

Research Matters

How do behavioral health waiting rooms affect experience of care?

Noble, L., & Devlin, A. S. (2021). Perceptions of psychotherapy waiting rooms: Design recommendations. *HERD: Health Environments Research & Design Journal*, in press.

<https://doi.org/10.1177/19375867211001885>

My take:

Melissa Piatkowski, MS, EDAC
Research Associate



Photo credit: Greg Rosenke on Unsplash

 THE CENTER FOR HEALTH DESIGN®

Research Matters: 10 Picks for the Year

How do behavioral health waiting rooms affect experience of care?

Why does it matter?

Waiting in BMH settings is stressful

- Especially for psychotherapy patients
- Few studies on waiting in BMH settings
- Waiting rooms set the stage



Photo credit: R O on Unsplash

 THE CENTER FOR HEALTH DESIGN®

DESIGNCAN

© 2021 The Center for Health Design

How was it done? Photo Survey



Perceptions of Psychotherapy Waiting Rooms: Design Recommendations

Noble, L., and Devlin, A. S., 2021

Categories of comfort and quality



High ratings: welcoming, comfortable, spacious rooms



"very warm, well lit"
"lots of seating"
"open airy layout"

Low ratings: cramped, crowded, old



"chair packed way too close"
"cheap-looking seating"
"forgettable"

Research Matters: 10 Picks for the Year

How do behavioral health waiting rooms affect experience of care?



Limitations

Photo by Tim Gouw on unsplash

Research Matters: 10 Picks for the Year

How do behavioral health waiting rooms affect experience of care?

The takeaway

We don't quite know what does work, but we definitely know what does not.

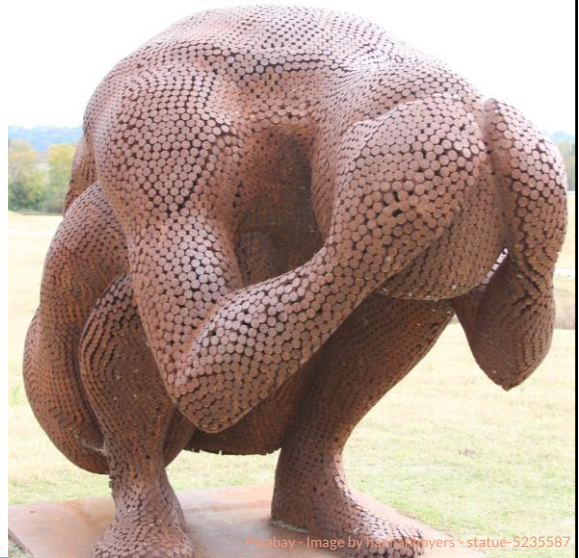


Photo credit: Martin Lostak on unsplash.com

Does person-centered design in secure inpatient settings improve workforce opinions?

Degl' Innocenti, A., Wijk, H., Kullgren, A., & Alexiou, E. (2020). The Influence of Evidence-Based Design on Staff Perceptions of a Supportive Environment for Person-Centered Care in Forensic Psychiatry. *Journal of Forensic Nursing*, 16(3), E23.

<https://doi.org/10.1097/JFN.0000000000000261>



Pixabay - Image by Tereza Meyers - statue-5235587

Does person-centered secure inpatient design improve workforce opinions?

Why does it matter?

Shift from medical model to person-centered care in forensic psychology

- Person-centered care (PCC) improves caregiver's engagement & satisfaction
- PCC changes design expectations & demands for healthcare environments
- Unknown links between the environment, care provision, & workforce outcomes



Pixabay - Image by Marek Studzinski - heart-5046672_1920

Does person-centered secure inpatient design improve workforce opinions?

How was it done?

Prospective Before/After:
2010-2014



Before: 94%
239 of 254



6 mo: 65%
156 (254+16)



18 mo: 50%
119 (254)

