



Equitable Health from Every Angle

PollEv.com/righthill798

What do you think of when you think equitable spaces or equitable design?



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1. Have you ever gotten lost in a hospital?
2. Have you ever had a hard time finding a place to sit or get something to drink?

Healthcare: Designed for who?

- Whose experience is centered? Is marginalized?
- The impact of marginalization
- Mindsets that foster inclusion

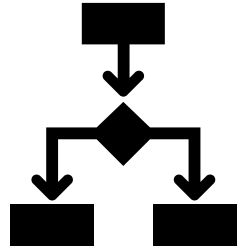
Angela Mazzi, FAIA, FACHA, EDAC

- Who has worked with evidence-based design?



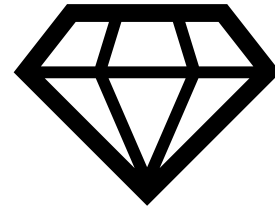
- Who has worked on a project team during its design?

CONNECTING THE DOTS



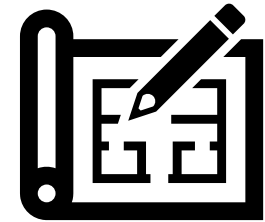
SUPPORTING

Ability to better understand the relationship between spaces and operations



ADDING VALUE

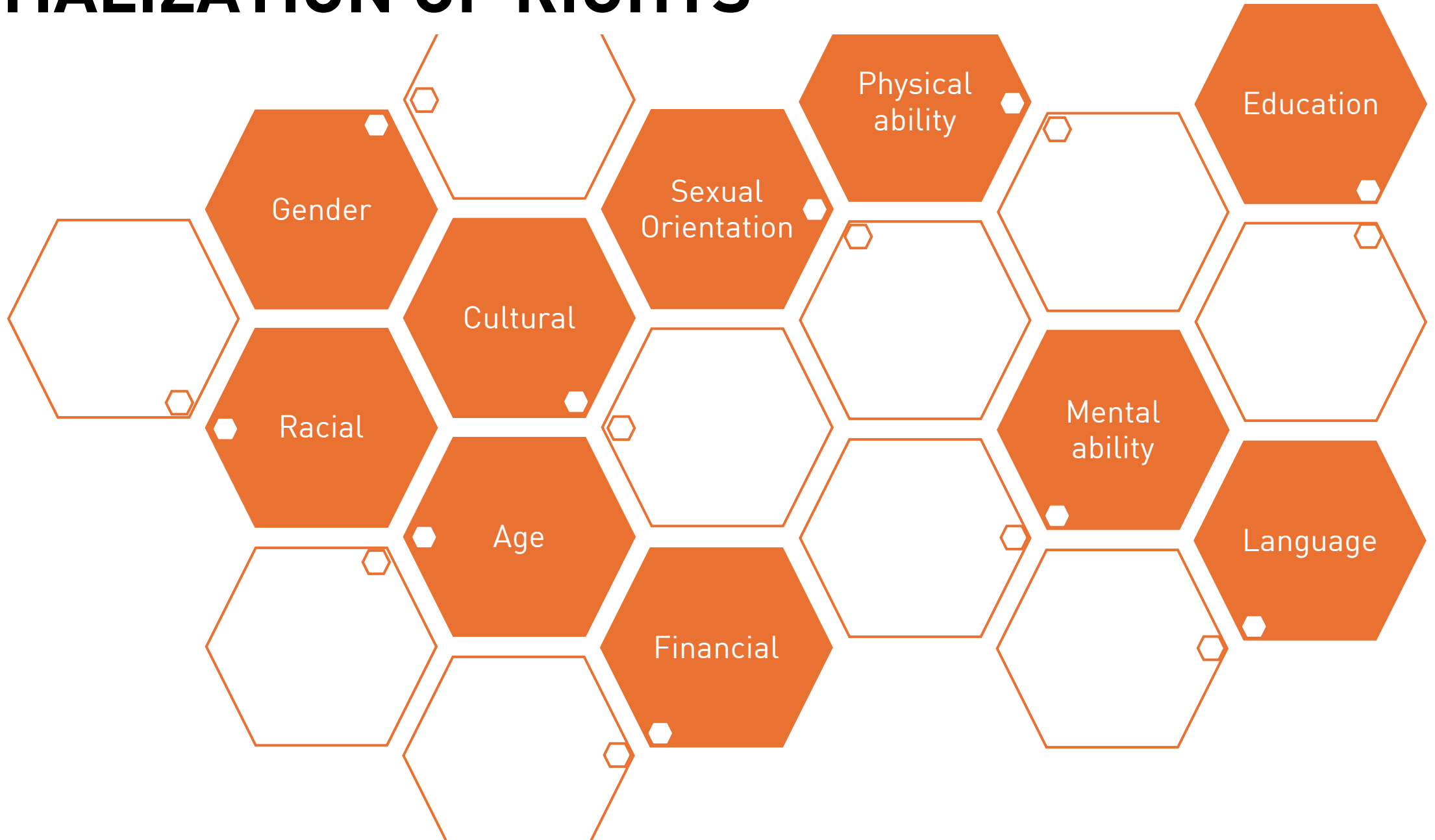
Design decisions based on a better understanding of the circumstances in which something will work



