



KEY POINT SUMMARY

OBJECTIVES

The purpose of this research was to learn more about how healthcare environments can be designed to mesh with patient and family member expectations for healthcare facilities.

DESIGN IMPLICATIONS

Healthcare facilities should be designed after considering the eight factors (listed in the Findings section) that patients and family members use to evaluate them.

The Built Environment as a Component of Quality Care: Understanding and Including the Patient's Perspective

Fowler, E., MacRae, S., Stern, A., Harrison, T., Gerteis, M., Walker, J., Edgman-Levitan, S., Ruga, W.

1999 | *The Joint Commission Journal of Quality Improvement*
Volume 25, Issue 7, Pages 352-362

Key Concepts/Context

There are eight consistent attributes that patients and family members look for in healthcare environments.

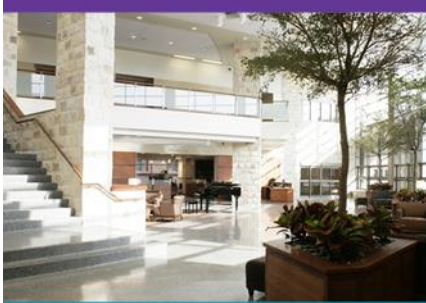
Methods

Three focus groups were held at each of the following types of healthcare facilities: acute care, long-term care, and ambulatory care. Groups had from 7 to 12 participants, with 91 total participants in all groups. Participants were divided relatively equally between all three settings. Of the participants, 24 were family members and the remainder patients.

Findings

Patients and family members consider the following factors when evaluating healthcare environments:

- connection to staff
- conducive to well-being
- convenient and accessible
- confidentiality and privacy
- caring for the family
- consideration of impairments
- connection to the outside world
- safety and security



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Limitations

- Only three focus groups were conducted in each type of healthcare facilities.
- Few racial, ethnic, cultural, and other minorities participated in the focus groups.