

Evidence Based Development Governance Group

<http://i3.waitematadhb.govt.nz/assets/documents/our-work/fellows/Evidence-Based-Design-ECI-B-W2025-Oct2017.pdf>

Welcoming Environment

Reasoning:

- improved patient experience by providing welcoming environments that are natural/intuitive to navigate and provide comfort.

“Patient feedback indicates that being welcoming and friendly is the most single important driver of a positive patient experience. This is critical to the achievement of our Board’s priorities to “enhance patient experience and achieve better outcomes7 ”. “

Design Principles:

- Health promoting environments
- Enhanced patient and family/whanau experience.

Suspected outcomes if concerns not addressed:

- Poor patient experience
- Poor whanau experience due to uninviting environments
- Poor wayfinding- information of layout and rooms.

Design Innovations

- Clear and obvious wayfinding incorporating colour
- The use of natural materials such as wood and texture to inform users of space and direction.
- Good use of external windows providing orientation.
- Use of modular furniture, flexible equipment that provides comfort and privacy.



Consistent, clear wayfinding at Guy's Cancer Center, London. Floor levels clearly coloured externally and internally including incorporation in lift shaft



L: Clear identification of lift buttons Furniture providing privacy, colour themed floor

“Evidence Based Design (EBD) is a four-level evidence based process in which a designer, together with an informed client, makes decisions based on best information available from research and project evaluations. The concept takes cues from Evidence Based Medicine (EBM)⁸ :

1. Evaluate evidence from scientific literature and the link between physical environment and health outcomes
2. Hypothesis creation based on evidence
3. Measure the results of the design innovation
4. Publically share results Clinically we would expect medications to be prescribed only if they are proven to provide a benefit. The same could be applied to design – as a DHB we should support evidence which correlates the benefits of well-designed environments to patient outcomes. Furthermore, WDHB should be evaluating their facilities from multiple disciplines including direct users formally by the likes of a Post Occupancy Evaluation (POE) on the fitness for purpose of facilities after refurbishments or developments. Lessons learnt from the design and construction processes should be utilised to continuously improve design, particularly as the DHB continues to develop it’s facilities.

The following two issues have been well investigated and support from the Waitemata 2025 Design Group is requested to ensure investment in design that achieves our priorities for enhanced patient experience and better outcomes. “

- The improvement between nature and views- this will help peoples mental health and stress levels and increased positive emotions.

