



# Thriving Environments for Working and Healing

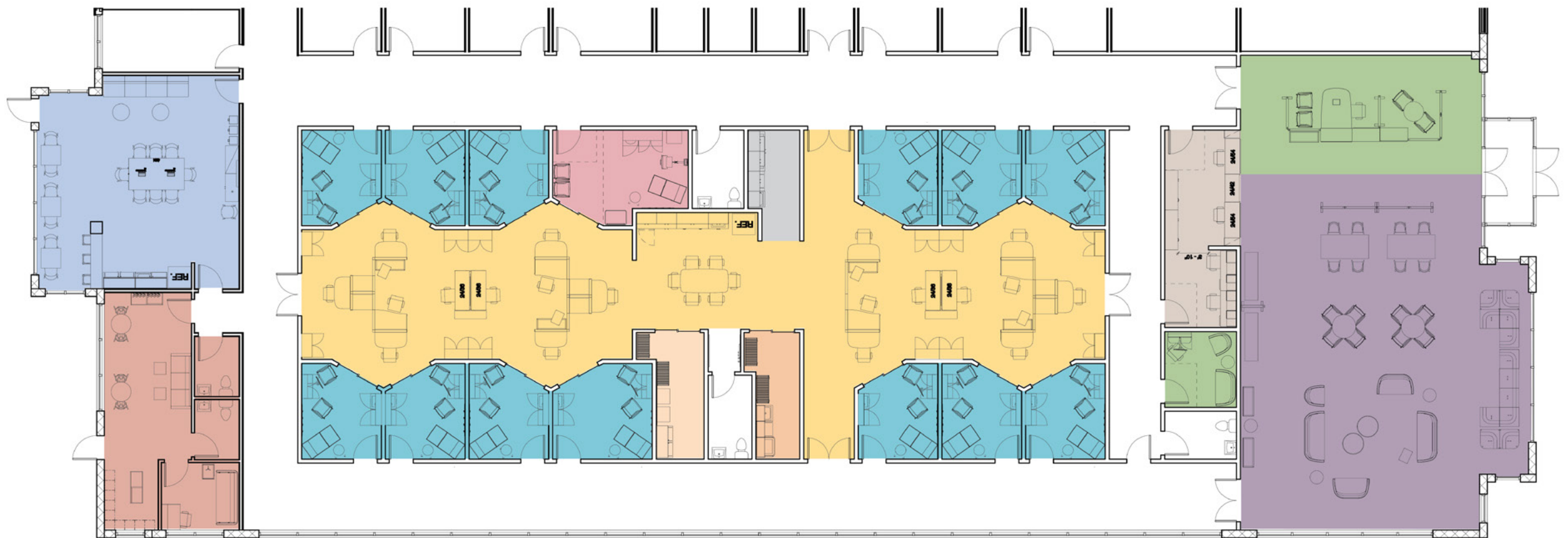




# Outpatient Facility Floorplan

We consider these settings in the context of a team-based care model in an outpatient healthcare facility.

- EXAM
- CAREGIVER CORE
- WELCOME & WAITING
- CONSULTATION
- RECEPTION
- LAB
- BREAK ROOM
- CLEAN SUPPLY
- SOILED UTILITY
- TREATMENT
- SEMI-PRIVATE & RESPITE





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## The guidelines driving the design in each space are the following:

1. Promoting Caregiver Centric by supporting their competing needs.
2. Ease of rearranging or reconfiguration is considered as a priority in each space.
3. Each space allows for opportunity for the facility “brand” to be carried throughout and/or supports the navigation of the facility.



## Exam Room

Exam rooms provide acoustical and visual privacy, are scheduled, and have equipment and supplies readily available. Ideally, they are designed to be more human-centered place for care professionals to interact with their patient and family members.



1. Whisk Stacking Chair    2. Compass System





## Exam Room

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Exam rooms, located adjacent to the caregiver work areas, provide acoustical and visual privacy, are scheduled, and have equipment and supplies readily available. Ideally, they are designed to be more human-centered place for care professionals to interact with their patient and family members.

In this expression of an Exam Room Setting, the layout promotes the proficiency of the caregiver, while allowing the patient and family member to sit together. Compass offers a monitor arm to ease information sharing and convenient places for storing supplies. A nearby tool rail keeps instruments accessible. As future needs require changes, Compass easily adapts.

- 1. Whisk Stacking Chair
- 2. Compass System





## Caregiver Work Area

This area is designed to support the work of caregivers and allow them to balance competing needs—for concentration and collaboration, for face-to-face and digital communication, and for privacy and visibility.



1. Setu Stool    2. Everywhere Table





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In this work area, there are individual spaces that offer the ability to focus, that include supportive ergonomics, that keep technology within arm's reach, that provide for organizing materials while still retaining a measure of visibility to other caregivers. There are also areas that support informal exchanges and impromptu gatherings as well as intentional conversations. Even with a sense of territory and some privacy, caregivers are visible to colleagues and have open sight lines to exam rooms. There is the ability to adapt, as well, so caregivers can make changes to their environment as workflow and processes change.

### These areas allow caregivers to balance competing needs:

- Workspaces support both collaboration and concentration
- Areas along the perimeter allow conversation and Exchange & Record activities
- Spaces are dedicated to support floats
- Compass wall units provide storage for supplies and items on wheels
- Areas in the middle of the core support huddles and individual work
- Intentional places are set aside for tools, instruments, and reference materials

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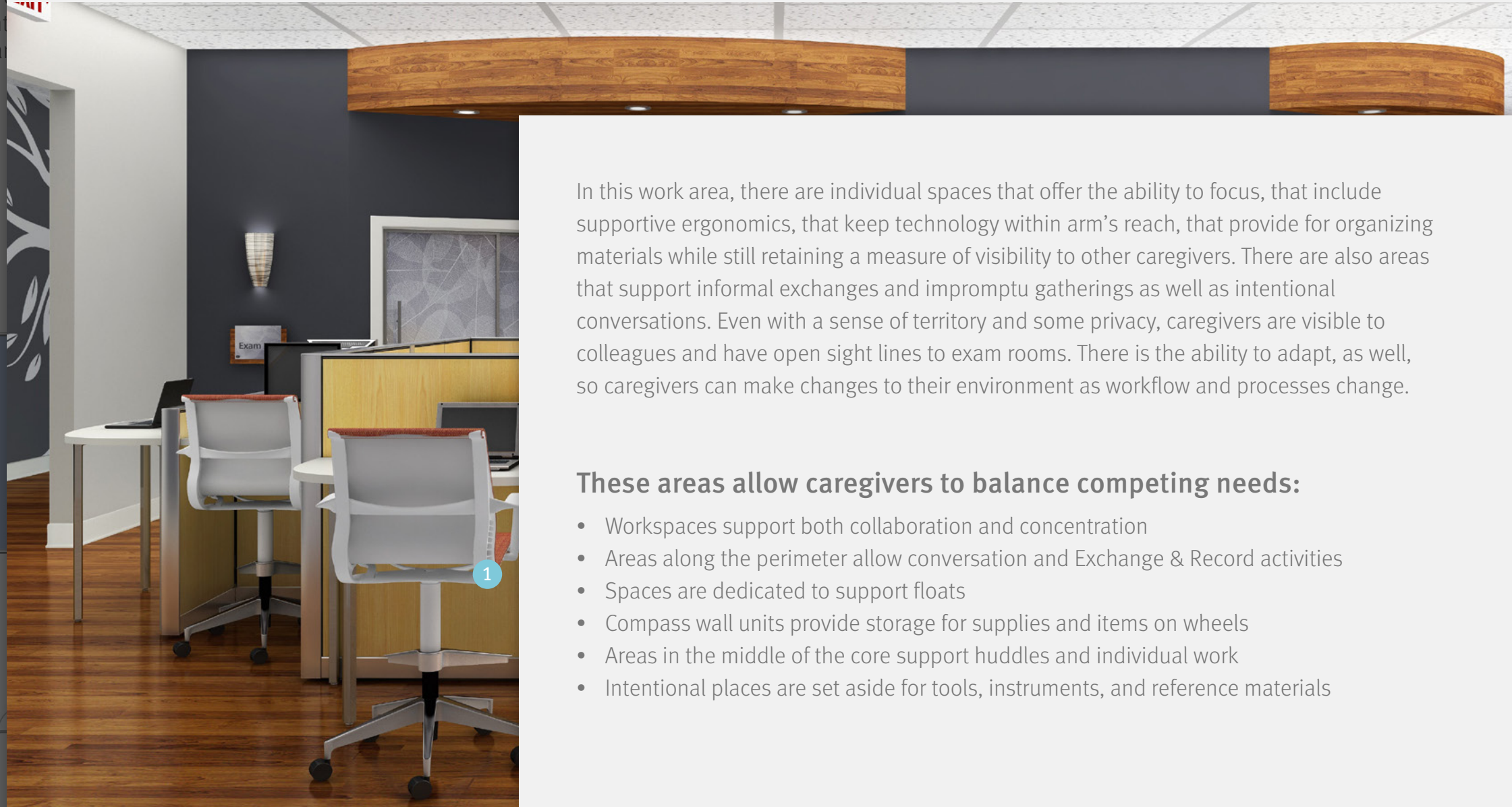
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- 3. Everywhere Table
- 4. Casework
- 5. Intersect Mobile Easel





