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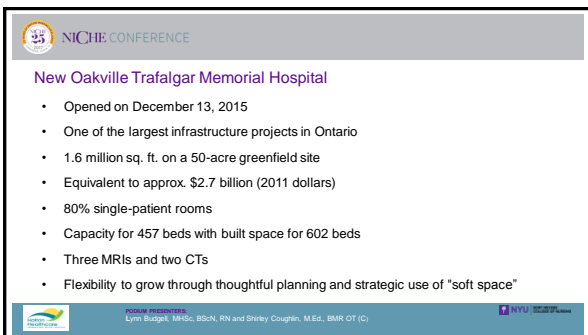
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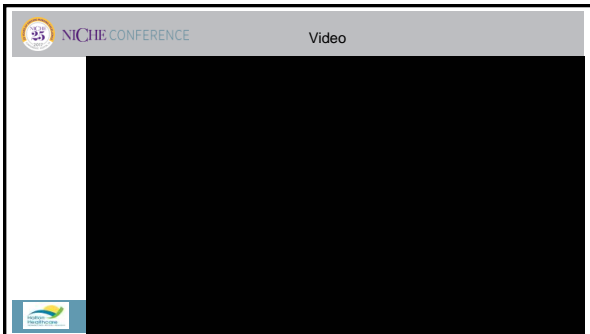
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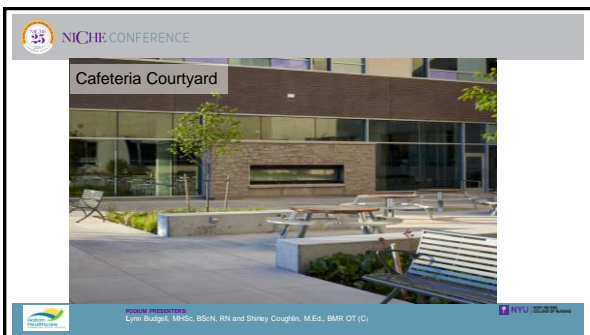
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Third Floor Courtyard - Rehab



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Key Elements

- Specific chair design (area/heed)
- Seat height of chair (head/back support)
- Arm rests
- Legs of chair
- Vinyl coverage
- Seat angle/width & depth
- Bariatric needs

Example - Outpatient Waiting Space



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Key Features:

- Large windows
- Sleeping sofa
- Integrated bedside terminal (entertainment / communication system)
- Bed pan sanitizer / own washroom
- Use of colours, simulated wood

Single Patient Room



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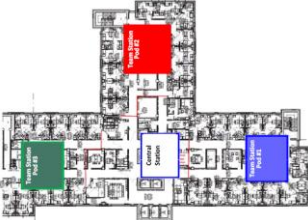
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### Decentralized patient care units Pod Configuration

- 36 bed unit
- 3, 12-bed pods
- 9 nurses on staff (days)
- 1 unit clerk

Improved communication and sight lines to patient



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### Therapeutic Use of Colour / Art

- Wall colour
- Paintings
- Sculptures
- Wallpaper murals of outdoor scenes

... throughout building including patient care areas



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### Patient Friendly Technology

#### Interactive Bedside Terminals

- Light and Temperature Controls
- Patient Entertainment
- Food Ordering
- Phone & Internet
- Disease-specific education delivery

#### Wayfinding Kiosks



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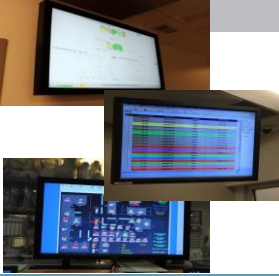
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### Patient Flow Systems

- Information is displayed on strategically placed large LCD monitors
- Integrated information for all care providers e.g.
  - patient location
  - bed status for Admitting, Patient Flow, Housekeeping
  - clinician assignments
- Improved visibility of operations and conserves time for all staff and physicians
- Separate specialized systems for Inpatient Units, Operating Room and Emergency



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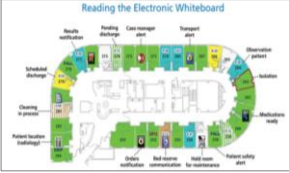
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### Patient Flow Systems (continued)

