

ENVIRONMENT

CAREGIVER STATION





WITHOUT CHANGE, SOMETHING SLEEPS
INSIDE US, AND SELDOM AWAKENS.
THE SLEEPER MUST AWAKEN. *—Frank Herbert*



Let's think about the caregiver station from the caregiver's perspective. It's more than just a few desks with computers and clipboards and files. The caregiver station is a consulting station, a working station, a thinking station, a social station and a take-a-deep-breath station. It's also a place accessed by patients and partners in care. In other words, the caregiver station is a hub of activity supporting varying users with varying needs working at varying heights.

The caregiver station must accommodate all. It should promote working efficiency, clear thinking, consulting, comfort, new processes and new technology. And because it is the hub of decision-making that has a direct impact on a patient's health, it must be designed with the highest level of care, thought and attention.



UNDERSTAND

How do you come to understand the needs of caregiver station users? Hours and hours of observation and interviews begin to help us understand who needs what and why. Our researchers focus on ethnographic research. Take Kelly, for example, who just began her shift. This is her story.

*Observe, and you can learn.
Learn, and you can change.*

“The caregiver station is more like an improv-station. Work happens everywhere. Meetings take place in hallways and charting happens on a recycling bin. I continually run back and forth between patient rooms and the unit board. Storage is too little and out of date. There’s so much going on around the desk that there’s no privacy at all. Everywhere there is clutter and chaos. That’s the world I work in.”

Accounts like Kelly’s, and hundreds of others, aid in our attempt to understand the expectations placed on the caregiver’s station. More importantly, these stories further the understanding of the users’ needs within their environment.



PACE

NURSES ARE CONTINUOUSLY MOVING IN A 24/7 ENVIRONMENT WITHIN A HIGH LEVEL OF GROUP INTERACTION. NO DEDICATED SPACE FOR PERSONAL WORK.



COLLABORATION

NURSES ARE CROWDING AROUND A DOCTOR AT SHIFT CHANGE, SOME KNEELING, SOME STANDING, ONE SITTING ON A BOX. NO TEAM SPACE FOR CONFERRING WITH PEERS OR PATIENTS.

OBSERVE

SEEN THROUGH THE RESEARCHER'S PERSPECTIVE.



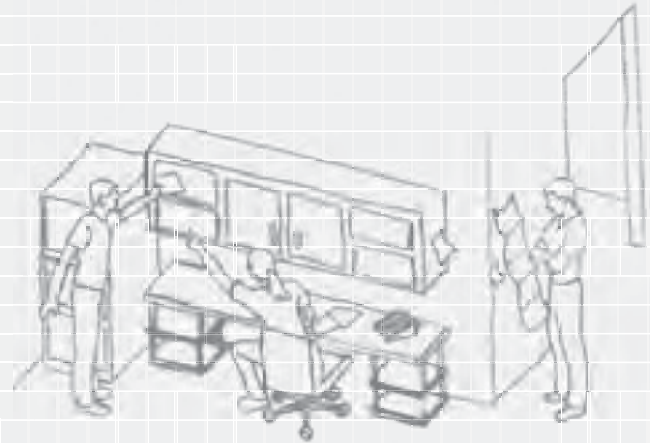
ACCESS

CAREGIVER NEEDS ACCESS TO A MULTITUDE OF THINGS INCLUDING: PATIENTS, SUPPLIES, MEDICINE, ETC. STORAGE IS DIFFICULT TO ACCESS AND SEEMS OUT OF DATE. THERE ARE HEAVY BUILT-IN FILE CASES THAT SIT EMPTY SURROUNDING THE STATION LIKE A FORTRESS.



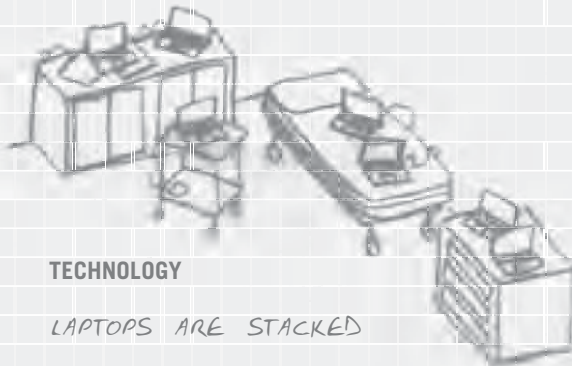
STRESS MANAGEMENT

EXTREME MULTITASKING AS CAREGIVERS JUGGLE FIVE TO EIGHT TASKS AT A TIME. AT EACH STEP THEY ARE ASKED A QUESTION, PAGED OR REDIRECTED TO ANOTHER TASK. INFORMATION OVERLOAD LEADS TO ANXIETY AND STRESS.