RIGHT SIZING

Design decisions based on a better understanding of the circumstances in which something will work

SPATIALIZATION OF RIGHTS



RESOURCES = RESILIENCE

ECONOMIC

- Education level
- Economic wherewithal
- Generational wealth

ENVIRONMENTAL

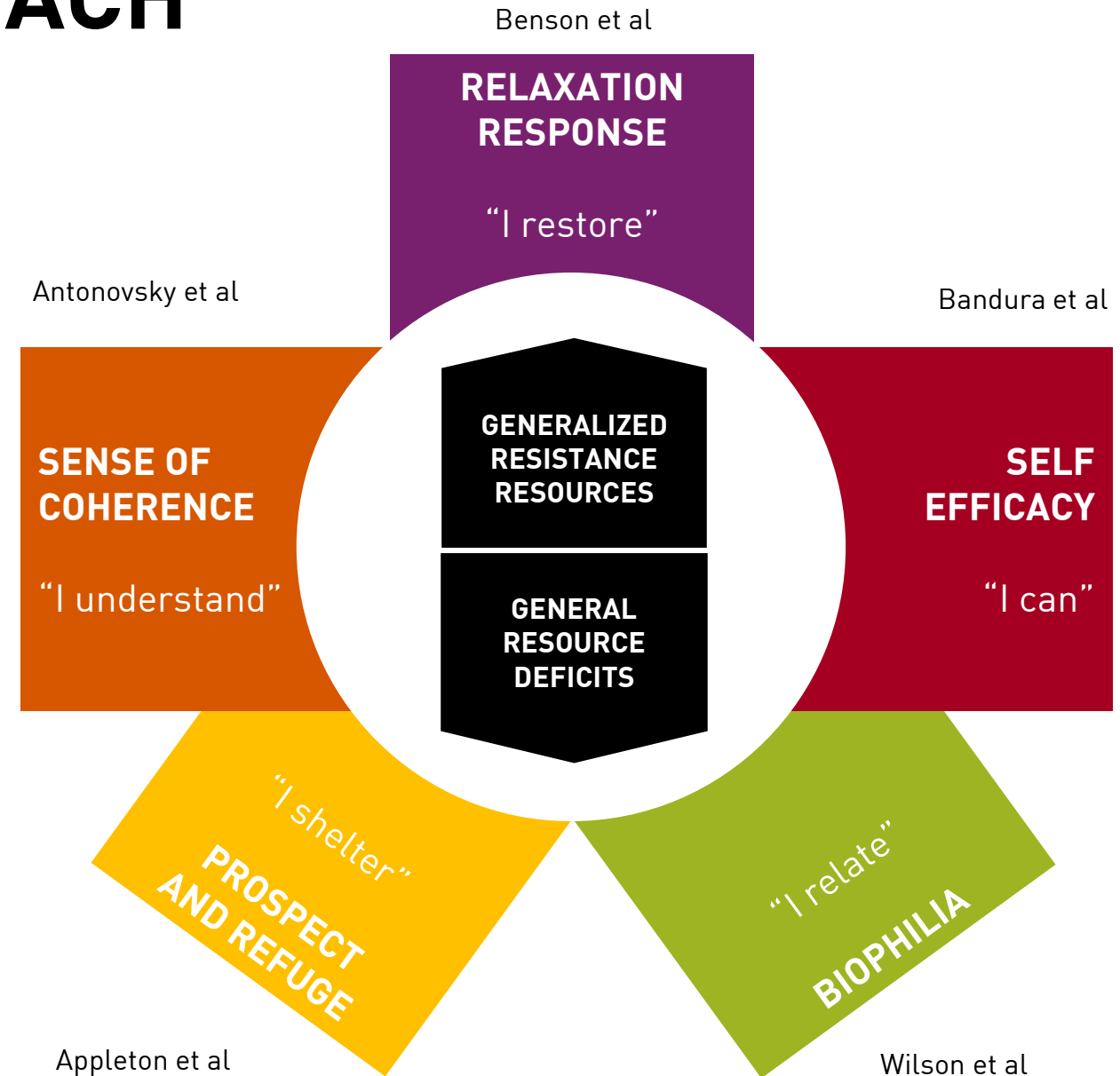
- Supportive and safe
- Accessible:
 - To places/events
 - For activities
- Neutralize adverse climate events