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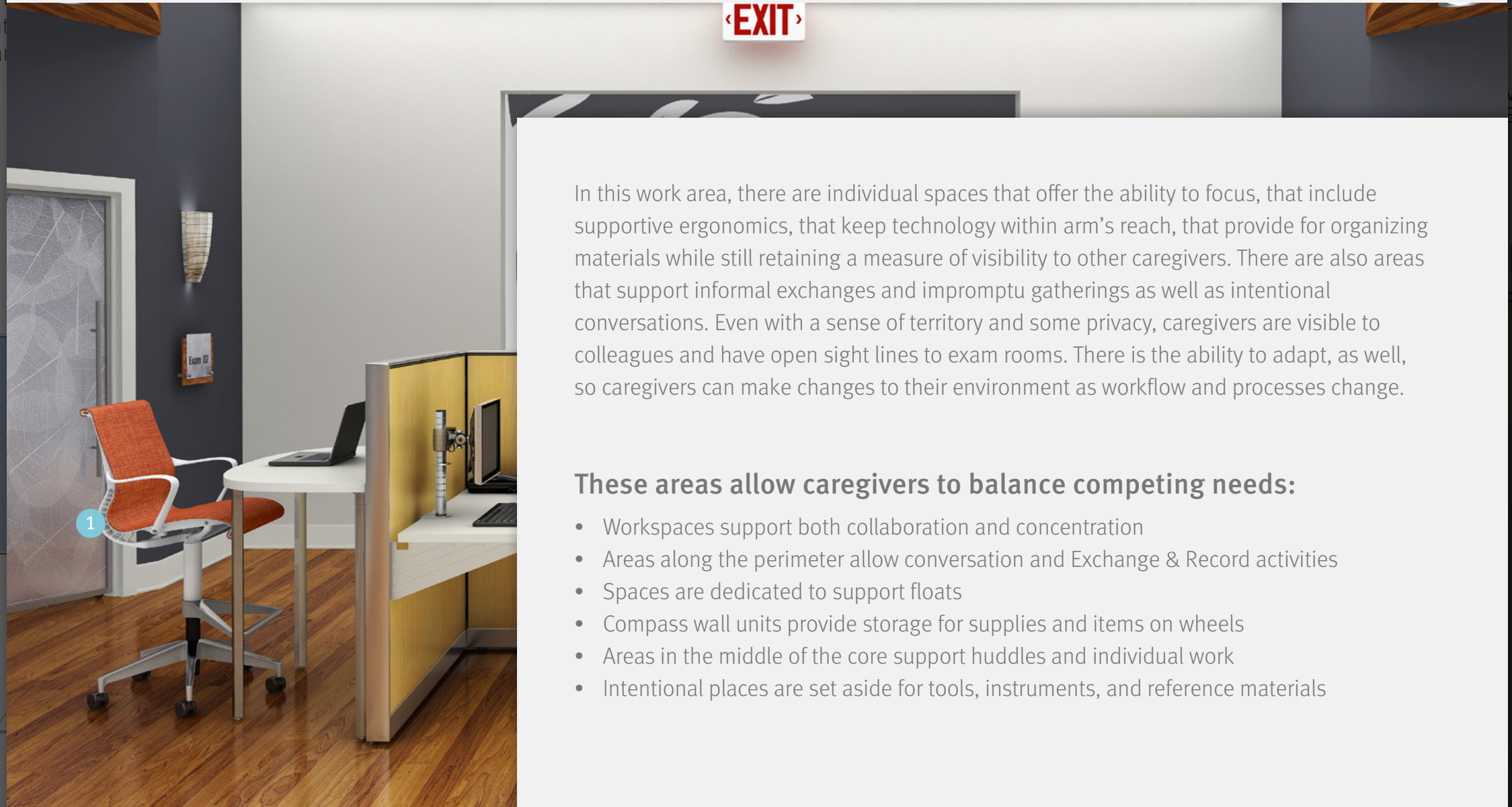
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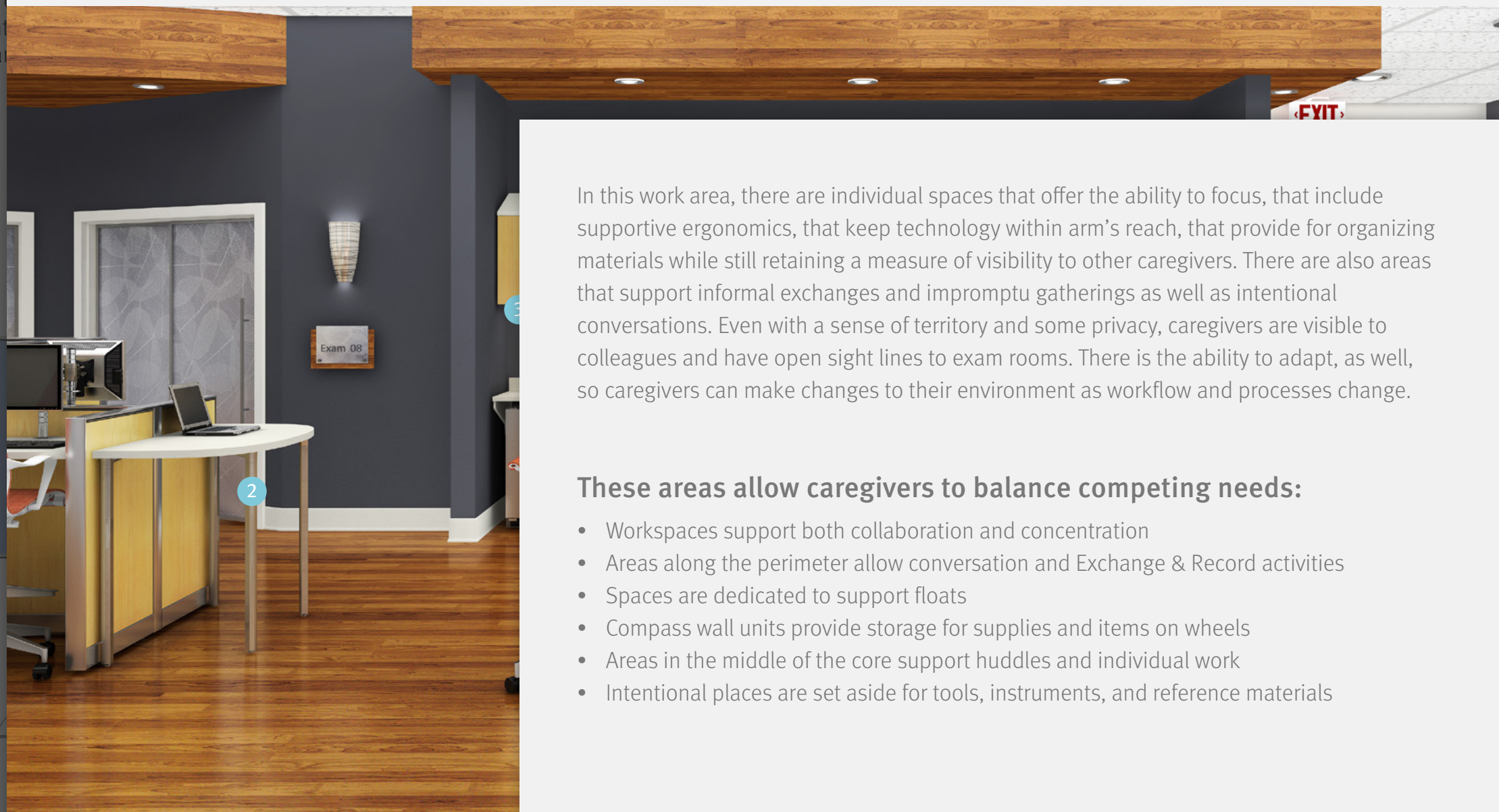






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## Welcome & Waiting

Here patients and their guests are welcomed and the tone is set for the experience they will receive. These areas support a diverse range of populations and health conditions, consider privacy, and provide amenities as a point of attraction.