CONVENIENCE

NURSES WALK BACK AND FORTH DOWN LONG CORRIDORS FROM PATIENT ROOMS TO THE TEAM HUB/MED ROOM AND BACK AGAIN. FROM STANDING, SITTING, CHARTING AND REACHING, NOTHING SEEMS TO BE ERGONOMIC.



TECHNOLOGY

LAPTOPS ARE STACKED ON TOP OF EACH OTHER, CHARGING IN A BROOM CLOSET. OTHER COMPUTERS TAKE UP TOO MUCH DESKTOP SPACE. NO INTEGRATION OF PRODUCT AND TECHNOLOGY.

SYNTHESIZE

PROCESS

After returning from the field, researchers and designers work together to turn observations into insights. Insights into ideas. And ideas into reality.

COMMUNICATION

Storage passthroughs allow for easy access to patient information while keeping information private.



FLEXIBILITY

By providing varying levels of work spaces and easily adjustable options, caregivers of all shapes and sizes can work comfortably and efficiently.

COMFORT

Encourage moments of respite with mobile, easy to use seating solutions.



CONTROL

Put a variety of caregiver stations (decentralized, centralized and step-in) throughout the floor giving control back to the caregiver and allowing them to be where they need to be, closer to their patients.

STRESS REDUCTION

Design space for collaboration as well as for individuals to retreat to for quiet work among the eye of the storm.

TECHNOLOGY

Incorporating technology into product solutions helps keep tools accessible without cluttering work surfaces.

REALIZE



PROTOTYPE

Let's build it. Creating a caregiver station that accommodates all the different uses and users must, at some point, go from ideas to paper to prototype. And this is that point. Together, we build the space and put it to work in a real world setting. Then take a close look at how specific products perform, how specific users interact with the environment and how specific product solutions can bridge the gap between needs and wants.

A caregiver station needs:

- To accommodate continuous workflow
- To accept new and emerging technology
- To provide collaborative space and private space
- To respond to varying users and types of work

THE CAREGIVER

How does a caregiver use the space? Does the space help organize their work? Is it ergonomic? Comfortable? Is it responsive to individual sizes and shapes? Does the space allow them to do the very best job they can?

In a caregiver station, caregivers need:

- Comfortable, responsive workspaces for on the go jobs and seating options for immersion work
- Work spaces that accommodate both technology and physical charting
- Quiet areas for thinking and team areas that allow for clear sightlines and collaboration

SYNC™

Taking into account the caregiver's needs and the needs of the environment, researchers and designers created Sync. Engineered to support the work process of the caregiver, Sync is a station that opens up sight lines and improves communication among caregivers and patients and partners in care. Sync also provides a forward thinking and flexible approach to technology, fulfills administration protocols and provides ergonomic comfort and safety.

B.E.S.T.

*Special considerations for special environments:
Thoughts that help us explore the big picture.*

BUSINESS IMPLICATIONS

A caregiver station needs to efficiently take care of business. Is everything about the station designed in a way that helps caregivers spend more time on direct patient care? Does the caregiver space design promote accuracy, reducing medical error? Is the space considered state-of-the-art technically, functionally and aesthetically, increasing the likelihood of attracting and retaining quality employees?

SAFETY AND REGULATIONS

Because there is so much physical stress put on a caregiver, special attention needs to be made to ergonomics. Does the design of the caregiver station reduce bodily stress? Are there adequate steps being taken in regard to infection control? And does the space meet ADA requirements? Are HIPAA guidelines being taken into consideration? And are JCAHO standards being met?

EXPERIENCE

Everything about a caregiver station should promote quality care, especially the experience a caregiver has working in the environment. The better the experience, the better the care. Does the environment promote collaboration, a sense of belonging, a team atmosphere? Is there space dedicated to respite? Is there organized access to all the tools a caregiver needs? These are just some of the things that create a positive experience.