SOCIAL

- Diverse
- Culturally competent
- Robust networks
- Health Literate
- Age sensitive

A SALUTOGENIC APPROACH

Focus on alleviating stress and building resilience by providing an abundance of environmental resources for patients, families and staff



Elizabeth Papautsky, PhD, MS



- If you are affiliated with a hospital system, does your system engage human factors scientists in research, design, and/or evaluation of space design?
- Who is in the audience in terms of roles?
 - (human factors, architects, engineers, designers, patients, etc., multiple roles)



**APPLIED HEALTH
SCIENCES**

Department of Biomedical and
Health Information Sciences



Bridging the Gap of Theory to Application

Liza Papautsky

University of Illinois Chicago

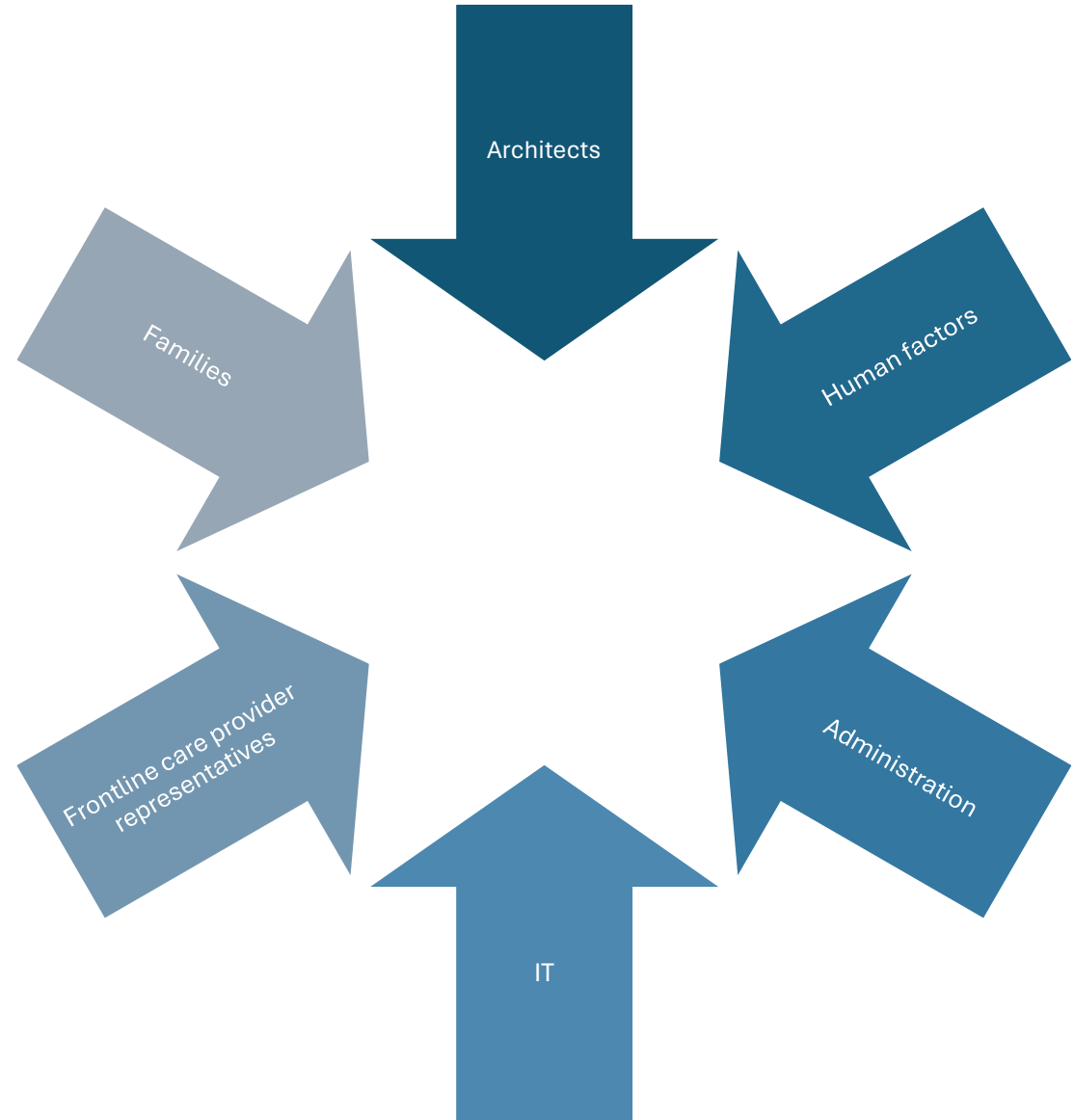
March 25, 2024

Overview

- Coming together
- Establishing common ground
- Applying human factors approaches
- Engaging stakeholders



Coming Together



Establishing Common Ground

Terminology

Design goals

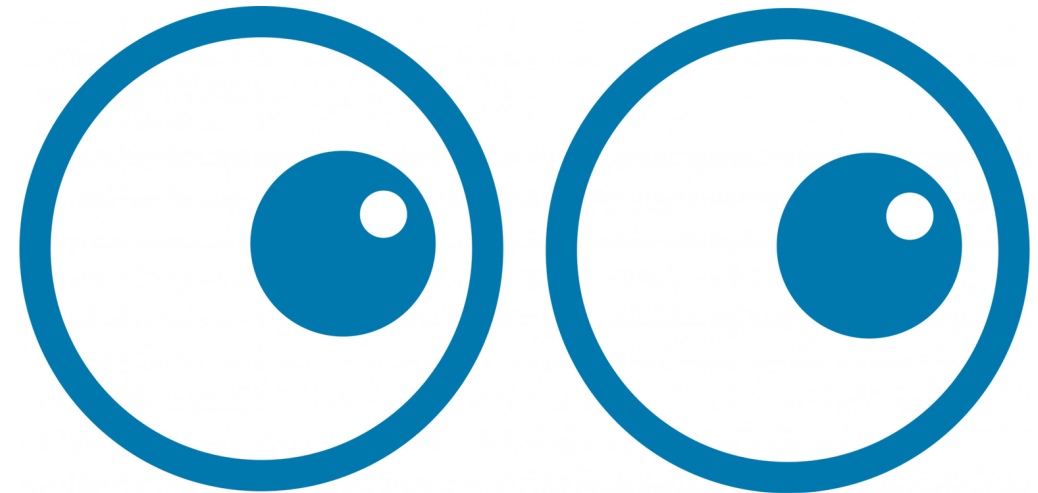
Competing goals

Design Goal: *Visibility*

- Frontline care providers & clinical directors
 - Seeing patients AND their context of care (equipment) as they walk by in the hallway and checking on patients through various types of technology
- Information technology specialists
 - Seeing (& hearing) the technologies that support access to patient status, such as overhead monitors and video feeds
- Architects & clinical directors
 - Seeing patients through windows on patient rooms

Visibility: Access to Patient and Patient Status Information That Is Continuous

- Awareness of patient status through “eyes and ears”
- Awareness of patient status delivered through technology