1 Relocation
PCC Buildings

2 Questionnaires
P-CAT + PCQ-S

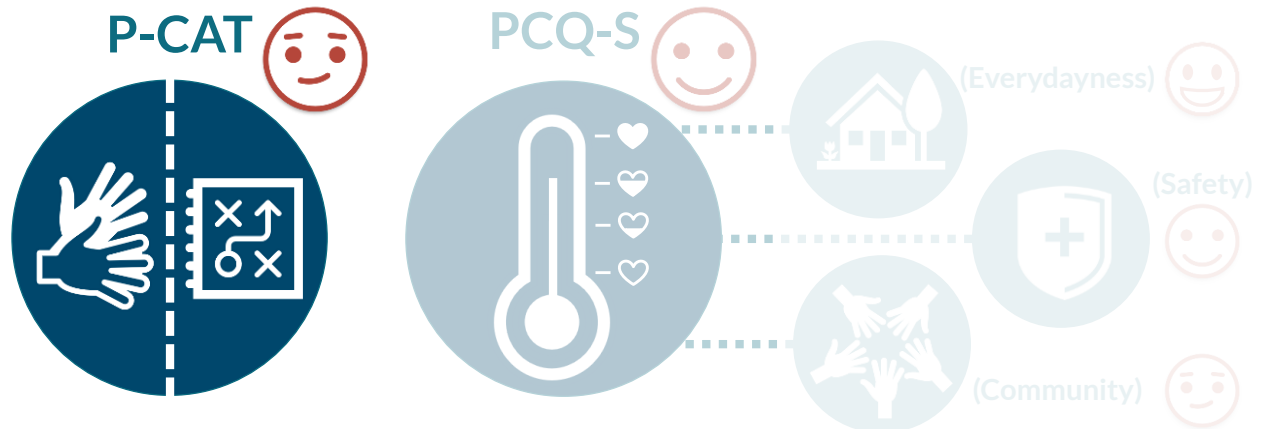
3 Repeated
Measures

Journal of
Forensic Nursing

Does person-centered secure inpatient design improve workforce opinions?

The Influence of Evidence-Based Design on Staff Perceptions of a Supportive Environment for Person-Centered Care in Forensic Psychiatry

Degl' Innocenti, A., Wijk, H., Kullgren, A., & Alexiou, E. (2020)



Does person-centered secure inpatient design improve workforce opinions?



Limitations?

Pixabay - Image by Klaus Cassube - wheel-1933791

Does person-centered secure inpatient design improve workforce opinions?



The Takeaway

Staff satisfaction is a return on the investment in person-centered care.

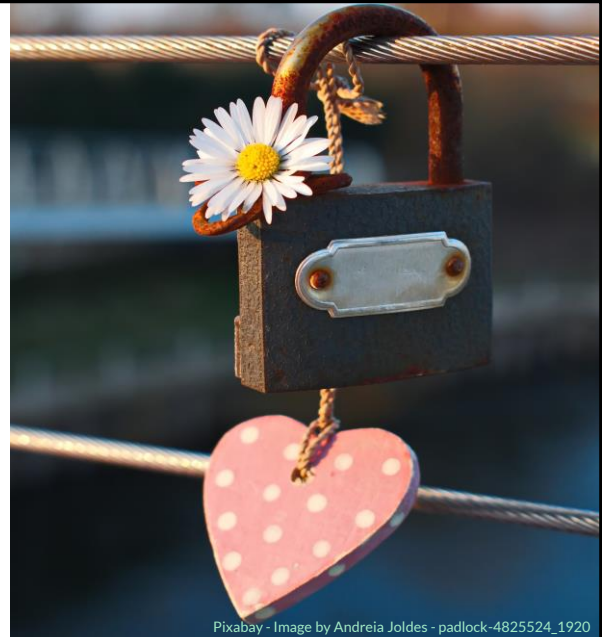
Getting staff feedback makes good heart & business Cents.

Pixabay - Image by Marek Studzinski - heart-5081125

Do purpose-built forensic psychiatric hospitals effect patent experiences?

Olausson, S., Wijk, H., Berglund, I. J., Pihlgren, A., & Danielson, E. (2021). Patients' experiences of place and space after a relocation to evidence-based designed forensic psychiatric hospitals. *International Journal of Mental Health Nursing*, in press.

<https://doi.org/10.1111/inm.12871>



Pixabay - Image by Andreia Joldes - padlock-4825524_1920

Do purpose-built forensic psychiatric hospitals effect patent experiences?

Why does it matter?

Average length of stay in a forensic psychiatry facility is five years

- Goal: Rehabilitation & reintegration to an ordinary life in society.
- Avoid institutionalization: The setting should mirror “normal life.”
- Patient perspective is needed.



Pixabay - Image by congerdesign - house-4780458_1920

Do purpose-built forensic psychiatric hospitals effect patient experiences?

How was it done?