TECHNOLOGY

From EMR and the distribution of medicine to the evolution of computers, faxing and patient connectivity, considering technology at every turn can make the caregiver station more productive, more efficient and less stressful. When planning these spaces we continue to think not only about today, but tomorrow, too.

MEASURE

When so much is invested into an effort, it is natural to want to make sure that what you are doing is working. That's why evidence-based design is taking a front-and-center position in almost everything we do. And as its role evolves, so does the concept of measurement.

Our toolkit of qualitative and quantitative approaches include the disciplines of anthropology, environmental psychology and sociology. Measurement happens in natural work settings, simulation exercises and controlled randomized trials. We use surveys, interviews, behavioral and workflow analyses, time-motion studies and productivity studies.

No matter the approach, we are drawing from – and adding to – a wealth of valuable knowledge. And are continuing to work towards environments that best promote healing.

In a caregiver station consider:

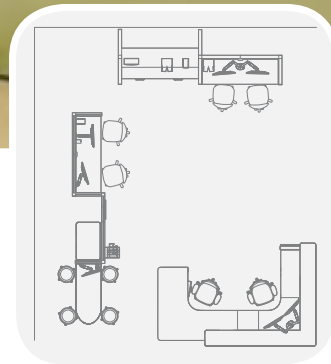
- Travel distance
- Time with patient
- Patient and physician satisfaction
- Access to computers and work tools
- Communication and collaboration among other staff





PLANNING IDEAS

From research to realization, it's time to create. Here are a few planning ideas, thought starters and plans to inspire your next project.



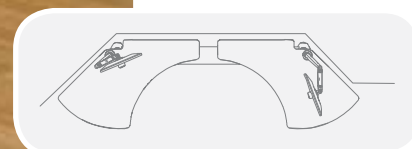
PRODUCTS FEATURED

- Criterion® Stools
- Exchange™ Table
- FYI® Flat Panel Monitor Arm
- Montage® Caregiver Station
- Verge™ Stool



PRODUCTS FEATURED

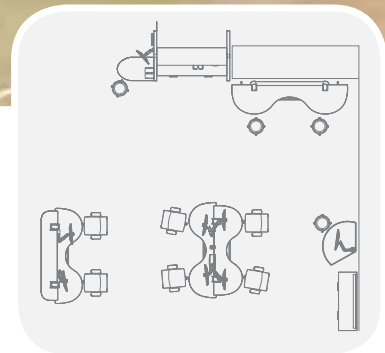
- Sync Caregiver Station





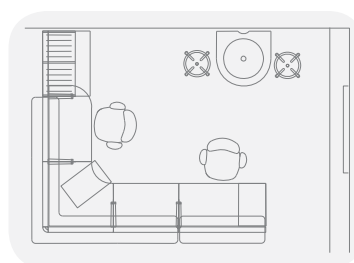
PRODUCTS FEATURED

- FYI Flat Panel Monitor Arm
- Sync Caregiver Station
- Think® Task Chairs
- Universal Storage
- Verge Stool



PRODUCTS FEATURED

- Criterion Chair
- Exchange Table
- FYI Flat Panel Monitor Arm
- Montage Caregiver Station
- Verge Stool





THE 30-YEAR PLAN

Think back 30 years. Many of the healthcare facilities in this country were built even longer ago – in the fifties and sixties. And many of these facilities haven't changed. Even though much about healthcare and the way it's delivered has.

So here we stand, once again trying to predict a future of healthcare 30 years from now. Not only do we need to predict this uncharted territory, we need to plan for it. Mentally, physically and spatially. Growth and change are inevitable. And there are no crystal balls. So this anticipated change demands flexibility.

While we know we can never predict the future, we understand the need to create spaces that enable ways of healing that are flexible, and anticipate growth and change over time. This is not only to achieve caregiver's efficiency, but to manage the experience of patients and partners in care.

Our goals are not unattainable. Or outlandish. They are to improve on the intangibles. To improve the delivery of care. And at the heart of all of this, to promote healing and help patients get better faster.

This is why we do it. And we know this is why you do it too. Together we can make the difference today, tomorrow and for the next generations.

Let's take this opportunity together and make the most of it.





Supporting responsible
use of forest resources

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