ISSUE

JANUARY

2011

Monthly Publication of Institute for Patient-Centered Design, Inc.

Current Projects For more information, please visit

www.patientcentereddesign.org

Research Fund

The Institute for Patient-Centered Design, Inc. seeks to partner with academic research projects that inform the patient-centered design process. Full or partial sponsors of research projects will be acknowledged in the Institute's published research report.

Patient Toolkits

As a courtesy to patients who participate in research studies and surveys, we offer complimentary tools. Kits may include promotional items, such as pens, notebooks or journals for recording patient history/experience, bags for packing personal items for a hospital stay, water bottles, etc. If your organization is interested in providing helpful items that may be offered to patients, or a monetary donation to purchase such items, please visit http://www.patientcentereddesign .org/sponsorship.html



Patient-Centered Design OnlineTM

this issue For Patients P.1

Continuing Education **P.2**

Letter from a Parent **P.3**

For Patients: Our Central Focus

We would like to start the New Year by addressing the individuals who are in the forefront of our mission: Patients. We appreciate the feedback, ideas and inspiration contributed by our patient advisors, members and subscribers in 2010. You are the reason that we exist. For so long, patients have not had a voice in their healthcare accommodations. Now that healthcare providers have recognized the relationship between the built environment and patient satisfaction, patient care delivery and ultimately patient outcomes, you the patient have a unique opportunity to voice your concerns about the environment in which you receive care. Healthcare providers and designers are listening. Please continue to submit your feedback online. We utilize your comments as well as information gleaned from guestionnaires and personal interviews with patients to develop educational materials and reports to share with the design community. We couple the information provided by patients with medical research findings and interviews with doctors and nurses to develop a profile of the ideal environment in which patients with specific conditions may heal.

Patients, healthcare providers and designers, please take a moment to re-familiarize yourselves with some of the resources that we have listed on our site that maybe useful for each of you. These resources may be found on our page for <u>patients</u>, for <u>healthcare providers</u> and for <u>designers</u>. In addition, we will continue to contribute to the quality of healthcare delivery through patient-centered design advocacy, education and research.

This year, we have plans to reach more patients by blogging online and through volunteer face time. We will continue to expand our education program to communicate your needs and concerns to design professionals and healthcare facility directors. In terms of advocacy and outreach, we will also continue to raise funds to support the distribution of patient-readiness kits to our survey participants and patient members. We will also look to your suggestions on how we may contribute to patient groups in our communities. Our survey period for the ongoing surveys will conclude; and we will release the findings online. We will also commence new surveys and seek to create more opportunities for the collaboration of patients with healthcare professionals and designers.

Our research agenda promises to be fresh and exciting. We will initiate a research project inspired by our paper that will be published in the Spring 2011 issue of the *Health Environments Research & Design (HERD) Journal* on the subject of lactation space design. Please look for more information on this project in the coming months. We will continue our fundraising activities for the Sickle Cell initiative, a research project inspired by the life of our valued supporter <u>Wendy Smith-Oglesby</u>.

We are so grateful to have our <u>team of advisors</u> for 2011 in place and ready to assist us. These volunteers represent architecture and interior design professionals as well as doctors, nurses, patient advocates and patients. We will also look for input from our membership as well as the general public. Please check the site regularly to see how you can get involved this year. Until then, we wish you a very productive, happy and healthy 2011.

ang Themps

Tammy S. Thompson, AIA Board of Directors Institute for Patient-Centered Design, Inc.

Copyright © 2011 Institute for Patient-Centered Design, Inc. All Rights Reserved.

Collaboration Program

Become a collaborator member of the Institute for Patient-Centered Design!

Patient Collaborator (No Cost)

Patient Advocates - Subscription to Patient-Centered Design Online[™] -Access to patient resources -Invitation to participate in user surveys, test groups, and provide feedback. -Free patient-readiness kit (while surveign test)

Academic Collaborator (\$50)

Available to students and faculty of academic institutions -Subscription to *Patient-Centered Desian Online*[™]

-Name listed on our website -Discount on publications -Discount on educational materials for designers -Email updates on grant

opportunities -Eligible for Partnership

Individual Collaborator (\$100)

Available to any individuals interested in Patient-Centered Design -Subscription to *Patient-Centered Design Online*[™] -Name listed on our website -Discount on publications

Professional Collaborator (\$150)

Available for healthcare professionals, architects and interior designers -Subscription to *Patient-Centerea Design Online™* -Name and company name listed on our website -Discount on publications -Discount on educational materials for designers Institute for Patient-Centered Design is proud to offer a unique continuing education series devoted to the needs of specific patient populations.

Understanding the *Patient* in Patient-Centered Design TM

Lesson I Designing for Patient Empowerment: A look at the inpatient room from the patient's perspective



Free Preview! Registration: \$35.00 \$25.00 for Members*

(Earn 2 AIA/CES HSW learning units for the price of one!)

Lesson II The Challenges of Extended Postpartum Recovery for NICU Mothers : A proposed architectural solution



Free Download! Quiz fee: \$15.00 \$5.00 for Members*

(Earn 1 AIA/CES HSW learning unit.)