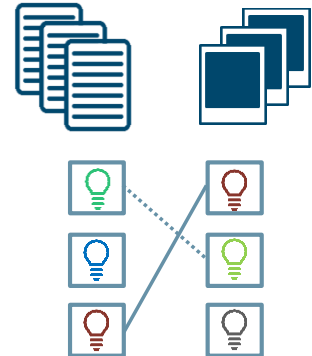
19 Patient Participants



3 purpose-built hospitals
in 3 different locations



Photovoice:
Photos + interviews



1. Review
Notes & Photographs

2. Refine
Content & Meanings

3. Results
Themes & Implications



Thematic review
by research team

International Journal of
Mental Health Nursing

Do purpose-built forensic psychiatric hospitals effect patient experiences?

Patients' experiences of place and space after a relocation to evidence-based designed forensic psychiatric hospitals.

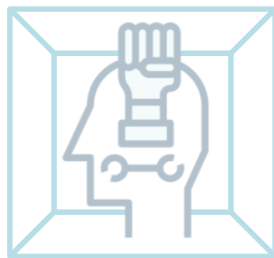
Olausson, S., Wijk, H., Berglund, I. J., Pihlgren, A., & Danielson, E. (2021)

Privacy



I. Having a private place

Autonomy



II. Upholding one's sense of self

Comfort



III. Feelings of comfort and harmony

Connections



IV. Remaining connected to one's life.

Do purpose-built forensic psychiatric hospitals effect patent experiences?



Limitations?

Pixabay - Image by James Chan - love-699480

Do purpose-built forensic psychiatric hospitals effect patent experiences?



The Takeaway

Advance person-centered care
using evidence-based design

Involve ALL stakeholders

Pixabay - Image by Dariusz Sankowski - paper-1100254_1920

Research Matters

How does a walk in green space affect experience?

Ameli, R., Skeath, P., Abraham, P. A., Panahi, S., Kazman, J. B., Foote, F., Deuster, P. A., Ahmad, N., & Berger, A. (2021). A nature-based health intervention at a military healthcare center: A randomized, controlled, cross-over study. *PeerJ*, *9*, e10519. <https://doi.org/10.7717/peerj.10519>

My take:

Melissa Piatkowski, MS, EDAC
Research Associate

 THE CENTER FOR HEALTH DESIGN®

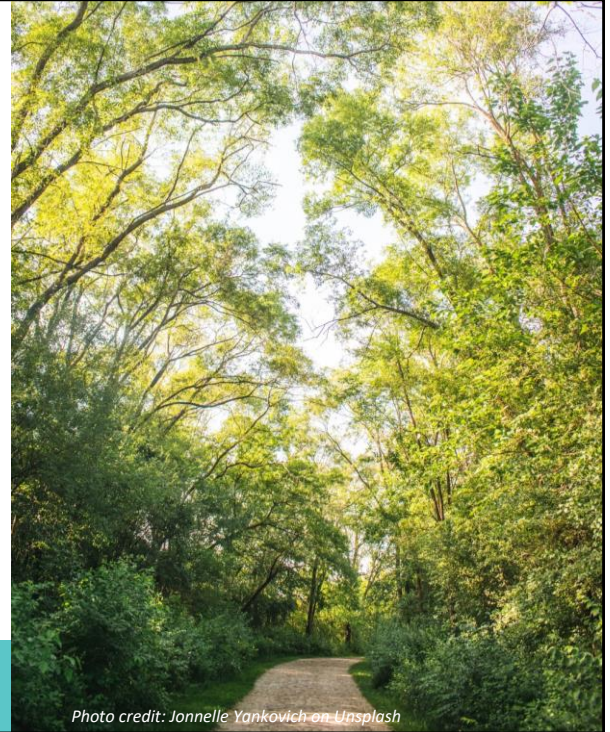


Photo credit: Jonnelle Yankovich on Unsplash

Research Matters: 10 Picks for the Year

How does a walk in green space affect experience?

Why does it matter?