- 1. Peer Table
- 2. Public Office Landscape
- 3. Steps Center Table
- 4. Steps Ottoman
- 5. Whisk Stacking Chair
- 6. Lauderdale Lounge

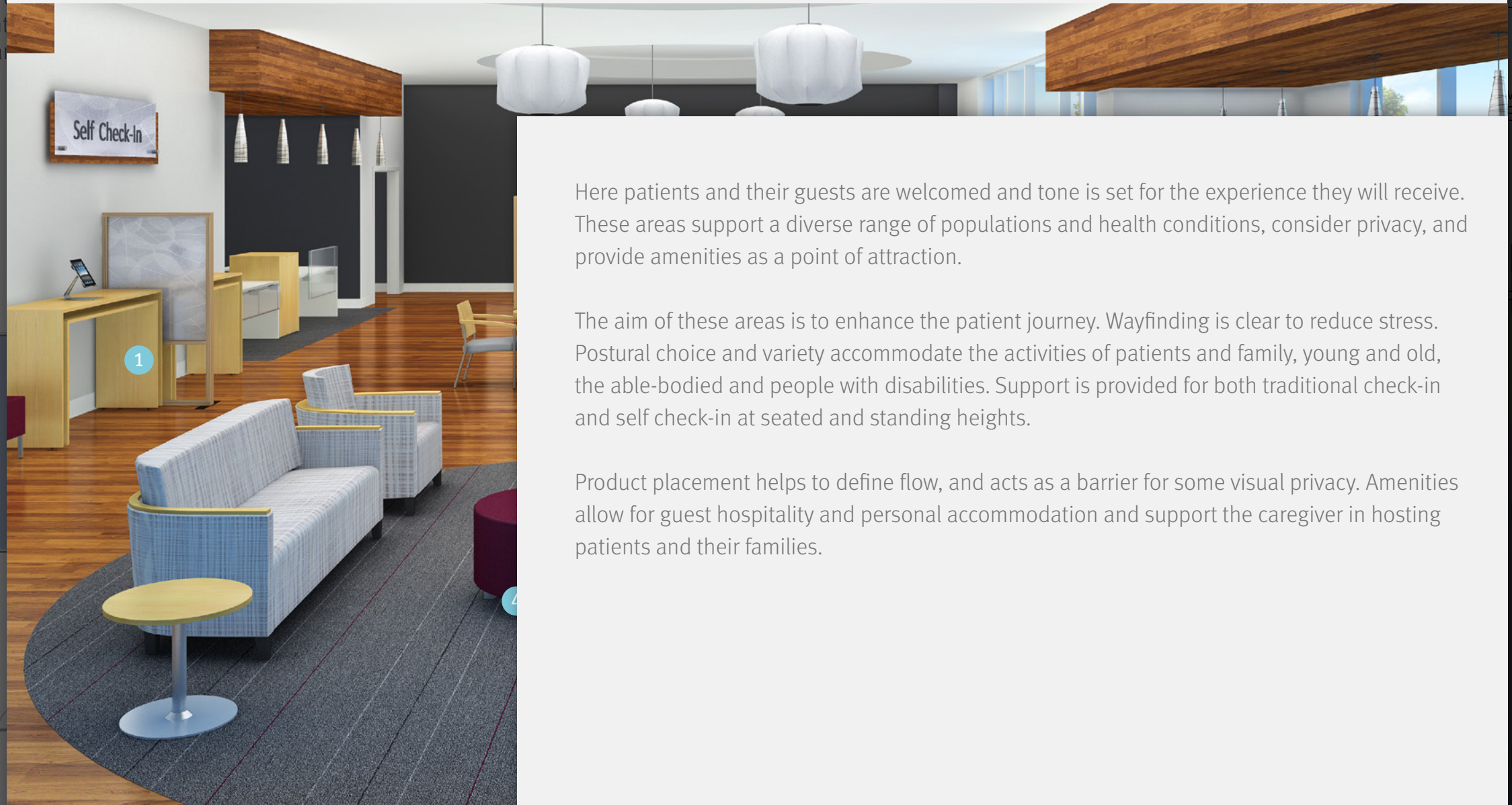






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The aim of these areas is to enhance the patient journey. Wayfinding is clear to reduce stress. Postural choice and variety accommodate the activities of patients and family, young and old, the able-bodied and people with disabilities. Support is provided for both traditional check-in and self check-in at seated and standing heights.

Product placement helps to define flow, and acts as a barrier for some visual privacy. Amenities allow for guest hospitality and personal accommodation and support the caregiver in hosting patients and their families.

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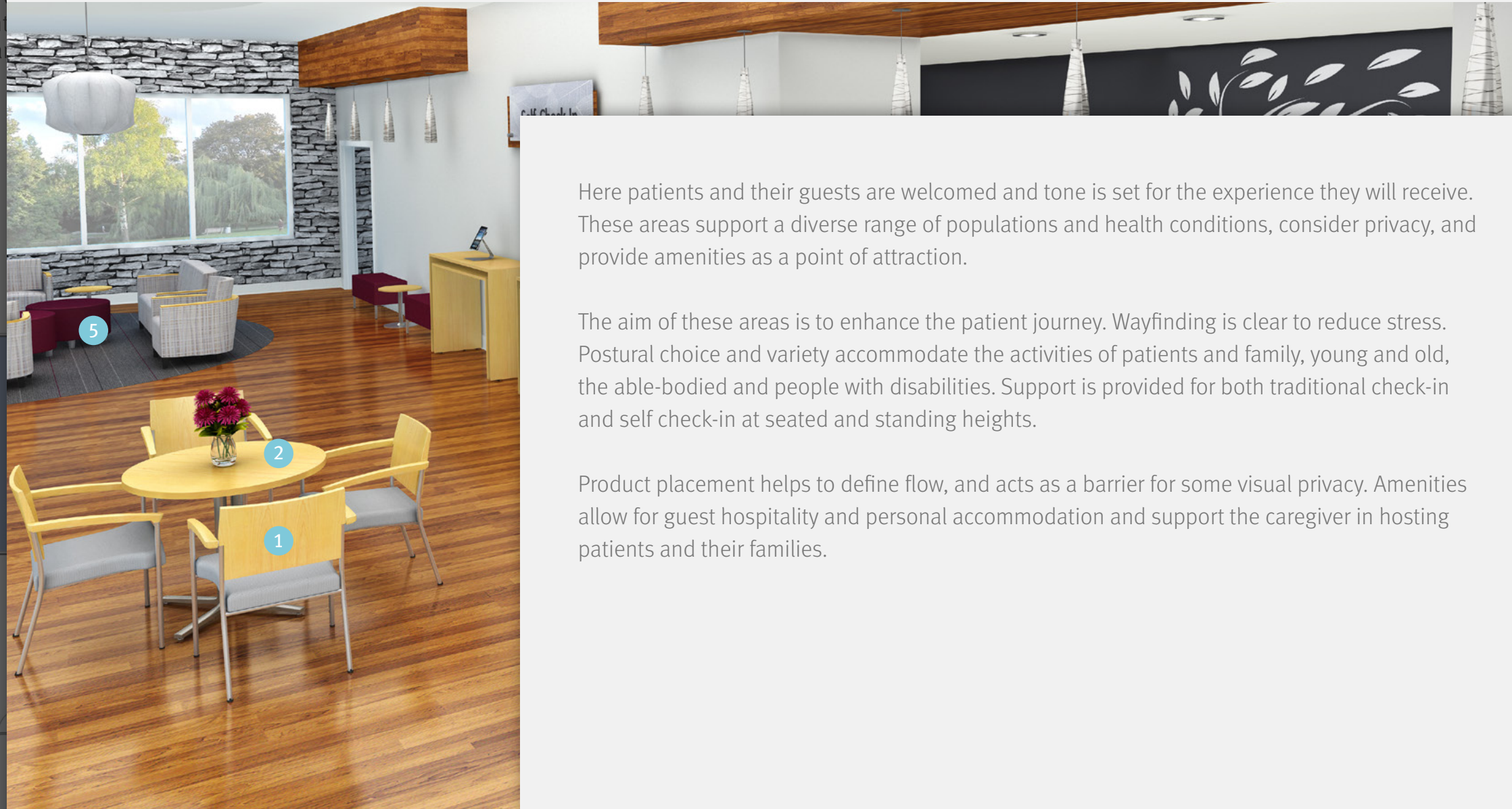






