

PATIENT FRIENDLY DESIGN "A DESIGN THAT CARES"

A STUDY OF ACCESSIBILITY , SAFETY & MAINTENANCE



WHAT IS PATIENT FRIENDLY DESIGN ?

- Patient friendly design is about the well being of the patients.
- In simple terms its about making the building simpler and easier for the patients to use.



WHY PATIENT FRIENDLY DESIGN ?

- Patients are the central focus of any Hospital who come for treatment and care. They are of different age groups and come from different social backgrounds.
- Patients are generally stressed about their condition.
- Hence it is important to design a building that is patient friendly and help speed up their recovery.





TWO MAJOR CONSIDERATIONS IN PATIENT FRIENDLY DESIGN

THE PHYSICAL FACTORS OF DESIGN – The built environment including the roads , walkways , stairways , etc.

THE PSYCHOSOCIAL FACTORS OF DESIGN - Psychological factors that influence humans and their well being.

THE PHYSICAL FACTORS OF DESIGN

- The built environment to suit the needs of the patients .
- Special features sensitive to the type of users .
- Help patients and users to navigate easily through the building .



- Supporting effect of aesthetic environment by providing healing spaces to reduce fear , stress & depression .
- A design that creates a link between basic human needs and built environment essential to well being of the patients.



PHYSICAL ASPECTS IN PATIENT FRIENDLINESS

- **1. ACCESSIBILITY**
- To provide an environment fully accessible to persons of all ages with any type of physical limitation.
- In a building ramps, staircase, lifts and corridors provide accessibility and help patients and users navigate through different parts of the building.

RAMPS

• Providing gently sloped ramps with 1 in 12 slope make it wheel chair & old people friendly.







Provide ramps with handrails so that it is wheel chair and elder people friendly.



Provide ramps wherever there is change in levels.



ELEVATORS

- Providing elevators clubbed together and not scattered thus minimising confusion , and close to staircases thus defining the circulation core .
- Elevators should have a separate lobby and not open into a passage or corridor.



Example of an independent lift lobby



ELEVATORS

- Elevator Doors to be wide enough for wheelchairs / stretchers .
- For people with low vision , raised numerals , controls within reach of the wheelchair to be planned.
- Separate elevators for staff and patients may be provided.





STAIRWAYS

- Providing wide stairways (minimum 2 metres wide as per standards).
- Staircase to have non slip surfaces.
- Effective illumination in and around stairway .
- Handrail can be double, one at a lower level to allow the patient or an elderly patient to glide from elbow to wrist ,using it as a third arm for greater stability.



STAIRWAYS

- Handrails, easy to grasp.
- Hand rails on both sides of the staircase.
- Visual cues, as colours, edges ,textures to make stair treads and risers clear. Colour bands for differentiation of surfaces.



STAIRWAYS

- Handrails extending beyond first and last step
- Tactile strips indicating a change in level would ensure the safety of the users.



ACCESSIBLE CIRCULATION SPACES

- Long Corridors Monotonous And Counter Therapeutic
- Spaces For Informal Conversation Contribute To the Hospital As An Urban Streetscape







ACCESSIBILITY TO ALL FACILITIES

REGISTRATION AND ENQUIRY COUNTERS

• All counters to be of the right height to enable both staff and patients to use it with ease.



REGISTRATION AND ENQUIRY COUNTERS

Registration counters / tables to have sufficient knee space to make it elderly people and wheelchair friendly.





ADEQUATE SEATING FACILITIES

- Seating configurations to encourage interaction / privacy .
- Movable seating to be provided for handicapped .
- Seating with arm-supports gives sense of separation and support to stand up.
- Adequate seating facilities to be provided in waiting & lobby areas.
- To be patient friendly with no sharp edges for comfort.







ACCESS TO WASHROOMS

- Washrooms To Be Easily Accessible To Patients From The Main Lobby.
- Differently -abled friendly toilets , height of fixtures to adhere to standards.
- Washrooms accessible and close to the main entry is a feature we have adopted in Aravind Eye Care Hospital Chennai .



Provide one PC toilets in all the toilets to make it elder people and handicapped people friendly.



ACCESS TO OTHER FACILITIES

• Access to Cafeteria , Restaurants & Drinking water without leaving the floor and close to waiting areas.



ENVIRONMENT FREE FROM NOISE

Landscape as a buffer to noise and sound.



WAY FINDING – Making the hospital more navigable

- **SIGNAGES** Rightly placed with the right amount of information. Bilingual signs can be used for better understanding.
- **BRAILLE SIGNAGES** can be provided where required.



ELEMENTS FOR SPACIAL ORIENTATION

- 1. Landmarks in the form of art , water element , courtyards .These establish a sense of identity
- 2. Transparency in connecting circulation elements
- 3. Visual connection between various parts, spactial hierarchy, use of materials colours to reinforce spatial orientation.





PSYCHOSOCIALLY SUPPORTIVE DESIGN

SENSORY EXPERIENCE

Integration Of All The Senses Increases The Potential Of An Environment And Allows For Healing

Sensory healing

Sight- An uplifting sculpture or mural upon arriving can set the tone for the entire experience.

A simple flower arrangement or rangoli can instantly calm and comfort a stressed person making him feel at ease with the environment



CONNECTION TO LIGHT

• Natural Sunlight Cleans Air, Kills Harmful Bacteria .Gives Character To A Space

INTERNAL COURTYARDS

- Tapping the Therapeutic quality of a natural environment
- Brings in light and cheer





WATER AS THERAPEUTIC

- The sound of running water, sight of fishes in aquariums provides a positive sensory experience
- Soothing music in the background can ease the mind and help focus



TEXTURES AND COLOURS

- Well-chosen **decor** can contribute positively to the creation of an environment in which patients can feel comfortable and at ease
- Earthy tones of **wood** has a therapeutic effect
- Wood can be used as accents, for cladding brings in warmth to the interior.



CHILD FRIENDLY

• Play areas and child care centers can be designed. To make the child patients to feel comfortable.



SAFETY IN HOSPITAL ENVIRONMENT

- Anti Slip Flooring
- Adequate ventilation , light , clean air
- Railings of standard heights where required
- Corner guards to deal with sharp turns
- Proper signages to indicate fire escapes and routes
- Fire extinguishers and alarms
- Clean and dry washrooms
- Safe wheel chairs and stretchers
- Call bell system for patients
- Proper disposal of hospital wastes





MAINTENANCE FRIENDLY

- Staff friendly
- Low maintenance but higher reliability, availability and longer useful working life
- High reusability
- Provide a separate space for janitor closet for keeping the cleaning liquids and mops



PATIENT SATISFACTION PAYS

- Greater profitability
- Improved patient retention
- Patient referrals
- Improved staff morale
- Staff retention
- Greater efficiency
- A sense of Personal and professional fulfillment









PATIENT FRIENDLY DESIGN