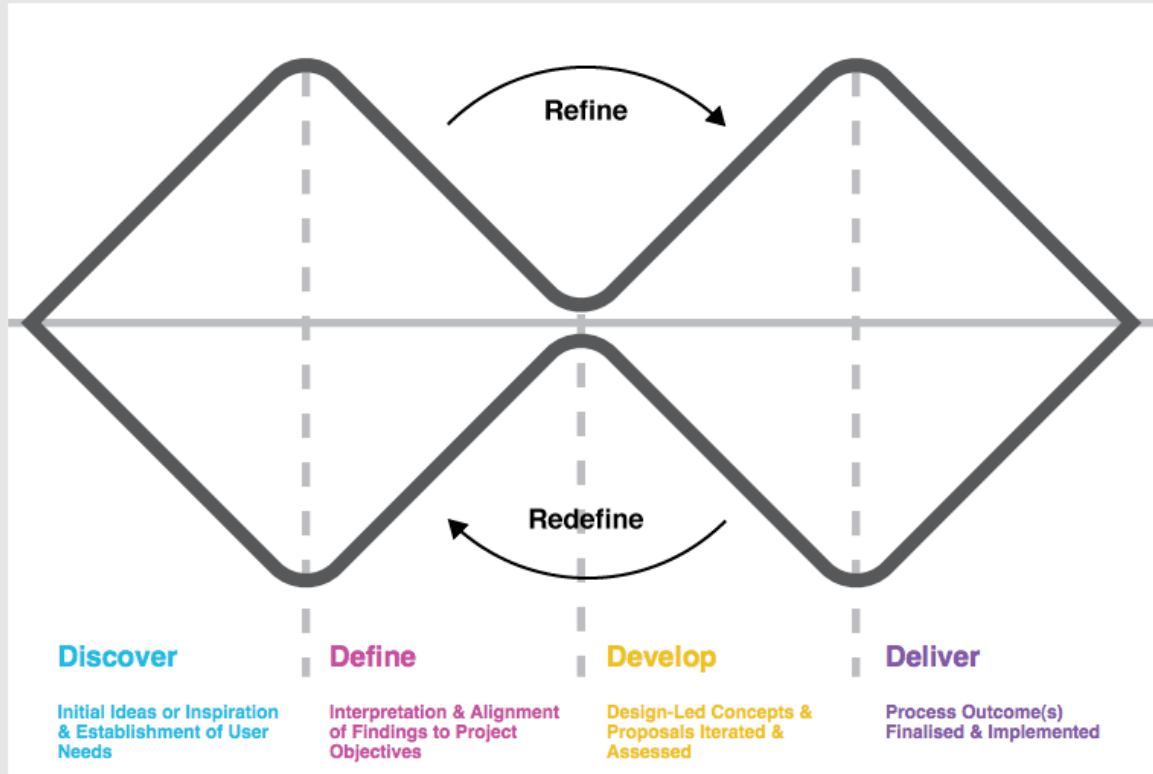
Service delivery:

Phlebotomists trained to take
bloods from PICC, Hickman

Self check in kiosks

Electronic Outcome Forms – book
your next appt.





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Outcomes of human
centered design

Richard Rogers | Maggie's Centre West London





Free practical, emotional and social support to people with cancer and their family and friends



















?

