

Experiences in Outpatient Care

Research indicates that hospitals will soon be caring only for the sickest patients; all others will be cared for as outpatients. What sort of environments will those patients find? Does your outpatient environment promote the learning that is an essential part of treatment compliance? Does it support the collaboration among talented physicians, nurses and other staff that is so necessary to care delivery? We believe it can.

A human-centered research and design process

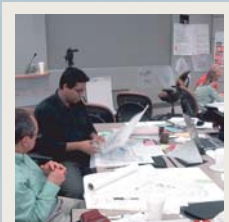
To better understand the critical issues affecting outpatient care delivery and the needs of patients, caregivers and partners in care, Nurture launched an extensive, four-phase research and design initiative.

Phase one: understand. Our first step was to understand the needs and issues in today's world of outpatient care—treatment compliance, regulatory compliance, rapidly changing technologies, ever-rising costs, staff shortages and more. Learning about recent developments in a variety of areas prepares us for going into the field to hear what end-users say and watch what they do.

Phase two: observe. Observation is crucial to understanding how issues and needs play out in waiting rooms, exam rooms, staff hubs, team rooms and staff lounges. Using a variety of proven observation and interview techniques, our multidisciplinary team visited 22 different practices in three states to study active, passive and interactive behaviors.

Phase three: synthesize. By synthesizing all we learned through research, interviews and observation, we uncovered patterns and developed a set of design principles. These key insights generate planning ideas which foster discussion and create opportunity for evaluation.

Phase four: realize. The sketches and small models generated from those design principles were further developed into full-scale prototypes, which were then measured through user feedback to help inform future iterations. New applications were created which suggest different ways that various spaces—waiting rooms, exam rooms, staff hubs, team rooms and staff lounges—can promote healing, relieve stress, provide appropriate privacy, attract and retain nurses and physicians, and more.



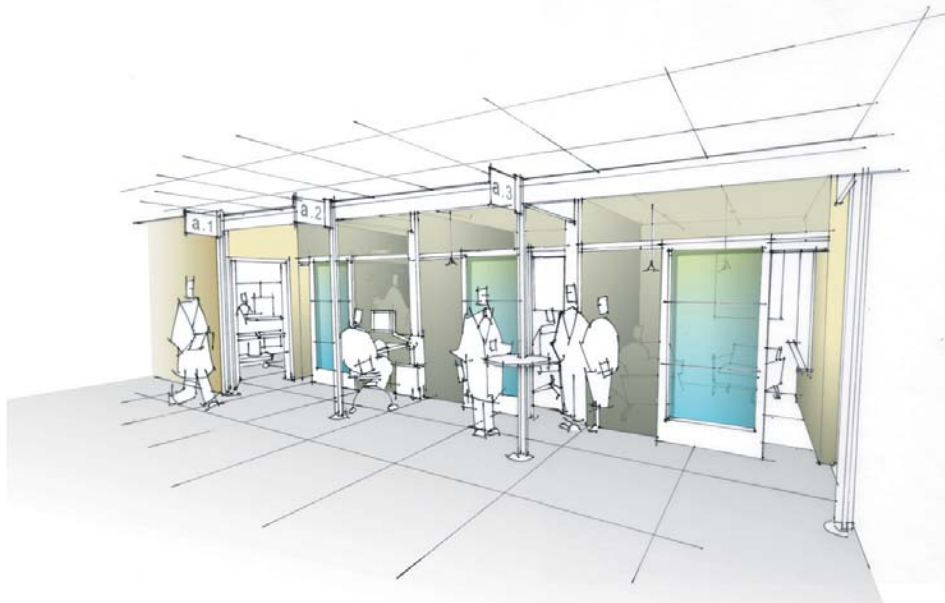
Synthesizing data is a thorough comparative analysis process.



We use a variety of observation techniques to study active, passive and interactive behaviors.

Affecting the quality of care

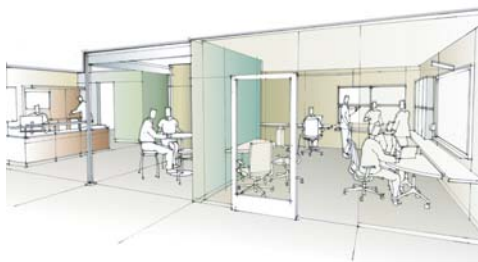
Outpatient care delivery depends on the successful collaboration of patients, caregivers and partners in care. Considering these perspectives, we have created thought provoking applications to help you explore the way outpatient care is delivered.



A "front porch" area in front of the exam rooms allows physicians and nurses to work at the room thresholds without obstructing the corridor.



Semi-enclosed spaces in the waiting room offer privacy and quiet to waiting patients, reducing anticipatory stress.



Team rooms with mobile furniture and a variety of work settings enable staff to work individually or in groups, as needed.

To learn more about Nurture research and how we can collaborate with you, call us and ask about scheduling time for our *Experiences in Outpatient Care* presentation.

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or visit nurturebysteelcase.com**