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

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
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.