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## Consultation Area

In team-based care clinics, most interactions between providers and patients do not require a physical examination. The arrangement and furnishing of the consultation room is designed to promote communication and patient engagement.



- 1. Setu Chair
- 2. Canvas Office Landscape
- 3. Whisk Stacking Chair
- 4. Everywhere Table







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These rooms in team-based clinics provide comfortable spaces to consult with patients, when they are leaving their appointment or when they are attending a follow-up. Research has shown that patients are more engaged and willing to act on a care plan when interactions occur in a more consultative setting, rather than in a traditional exam room. Providing these consultation rooms has the added benefit of reducing the overall footprint needed for the clinic. Typically, clinics are using at least a one-to-one consultation room to exam room ratio, although other ratios are also being tested.

The layout shown here emphasizes administrative work and consultation versus examining or treating a patient. A work surface provides ample work area while the table and chair grouping is a place for casual conversation. The seating puts the caregiver at the same level as patients to signal empathy and equality. Video technology allows information sharing, while analog tools, such as markerboard and tackboard, provide a place for community health information.

1. Setu Chair

2. Canvas Office Landscape

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1. Lauderdale Lounge   2. Steps Center Table   3. Setu Chair   4. Compass Rotating Worksurface







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## Reception & Clerical Work

“Caregiver centric” means the office manager, receptionists and caregivers being able to have access to all tools necessary for these front of the house functions and ability to do them in a place that is both IN line of site of patients/family and OUT of site of patient/family.



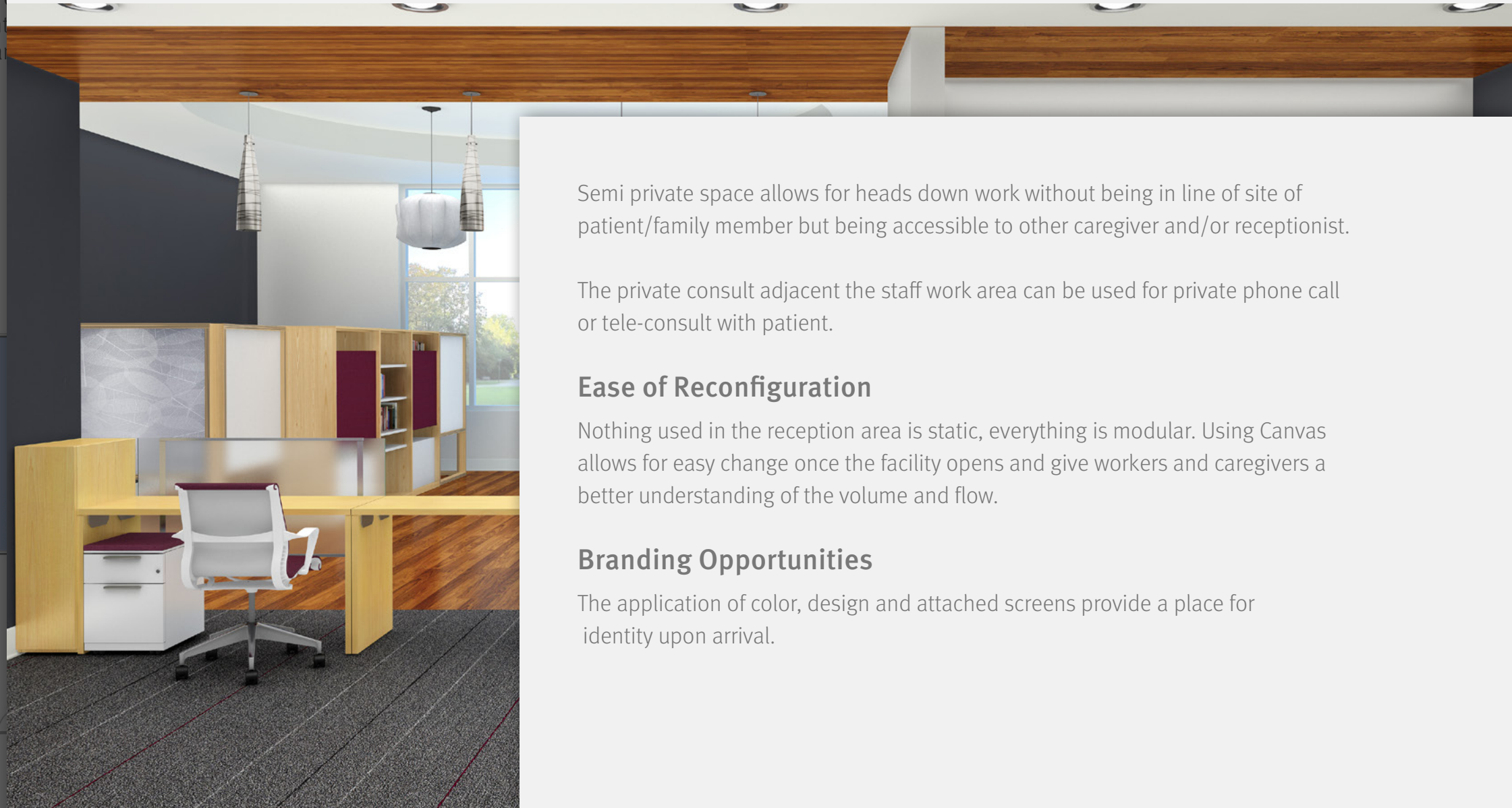
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Semi private space allows for heads down work without being in line of site of patient/family member but being accessible to other caregiver and/or receptionist.

The private consult adjacent the staff work area can be used for private phone call or tele-consult with patient.

### Ease of Reconfiguration

Nothing used in the reception area is static, everything is modular. Using Canvas allows for easy change once the facility opens and give workers and caregivers a better understanding of the volume and flow.

### Branding Opportunities

The application of color, design and attached screens provide a place for identity upon arrival.

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## Lab

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1. Co/Struc System    2. Process Table on Glides





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### Ease of Reconfiguration

Co/Struc offers the benefits you need - efficient response to the endless changes you have to cope with, easy to sanitize, true modularity - so you can switch components and parts with ease.

The Process table is height-adjustable, mobile and on glides to limit vibration.

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## Break Room / Multi-Purpose Room

“Caregiver centric” means this space allows for many things to happen from supporting a place to take a break and eat alone or with others. It is comfortable and has an aesthetically pleasing feel to help promote this space to be used for group counseling and continued patient engagement.



