

# MCD

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University of Kansas Health  
System Cambridge Tower A









## ENGAGE VARIOUS DISCIPLINES

Holy Redeemer drew several lessons from the process:

- > Solicit input from patients and visitors, as well as the entire staff. Patients, doctors, nurses, support personnel and human resources staff contribute valuable ideas based on their own experiences, and the feedback they receive from others.
- > Find your own "Imagineers." Empanel a committee or immersion group to brainstorm ideas, ideally from a cross section of departments and disciplines. Encourage the group to imagine the best possible future without limitations first. Then, design backward from that point.
- > Engage professionals outside of healthcare. These are the experts used to interpret ideas from a team and convert them into specific design elements. They will take themes and visions and make them tangible.
- > Focus on creating a warm welcome, both in terms of physical space and personal attention, and develop spaces that will appeal to all the senses.
- > Design spaces centered on the patient and the touch-points they encounter.

### The trickle down

With valuable feedback from employees and other partners, design elements pioneered in one area can eventually inspire redesigns of other areas, such as waiting areas, ambulatory care facilities and maternity units.

That process is underway, as design ideas from Spark! migrate to several of Holy Redeemer's services and programs. Privacy is a priority; patients don't check in at a counter, partitioned by a glass window, but instead enter a small but pleasant "conversation room" where they can talk with a staff member before seeing the doctor. And dressing rooms, exam rooms and diagnostic areas have in-wall audio systems allowing the patient to program their favorite genre of music while they wait.

Staid waiting rooms are giving way to areas that let patients entertain, educate or otherwise occupy themselves, or do nothing at all next to a fireplace or virtual fish tank.

"One of our earliest discussions was about how we could best engage patients so they

don't feel like they're in a waiting room, or at least don't mind the wait, if there is one," said Holt.

Living room-like seating and in-wall iPads offer comfort and distraction while awaiting an appointment. In one satellite office, patients can also visit an adjacent café, armed with a restaurant-style pager that will alert them when their provider is ready.

Experience design innovations are also inspiring the redesign of inpatient spaces in the hospital itself, including the outpatient diagnostic center, wound care center, medical office building, patient rooms, nurses' stations, family consult rooms and other areas.

Soothing spaces that encourage collaboration and brainstorming have a transformative effect on staff and those they encounter including other employees, customers and patients, giving them more insight into their role within the system.

*Jack Dempster is vice president of facilities & construction at Holy Redeemer Health System.*



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