Lesson III

Antepartum Spaces: Design considerations to address the unique needs of expectant mothers



Free Preview! Registration: \$35.00 \$25.00 for Members*

(Earn 1 AIA/CES HSW learning unit.)

*Professional Collaborator Members receive a discount on all educational materials. Not a member? Join Us!



Institute for Patient-Centered Design, Inc. is a Registered Provider with The American Institute of Architects Continuing Education Systems (AIA/CES). This Issue of Patient-Centered Design Online™



Your Gateway to Health Facility Design

AND



Planning and Designing Innovative Health Infrastructure to Surpass Current and Future Patient Needs

Sponsor an Issue of Patient-Centered Design Online™

For more information on sponsoring an issue, please contact <u>sponsor@patientcentereddesign.org</u>.



Institute for Patient Centered Design is now on linkedin.com. Please join our group <u>Patient-Centered Design Alliance</u>. Our group members are able to view updates and participate in discussions online. If you are not a member of linkedin, you may join our mailing list or <u>submit a</u> <u>comment</u> directly on our website. We would love to hear from you!



Copyright © 2011 Institute for Patient-Centered Design, Inc. All Rights Reserved.

Letter from a Parent

<u>Collaboration Program</u> <u>Continued...</u>

Corporate Collaborator (\$500) Available to Companies and

Organizations -Subscription to *Patient-Centered Design Online*[™] -Company name and profile listed on our website (includes a link to the company's website) -Discount on publications -Group discount on educational materials for designers

To learn more, please visit

www.patientcentereddesign.org/joinus

Understanding the *Patient* in Patient-Centered Design[™] Continuing Education Series

"Patient-Centered Design" is a principle that should be in the forefront of any health facility project. Often, designers find themselves working with limited information about patients. This series will offer new lessons regularly that explain the commonly overlooked details of seeking medical treatment and how these factors may be influenced by the built environment. Written *by* designers and *for* designers, the lessons include valuable input from interviews with patients and clinicians. For more information on the series, please visit http://www.patientcentereddesign.org/education series/all courses.html

Please feel free to contact the editor with your questions, comments, or concerns at editor@patientcentereddesign.org

Calendar of Events

January 18, 2011

Continuing Education/Networking Event of AIA AAH of GA Atlanta, Georgia <u>http://www.aiaatlanta.org/displaycommon.cfm?an</u> =1&subarticlenbr=91

February 28 – March 2, 2011

Health Facilities Design & Development San Diego, California http://www.healthfacilitiesdesign.com

March 13-16, 2011

2011 International Summit & Exhibition on Health Facility Planning, Design & Construction™ (PCD) Tampa, Florida http://www.ashe.org/PDC/

March 20-22, 2011

Environments for Aging.11 Atlanta, Georgia www.EFA11.com

As a courtesy to site users, we have listed information about upcoming events and links to related websites for more details. This does not constitute a relationship between Institute for Patient-Centered Design and any of the websites, events or organizations listed. Nor does this represent an endorsement or guarantee of any kind. While we strive to keep such information updated, we make no legal or otherwise binding commitment to do so. We do not guarantee any of the information on the websites listed. Nor do we guarantee the events themselves.

The views and opinions expressed in this newsletter do not necessarily reflect the views of the Institute for Patient-Centered Design, Inc. We respect the rights of patients, family members and professionals to express their opinions and welcome comments on the topics published in this newsletter. We reserve the right to publish comments and letters at our discretion.

Copyright © 2011 Institute for Patient-Centered Design, Inc. All Rights Reserved.

Each month, we feature a letter from a patient or family member addressing a specific need or inquiry identified during a medical visit or stay. Readers are encouraged to write letters to communicate their concerns to the designers and operators of healthcare facilities. To submit a letter, please visit

www.patientcentereddesign.org/perspectives.



Dear Institute for Patient-Centered Design,

As I manage the immunizations and general wellness of my toddler, I am always pleased to receive the "health report card" from my son's pediatrician. It includes a graph of my son's growth, a print-out of his vital signs from the visit and general tips and instructions to monitor his child's growth and development. I think this is a great resource, especially for new parents. I wish that I had it for my own primary care. -Anonymous

Dear Parent,

Thank you for your letter. You may wish to try "Google Health." It is a free tool offered to patients to manage and track their health records. As healthcare management becomes more transparent, patients and their families review their plan of care alongside their caregivers as active participants in their treatment plan. "Google Health" allows patients to establish health records online at no charge. Patients not only tract medical conditions, they may also establish and monitor wellness goals. The information built into this program may be exchanged with healthcare providers participating in the program as well as other partners in a patient's healthcare. Even if a certain provider is not a participant in the "Google Health" program, patients may still print and share profiles with their providers. For more information about this tool, please visit www.google.com/health.

The Institute is very excited about this resource. We would like to know what our readers think. How have you as patients or providers used this tool? Designers, how could this program impact the design of spaces where care is delivered?