- 1. Everywhere Table
- 2. Co/Struc
- 3. Setu Chair
- 4. Intersect Mobile Easle

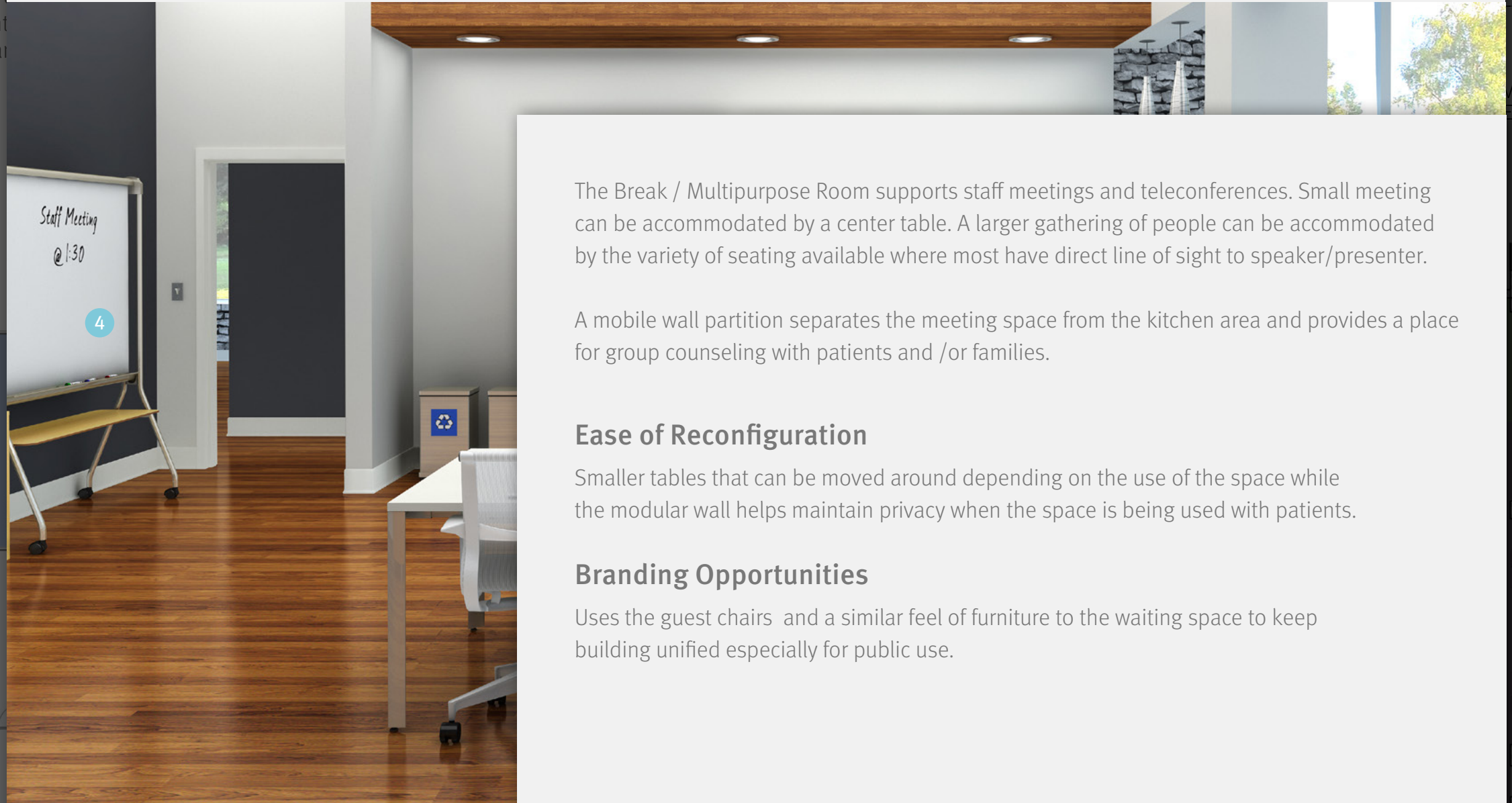






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The Break / Multipurpose Room supports staff meetings and teleconferences. Small meeting can be accommodated by a center table. A larger gathering of people can be accommodated by the variety of seating available where most have direct line of sight to speaker/presenter.

A mobile wall partition separates the meeting space from the kitchen area and provides a place for group counseling with patients and /or families.

### Ease of Reconfiguration

Smaller tables that can be moved around depending on the use of the space while the modular wall helps maintain privacy when the space is being used with patients.

### Branding Opportunities

Uses the guest chairs and a similar feel of furniture to the waiting space to keep building unified especially for public use.

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1. Layout Studio    2. Setu Chair    3. Eames Molded Plastic Chair    4. Everywhere Table    5. Osso Table    6. Steps    7. Co/Struc