Urban environments are stressful

- Military/vets often deal with trauma
- Holistic care: services and spaces
- Green space may be therapeutic

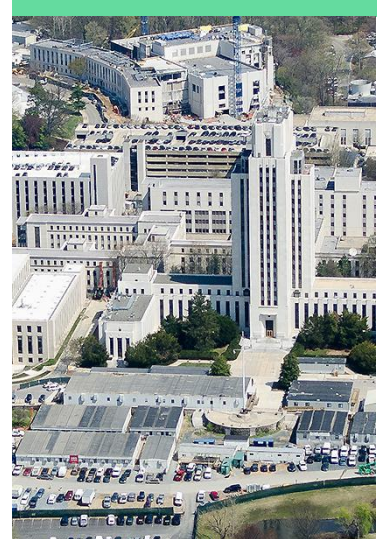


Photo credit: Clark Construction

 THE CENTER FOR HEALTH DESIGN®

DESIGNCAN

© 2021 The Center for Health Design

How was it done?

Crossover design: n=12 volunteers



BMJ Open Quality

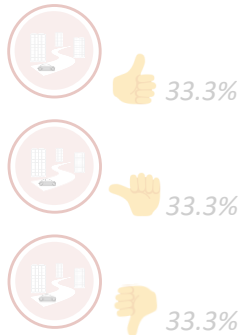
How does a walk in green space affect experience?

A nature-based health intervention at a military healthcare center: A randomized, controlled, cross-over study
 Ameli, R., Skeath, P., Abraham, P. A., Panahi, S., Kazman, J. B., Foote, F., Deuster, P. A., Ahmad, N., and Berger, A., 2020

100% positive about the Green Road



Mixed reviews of the Urban Road



Green walk distress lower, mindfulness higher



Research Matters: 10 Picks for the Year

How does a walk in green space affect experience?

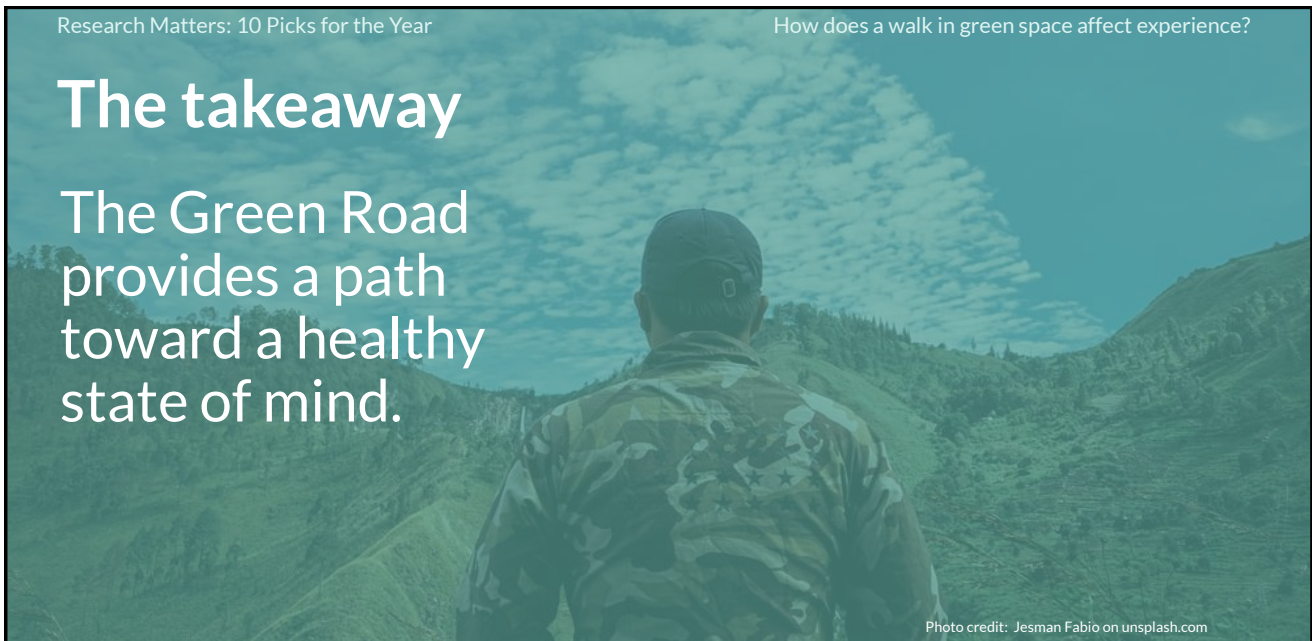


Limitations

Photo by Goh Rhy Yan on unsplash

Research Matters: 10 Picks for the Year

How does a walk in green space affect experience?



The takeaway

The Green Road provides a path toward a healthy state of mind.

Photo credit: Jesman Fabio on unsplash.com