Maggie's Center 9 – 5, M – F

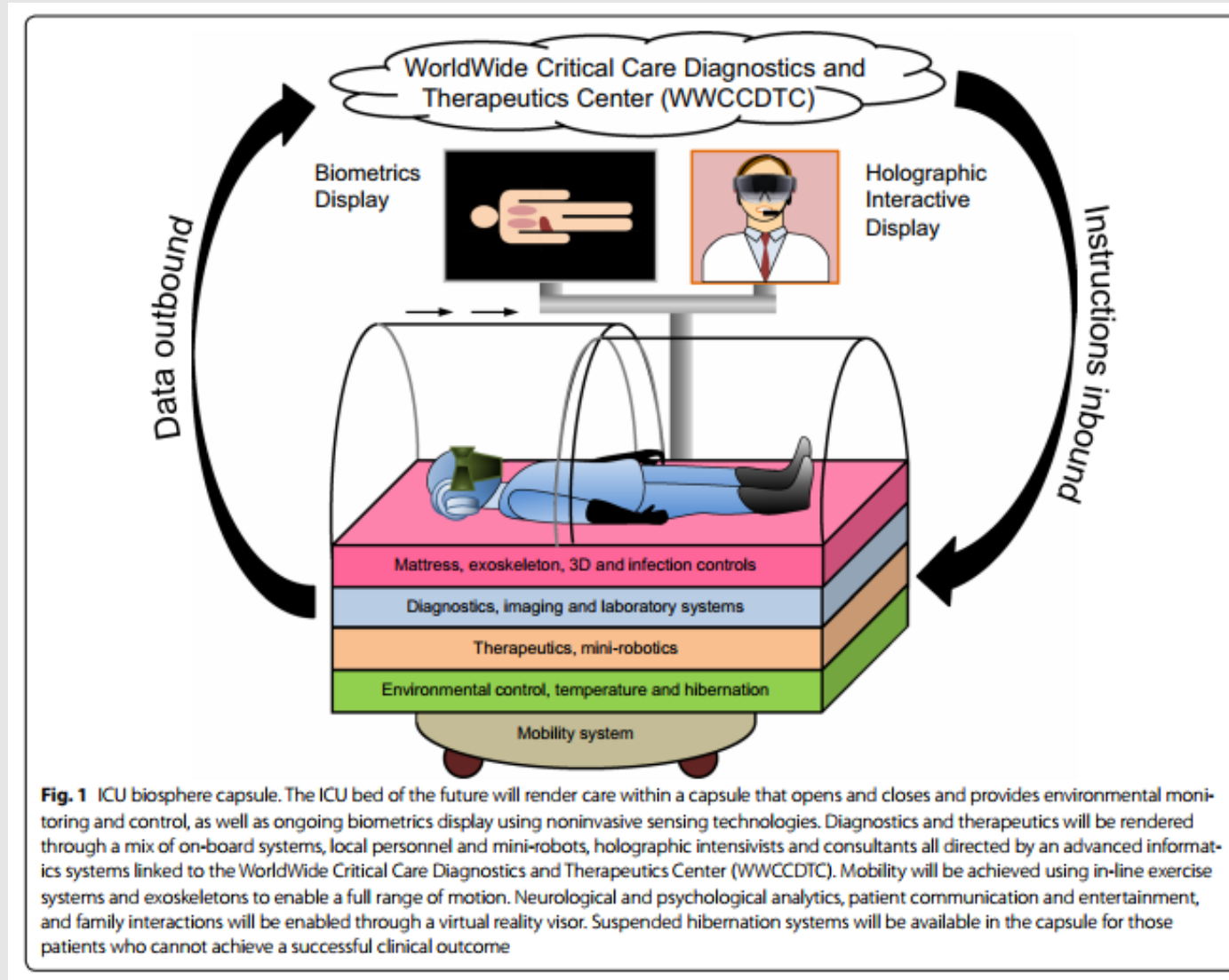
Accessibility

Non cancer

Past | Present



Future | Clinicians for Design Workshop



What does this look like and how do we as clinicians get there?

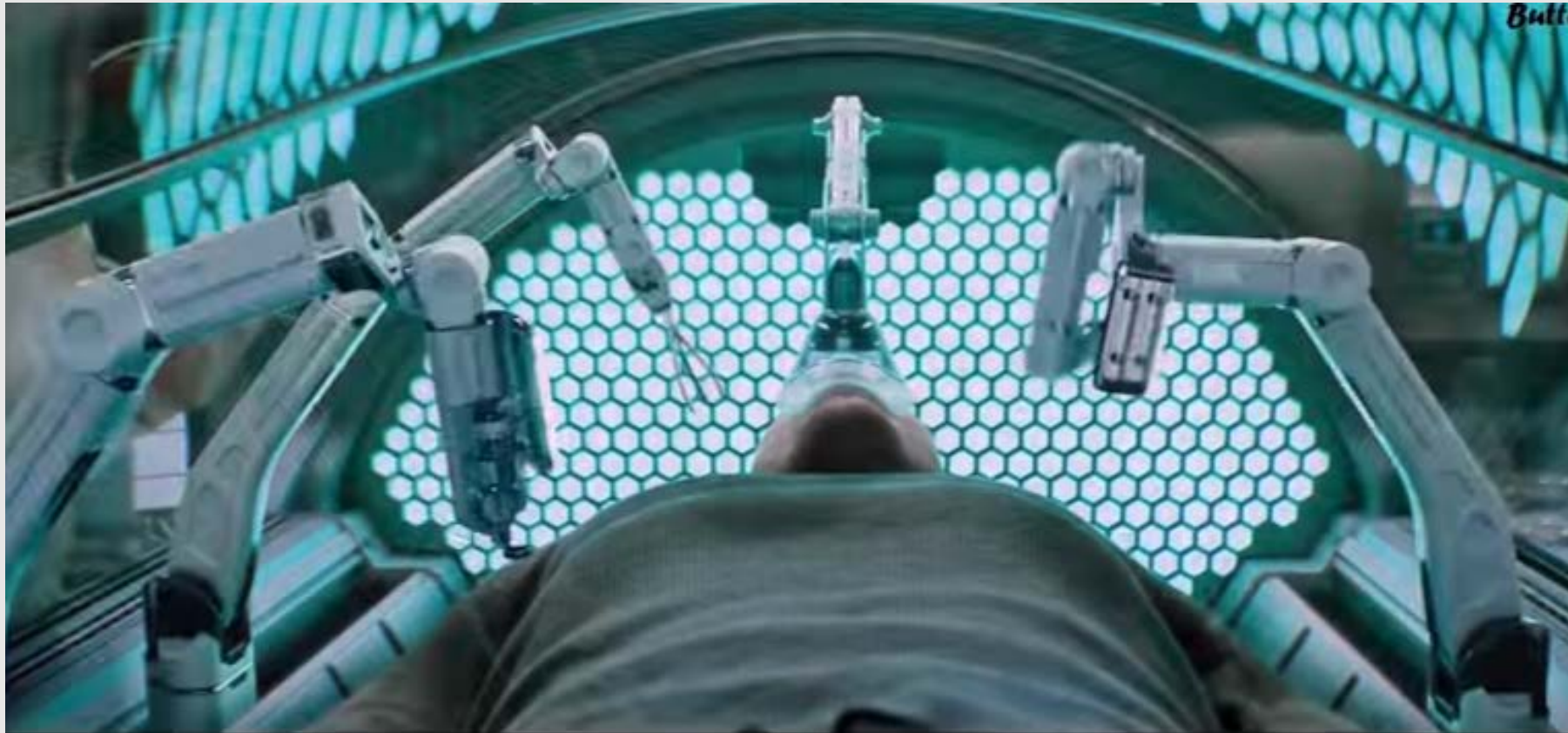
Dr Diana Anderson
"Dochitect"

Dr Neil Halpern

Future healthcare environment + systems?



Films |



Passengers

Eg. Innerspace 1980's







- Foundation of cohesiveness and shared purpose in what we're designing for
- Innovative
- Flexible environments
- Support developing technology
- Key drivers, culture change + Clinical Champions