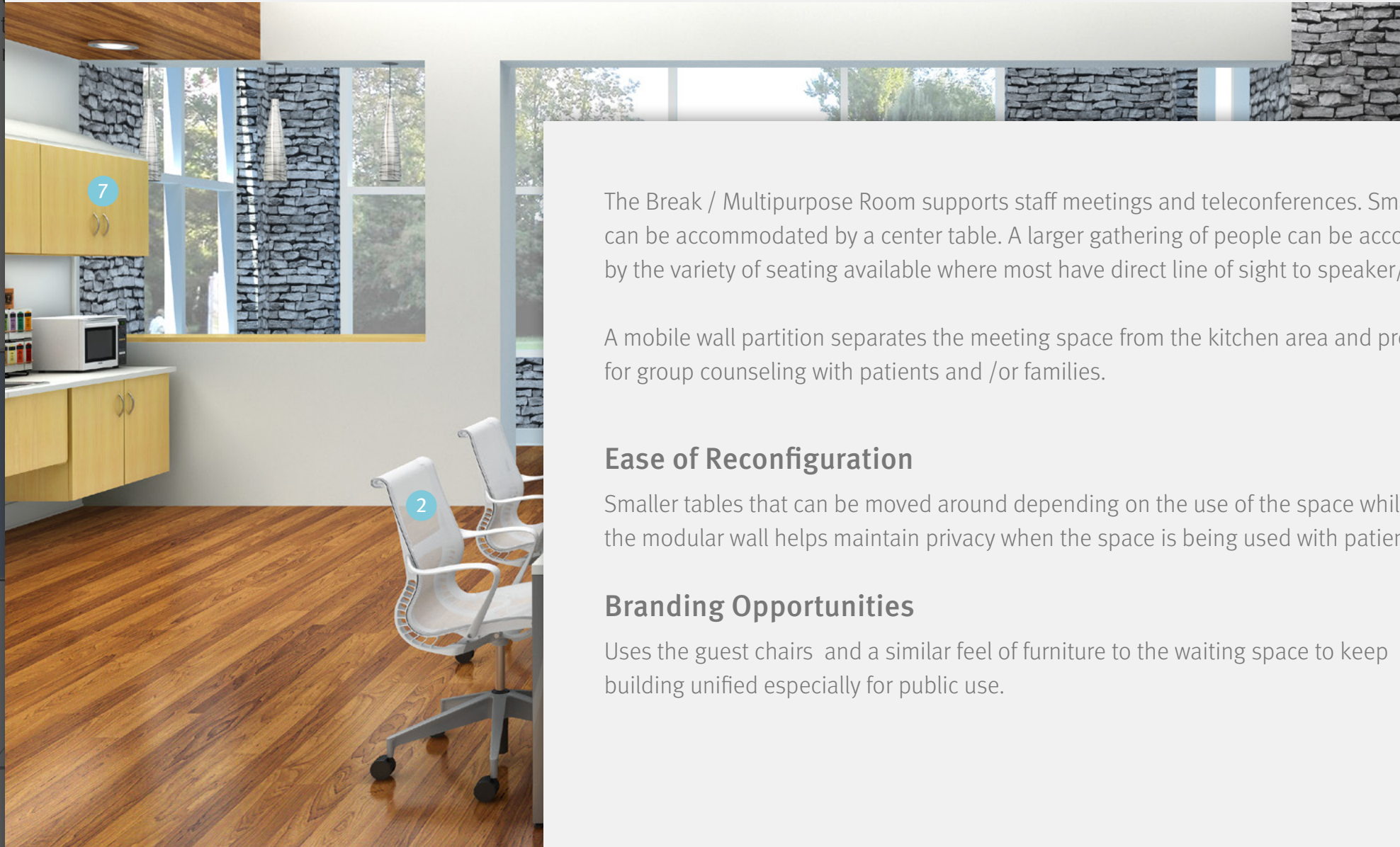






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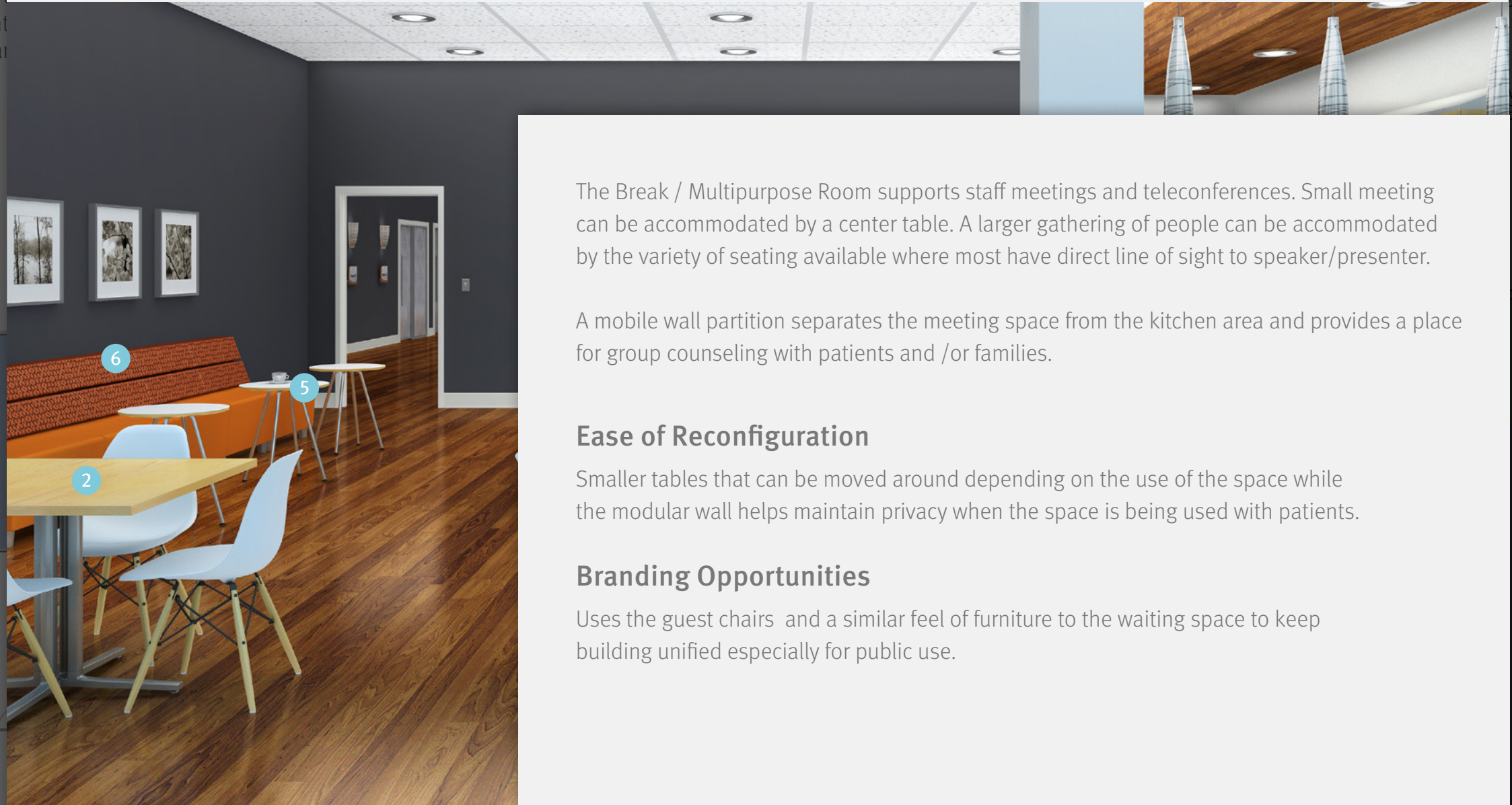






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1. Setu Chair   2. Layout Studio   3. Canvas Filling and Storage   4. Osso Table   5. Steps   6. Eames Molded Plastic Chair   7. Everywhere Table







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## Clean Supply

The ability to change the configuration of the various storage components as supplies change allows this area to meet the future demands of supply storage.



1. Co/Struc System   2. C-Lockers   3. Eagle Wire Cart





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The ability to change the configuration of the various storage components as supplies change allows this area to meet the future demands of supply storage.



### Ease of Reconfiguration

Co/Struc offers the benefits you need – efficient response to the endless changes you have to cope with, easy to sanitize, true modularity – so you can switch components and parts with ease. And a solid return on your investment. With a 30-year track record, you can be assured that parts and components will always be available.

Lockers take advantage of vertical space and high-capacity mobile storage makes efficient use of floor space. Tambour doors keep supplies secure and clean without compromising interior storage.

- 1. Co/Struc System
- 2. C-Lockers
- 3. Eagle Wire Cart





## Soiled Utility

With the increased complexity of healthcare waste and best management practices, the configuration of the soiled utility room and back door storage areas can improve or impair a program.



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## Treatment Room

“Caregiver centric” means ways to continue to host the patient and their family leading into the treatment room and to provide a room/space that accommodates all Caregiver’s tools, supplies and technology to listen, assess and treat.



- 1. Whisk Stacking Chair
- 2. Compass System
- 3. Procedure Cart
- 4. Foxxmann Stool
- 5. Thrive Wall Mount Technology
- 6. Compass Accessory Rail
- 6. C-Lockers







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The Treatment Room supports all required work modes in one space. This layout promotes proficiency for Caregivers by providing all supplies and technology near the exam table.

### Ease of Reconfiguration

Compass System provides a place for all tools and supplies and allows for easy reconfiguration. No other casework necessary.

### Branding Opportunities

The glass doors and walls allow more light to enter the space while offering branding and/or way finding through application of color and design.

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## Semi-Private & Respite

'Caregiver Centric' means providing a quiet space to unwind. Respite is a place to make personal calls, work or answer emails.



