



# Healthcare Solutions

# Adapting to Change



Healthcare plays a vital role in every community, and no one knows the ever-changing components of care like those in the health industry. You know that continuing to provide patients with the best medical services regardless of socioeconomic factors, the behaviors, expectations, and needs of a multi-generational population, and advances in technology requires the ability to adapt quickly. When critical changes are needed, does your furniture adjust to meet demands?

# Privacy is Comfort

A positive healthcare experience starts in the admissions and reception areas. With the volume of patients seen annually, the right balance of efficient use of space and privacy must be a top hospital priority. In an industry built on confidentiality, the floor map of a hospital or clinic should plan for private patient experiences both visually and acoustically.



## 36M

*More than 36 million people were admitted to hospitals in 2018.*



TREND: PRIVACY & NATURAL LIGHT

Access to natural light improves one's mood and increases overall well-being, even in high-stress situations. Yesterday, the private spaces necessary for keeping patient information secure meant sacrificing natural light in favor of a fully-enclosed environment. Today, by leveraging a full-solution architectural wall offering with an open aesthetic, noise is kept out and patient privacy and comfort are kept safely within.

# A Comfortable Place to Wait

When people are waiting in healthcare settings, more times than not, they're emotionally or physically uncomfortable. Traditional waiting rooms are cold, hard, and unwelcoming, both visually and physically. Creating a comfortable space for waiting patients or family members is important for an overall positive experience in healthcare settings.



## 150 Minutes

*The average length of a general surgical procedure is 150 minutes.*



TREND: CONNECTED & COMFORTABLE

Today, waiting means scrolling through social media or checking emails to distract or pass time. Furniture that supports a range of postures and technology is certain to change the outlook people have on healthcare settings. Incorporating furniture pieces that can make users feel productive and comfortable will make wait times seem shorter and more enjoyable.

# Change Is Constant

Administration areas in hospitals aren't much different than traditional offices, until you consider how many people use the same furniture. A meeting room at 10 a.m. can turn into a consultation room by 2 p.m., and a person's workstation in the afternoon is only theirs until the next shift starts. The healthcare industry is quickly growing and providing space for a vast number of employees can be problematic in a setting not designed with flexibility in mind.



## 346K

*In 2018 346,000 new healthcare jobs were created.*



TREND: INCREASED USER CHOICE

Different people and tasks require different postures and approaches. Furniture that moves or that can be reconfigured to accommodate different users and jobs helps promote comfort, wellness, happiness, and even productivity, which ultimately makes for a more effective work environment. And, as the needs of healthcare facilities constantly fluctuate with the needs of the populations they serve, the key to future-proofing lies in finding workplace solutions "with greater flexibility to accommodate head-count shifts and evolving work styles cost-effectively within the same footprint."

# A New Era of Storage

On average, one of every 20 documents is lost.<sup>1</sup> Similar findings have motivated not only the healthcare industry, but businesses in every sector, to move towards more paperless processes, and they are already beginning to see the benefits of change. But as storage needs shift, many are discovering that the solutions used to support the paper-heavy processes of the past don't quite solve for the supplies people store today. Transitioning to digital storage provides greater information security and saves space, allowing for greater optimization of the floorplate. Smaller, more dynamic storage can support filing needs but also store personal items such as purses and jackets and the things people are actually keeping at their workstations.



19

*Prior to digitizing records, organizations made and stored 19 copies of each document.*



## TREND: SUPPORTING PERSONAL STORAGE

The best way to promote productivity comes from supporting function, and furniture supportive of daily tasks ensures business success. Task chairs and storage are just the beginning to functional furniture; height adjustability gives workers the option to be productive in the posture most comfortable to them.

# Wellness of the Well-Worker

The day-to-day-work of hospital staff is generally stressful, intense, and can quite literally mean life or death. The growing demands placed on the internal population of the hospital have led to an exponential increase in physician burnout and staff presenteeism, which leads to less effective care for the population at large. "Burnout is assessed by measuring the severity of symptoms in the domains of exhaustion, cynicism, and decreased sense of efficacy... burnout can, however, improve with removal from or a change in the work environment."

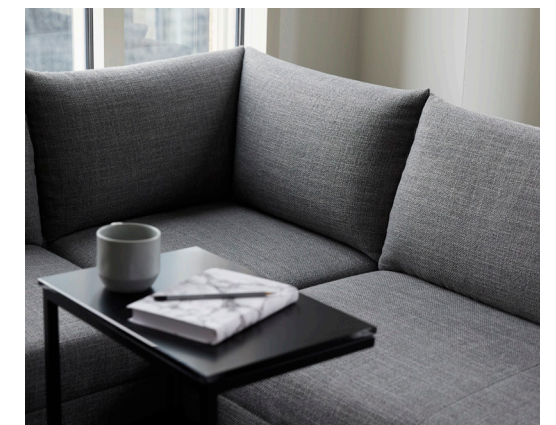


54%

54% of survey responders experienced symptoms of physician burnout.

## TREND: A RISE IN RESPITE SPACES

Oftentimes, the clinicians' lounge is the only place that allows for a private respite and a necessary mental break. Giving physicians a way to gather in small groups for semistructured, private discussions in restaurants, coffee shops or reserved rooms results in measurably lower burnout and social isolation, and higher well-being and job satisfaction. Creating a space that promotes wellness through varying postures, noise control, access to natural light, and biophilia (bringing nature indoors), among other things, is vital to supporting the wellness of those who support ours.



# Breaks Make for Better Business

The cost of physician burnout wastes more than concrete dollars. Time, talent, and a hospital's reputation can be the repercussions of an overworked employee. The cost of replacing a physician can exceed \$500,000, while the cost of employing one is roughly one fourth of that. Being proactive to burnout as opposed to reactive can allow for better care and happier employees.



**\$3.4B**

*The cost of physician burnout adds more than \$3.4 billion annually to the U.S. healthcare system.*



TREND: CONTENT WITHOUT CONNECTION

The daily tasks of physicians can be tiring, both physically and emotionally. Providing a space that supports different postures and choices can promote employee satisfaction and productivity. A February 2016 report by Johnson Foundation "recommended that health care organizations 'redesign the physical environment' to help 'restore humanity' to health care." After all, it is the health of humans that hospitals were created to provide for, clinicians should be no exception.



# Responding to Change



The healthcare industry is built on predicted responses to situations that have yet to arise. It only makes sense to have furniture that supports that as well. Spaces that can change with the individual are places that can not only accommodate multiple shifts and multiple users but can also contribute to the overall happiness and satisfaction of each person who uses them. The outcome in healthcare is sometimes unknown, and the experience can be accompanied by a wide range of emotions from fear to overwhelming joy; a clean, comfortable place to wait allows the patient and family to focus on what matters, being well.

## References

- <sup>1</sup> American Hospital Association, 2019  
<sup>2</sup> <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5609617/>
- <sup>3</sup> Bureau of Labor Statistics, 2019
- <sup>4</sup> Gensler Design Focus, 2015  
<sup>5</sup> <https://www.scan123.com/the-infamous-coopers-lybrand-document-management-study/>
- <sup>6</sup> <https://www.ama-assn.org/practice-management/physician-health/4-lessons-mayo-clinic-learned-group-meetings-cut-burnout>
- <sup>7</sup> American Medical Association, 2018
- <sup>8</sup> Johnson Foundation, 2016  
<sup>9</sup> <https://www.mayo.edu/research/centers-programs/program-physician-well-being/about/about-program>

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