- Awareness of patient’s context of care



Competing Goals Example

Role	Perspective	Associated Goal
Frontline care providers	<ul style="list-style-type: none"> Makes it harder to see and access patients from outside the room; more difficult to team up with other care providers, which is required for certain procedures; concern that families may get in the way of efficient care: <ul style="list-style-type: none"> “I know private rooms are the trend, but they are so hard to work with.” “My biggest complaint about ... is you have two separate rooms, and if you have any type of critical patient in either room, it becomes very difficult to monitor them.” 	<ul style="list-style-type: none"> Safety Visibility Family experience
Clinical directors	<ul style="list-style-type: none"> Yields greater family satisfaction Lowered infection rates Quieter setting is more conducive to preemie health and well-being. <ul style="list-style-type: none"> “RNs cannot see multiple patients easily;” “...will need technology to do that and staff to support it.” 	<ul style="list-style-type: none"> Visibility Safety Family experience
Information systems specialists	<ul style="list-style-type: none"> Large screen displays and video feeds provide visual access to patients from hallways. <ul style="list-style-type: none"> “The other areas is about the displays and where they are placed... – ‘what do we need where’ – we can do anything, but what is going to be most valuable.” 	<ul style="list-style-type: none"> Safety Visibility
Architect	<ul style="list-style-type: none"> Responding to hospital requirements of private rooms providing a nurturing environment 	<ul style="list-style-type: none"> Family experience