1. Riva 2. Nelson Platform Bench 3. Meridian Storage 4. Stool\_One 5. Everywhere Table 6. Parsons Table

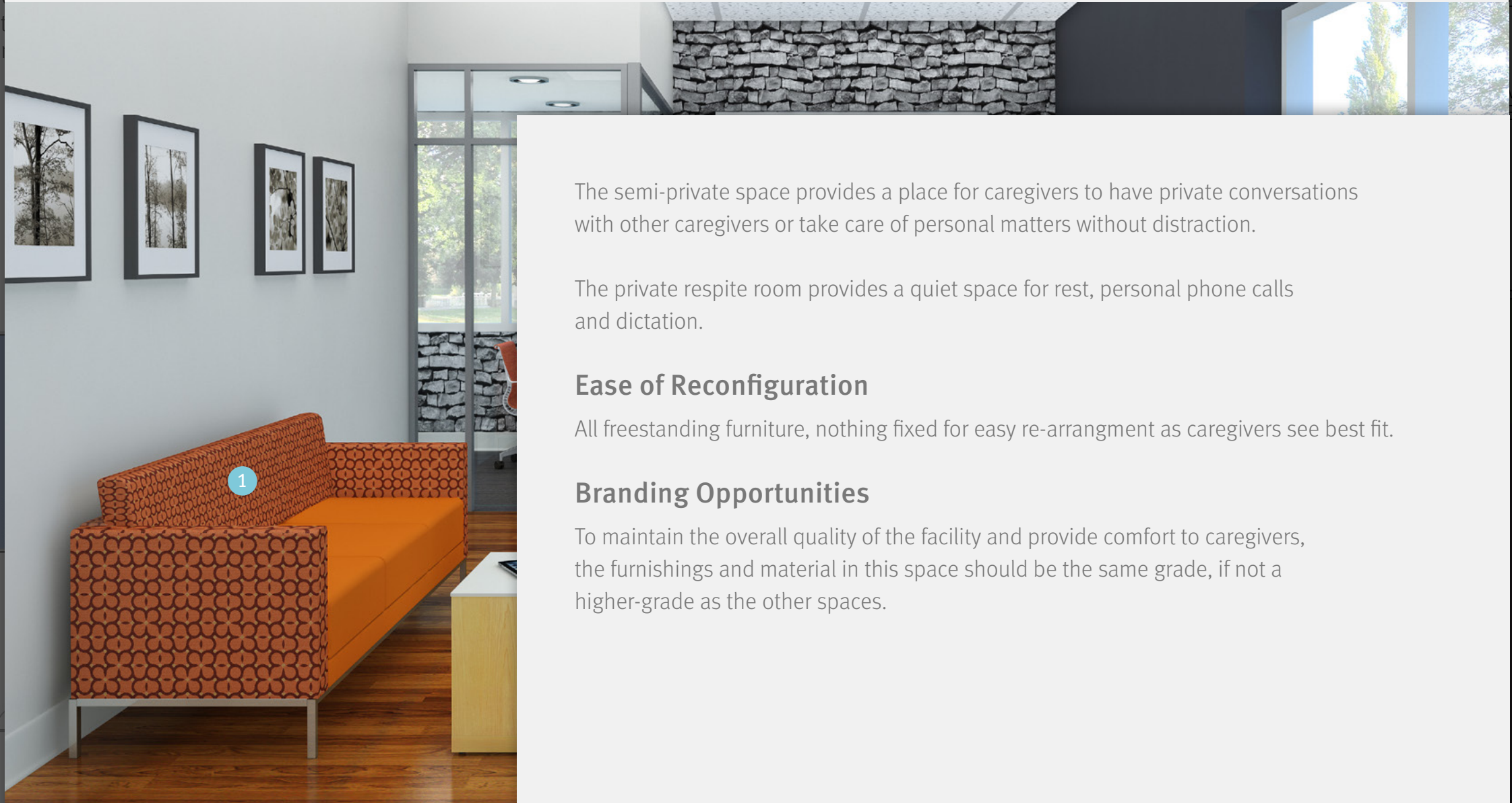






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The semi-private space provides a place for caregivers to have private conversations with other caregivers or take care of personal matters without distraction.

The private respite room provides a quiet space for rest, personal phone calls and dictation.

### Ease of Reconfiguration

All freestanding furniture, nothing fixed for easy re-arrangement as caregivers see best fit.

### Branding Opportunities

To maintain the overall quality of the facility and provide comfort to caregivers, the furnishings and material in this space should be the same grade, if not a higher-grade as the other spaces.

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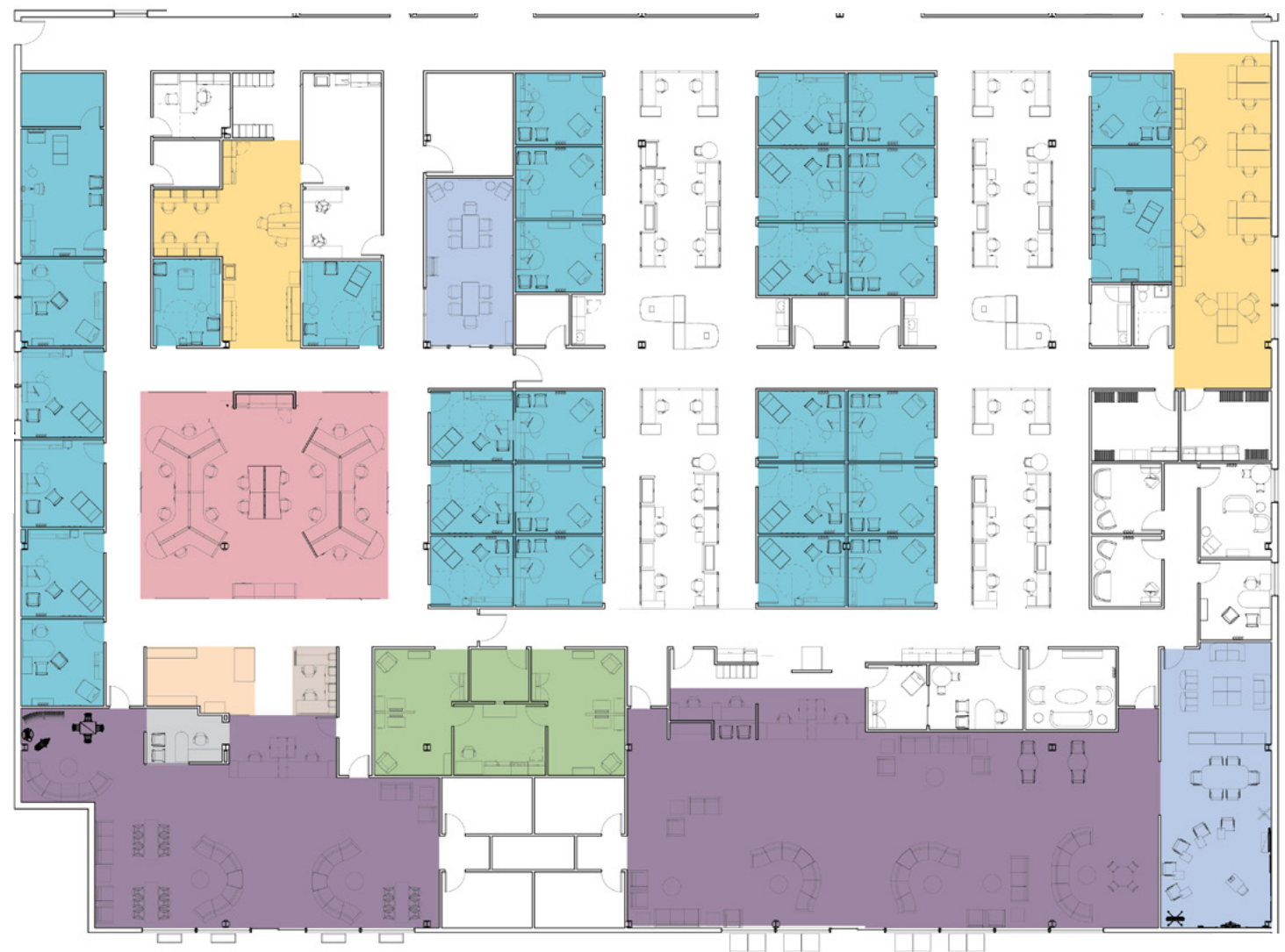


# Urgent Care

With the growing needs of healthcare systems to lower costs, the Urgent Care clinic has risen as both a necessity for healthcare systems and for patients. Having access to a clinic is crucial to providing a full continuum of care for communities.

While similar in many respects to a primary care clinic, the urgent care clinic requires a diverse set of products and spaces to accommodate changing needs throughout the day. This example, while not comprehensive, is one possible scenario for an urgent care clinic that provides primary care services and addresses episodic needs for patients.

