How do behavioral health waiting rooms affect experience of care?


**My take:**
Melissa Piatkowski, MS, EDAC
Research Associate

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
How was it done?
Photo Survey

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"

Perceptions of Psychotherapy Waiting Rooms: Design Recommendations
Noble, L., and Devlin, A. S., 2021
Limitations

The takeaway

We don’t quite know what does work, but we definitely know what does not.
Does person-centered design in secure inpatient settings 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
How was it done?
Prospective Before/After: 2010-2014

1 Relocation PCC Buildings
2 Questionnaires P-CAT + PCQ-S
3 Repeated Measures

Before: 94%
239 of 254

6 mo: 65%
156 (254+16)

18 mo: 50%
119 (254)

Does person-centered secure inpatient design improve workforce opinions?

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

P-CAT

PCQ-S

(Everydayness)

(Safety)

(Community)
Limitations?

The Takeaway

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

Getting staff feedback makes good heart & business Cents.
Do purpose-built forensic psychiatric hospitals affect patient 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.
How was it done?

19 Patient Participants

3 purpose-built hospitals in 3 different locations

Photovoice: Photos + interviews

Thematic review by research team

1. Review
Notes & Photographs

2. Refine
Content & Meanings

3. Results
Themes & Implications

Do purpose-built forensic psychiatric hospitals effect patent experiences?

International Journal of Mental Health Nursing

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


Privacy

Autonomy

Comfort

Connections

I. Having a private place

II. Upholding one’s sense of self

III. Feelings of comfort and harmony

IV. Remaining connected to one’s life.
Limitations?

The Takeaway

Advance person-centered care using evidence-based design

Involve ALL stakeholders
How does a walk in green space affect experience?


**My take:**
Melissa Piatkowski, MS, EDAC
Research Associate

Why does it matter?

Urban environments are stressful

- Military/vets often deal with trauma
- Holistic care: services and spaces
- Green space may be therapeutic
How was it done?

Crossover design: n=12 volunteers

How does a walk in green space affect experience?

100% positive about the Green Road

Mixed reviews of the Urban Road

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<tr>
<th>Green walk distress lower, mindfulness higher</th>
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* Higher scores = less mindfulness
The takeaway

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