Numerous icons indicate alerts - pt location, if NPO, urinary catheter, skin / fall risk, etc – wide selection of choices



Call	Bed	Admission	Discharge
Transfer	Transport	Bed Change	Room Change
Room Change	Room Change	Room Change	Room Change
Room Change	Room Change	Room Change	Room Change
Room Change	Room Change	Room Change	Room Change
Room Change	Room Change	Room Change	Room Change
Room Change	Room Change	Room Change	Room Change
Room Change	Room Change	Room Change	Room Change



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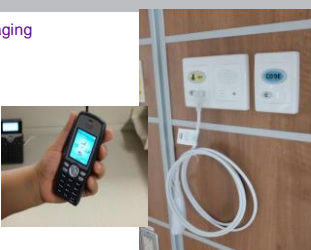
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### Mobility, Alarm Propagation, Messaging

- Converged Network Standardization allows our systems to communicate with any device
- Staff no longer travel to get information – information travels to them
- Nurse call, smartbed alarms, patient elopement, duress, clinical alerts, workflow messages are all sent to appropriate staff



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### Real Time Locating System (RTLS)

- Anything that moves can be tagged – equipment, patients



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### Building Systems

- All restricted areas to patients are secured to minimize patient wandering.
- The RTLS allows for tracking of the patient's location. Should a patient wander outside of an allowed geographical area, the security system is engaged.
- The access control system can restrict entry / exit - access levels can be overridden by authorized personnel if needed.
- Video surveillance within the breached area becomes the main focus on the centralized monitoring system within the security area.



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### Using low technology solutions to improve high technology products

Example - Immediately post-move, several elderly people fell in our large revolving door

- What did we do?
  - Determined that door was functioning properly - as designed
  - Assembled investigative team - examined features of door/contacted manufacturer, had discussions with those who fell, observed video surveillance
  - Recognized visual impairment AND spatial difficulties were key factors in being able to accurately determine when the door was open for entering/exiting
  - Existing markers such as push plates for opening the adjacent automatic door were almost invisible (grey on grey)
  - Consulted Canadian National Institute for the blind (CNIB) – came on-site



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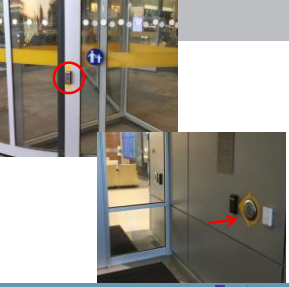
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### Improvements

- Clinical-based decision to affix temporary yellow banding onto revolving door – later replaced with permanent banding (3M product)
- Enhanced lighting in vestibule
- Affixed same bright yellow markings around electronic push plates
- Conducted 'post' Accessibility Audit with CNIB – implemented recommendations



**Human Experiences**  
Lynn Budgett, MEd, BScN, RN and Shirley Coughlin, MEd., BMR OT (C)

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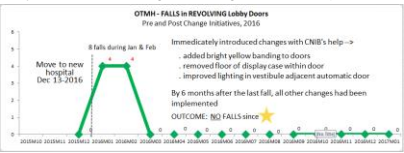
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### Outcomes & Follow-up

- **No falls** after colour banding was installed (13 months & counting)
- Broadly shared our learning across organization with plans to share externally



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### Creative Approach to Problem Solving:

Lessons Learned:

- Assemble and work collaboratively with team players from variety of work/experiences: architects, engineers, security department, patients/visitors, hospital staff (Nursing/OT/PT/administrators), external consultants
- Comprehensive assessment from different perspectives
- Entertain any and all ideas
- Go physically to the problem and talk to the end users
- Create mock ups and test
- Implement and re-test

*"Gathering diverse minds together can be particularly valuable when facing complex and multidimensional challenges."*  
Tom and David Kelley, Creative Confidence

**Human Experiences**  
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Questions?



ROBIM PRASADHANI  
Lynn Budgett, MEd, BSCh, RN and Shiray Coughlin, MEd, BMR OT (C)



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