Human Factors Approaches

- Asking the ‘right’ questions

Examples

- Pre-mortem (Klein, 2007)
- Simulations on budget
 - Mental simulations
 - Cognitive walkthroughs
- Observations AND interviews
 - Diaper example

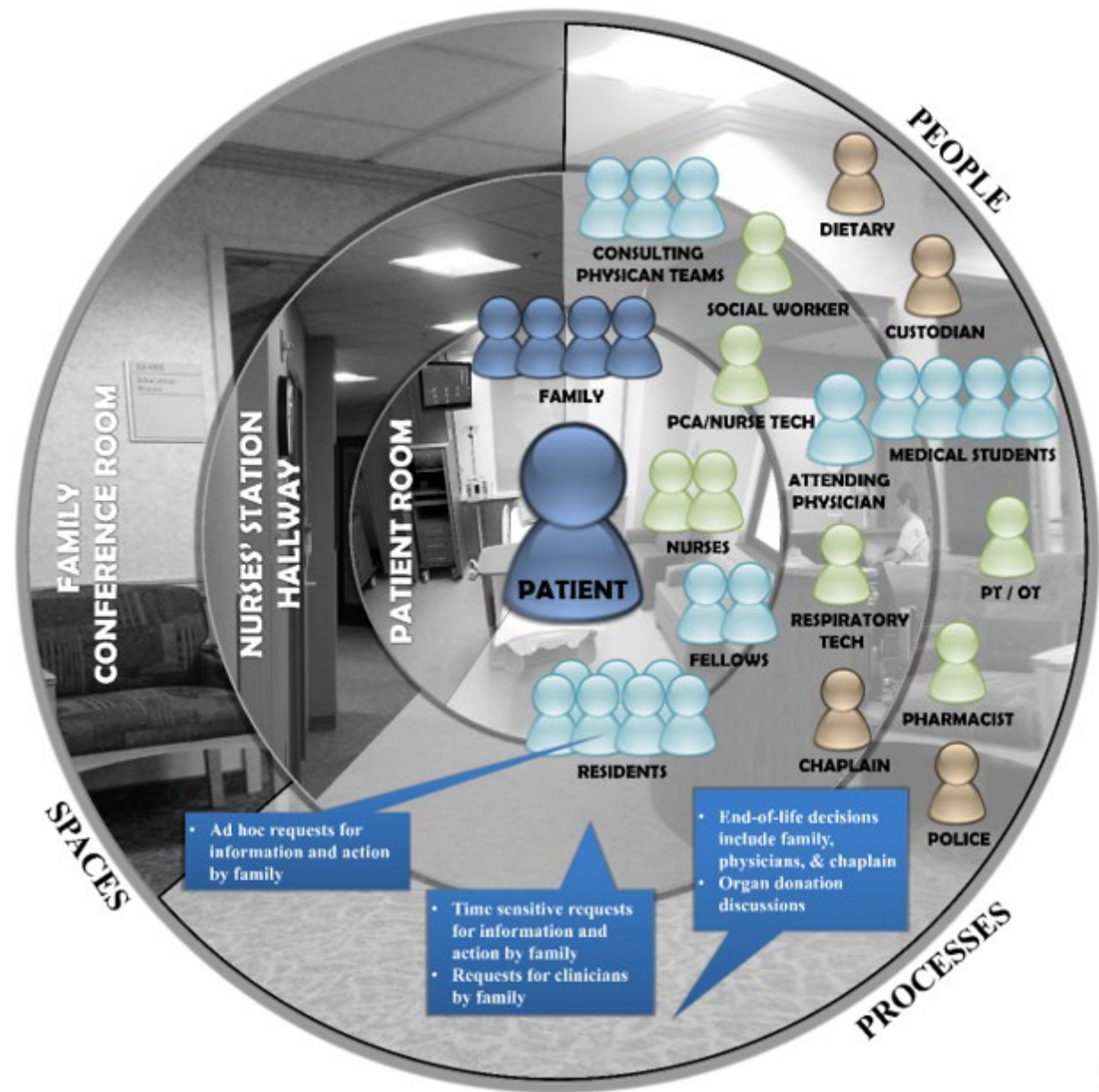


Engaging Stakeholders

- Who does the work in the space?
- Who is the ultimate stakeholder?



Communication



The background of the slide is a repeating pattern of light blue speech bubbles, each containing a dark blue question mark. The bubbles are scattered across the entire frame, creating a textured, thematic background.

Questions

Liza Papautsky

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