- EXAM ROOMS
- CAREGIVER CORE
- PHYSICIANS ALLEYS / SEMI-PRIVATE
- BLOOD DRAW & LAB
- WELCOME & RECEPTION
- GUIDED REGISTRATION & CONSULT
- CHECK-OUT & BILLING
- SUPPORT CENTER
- SHARED ENGAGEMENT SPACES







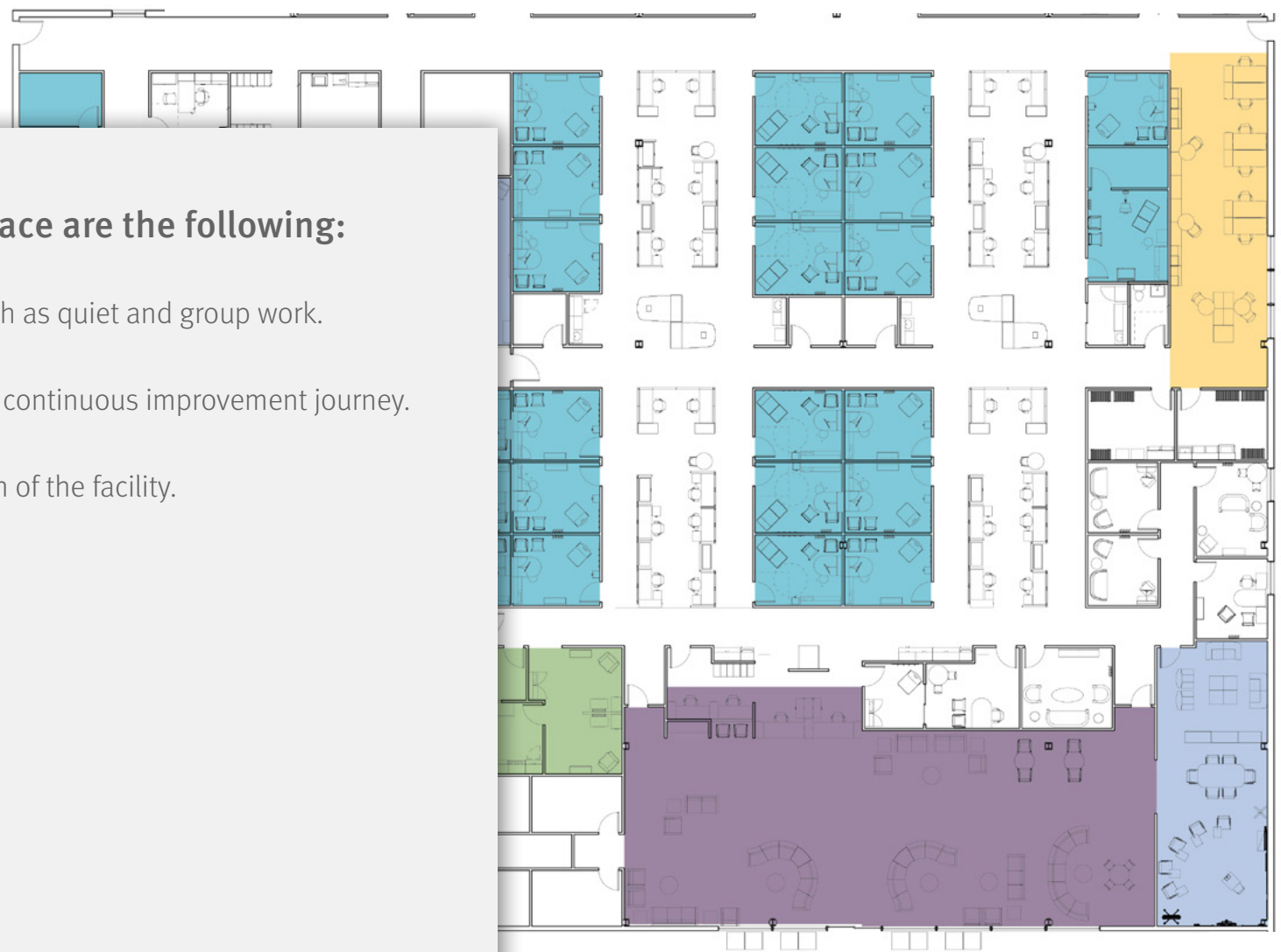
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### The guidelines driving the design in each space are the following:

1. Support for diverse and competing caregiver needs, such as quiet and group work.
2. Adaptability is considered to support the organization's continuous improvement journey.
3. Allow for clear wayfinding to help support the navigation of the facility.



## Caregiver Core

The caregiver core must be designed to support individual and collaborative work with the respect to patient privacy.



- 1. Canvas Office Landscape
- 2. Renew Link
- 3. Sayl Chair
- 4. Sayl Stool
- 5. Casework

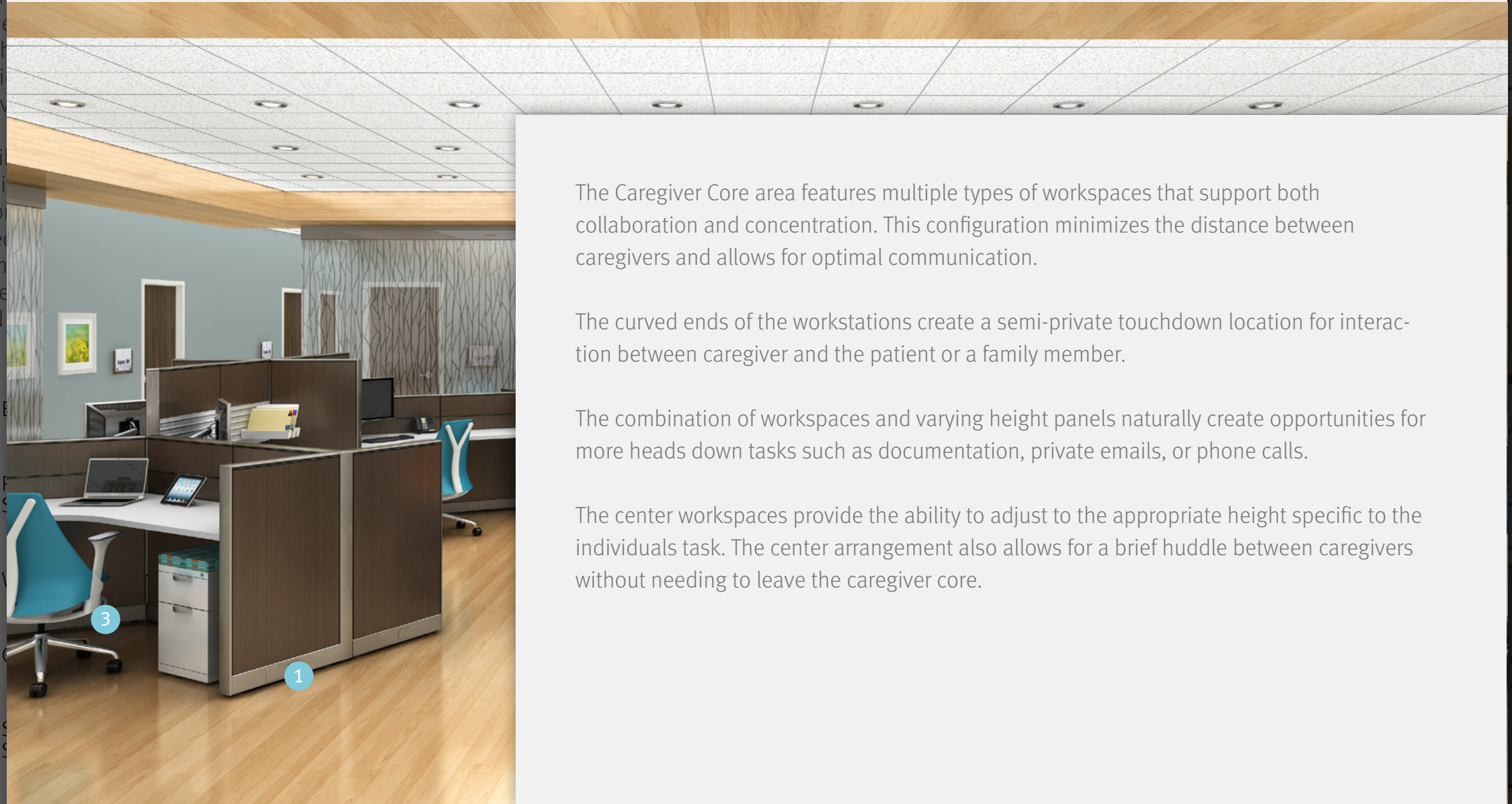






## Caregiver Core

The caregiver core must be designed to support individual and collaborative work with the respect to patient privacy.



The Caregiver Core area features multiple types of workspaces that support both collaboration and concentration. This configuration minimizes the distance between caregivers and allows for optimal communication.

The curved ends of the workstations create a semi-private touchdown location for interaction between caregiver and the patient or a family member.

The combination of workspaces and varying height panels naturally create opportunities for more heads down tasks such as documentation, private emails, or phone calls.

The center workspaces provide the ability to adjust to the appropriate height specific to the individuals task. The center arrangement also allows for a brief huddle between caregivers without needing to leave the caregiver core.

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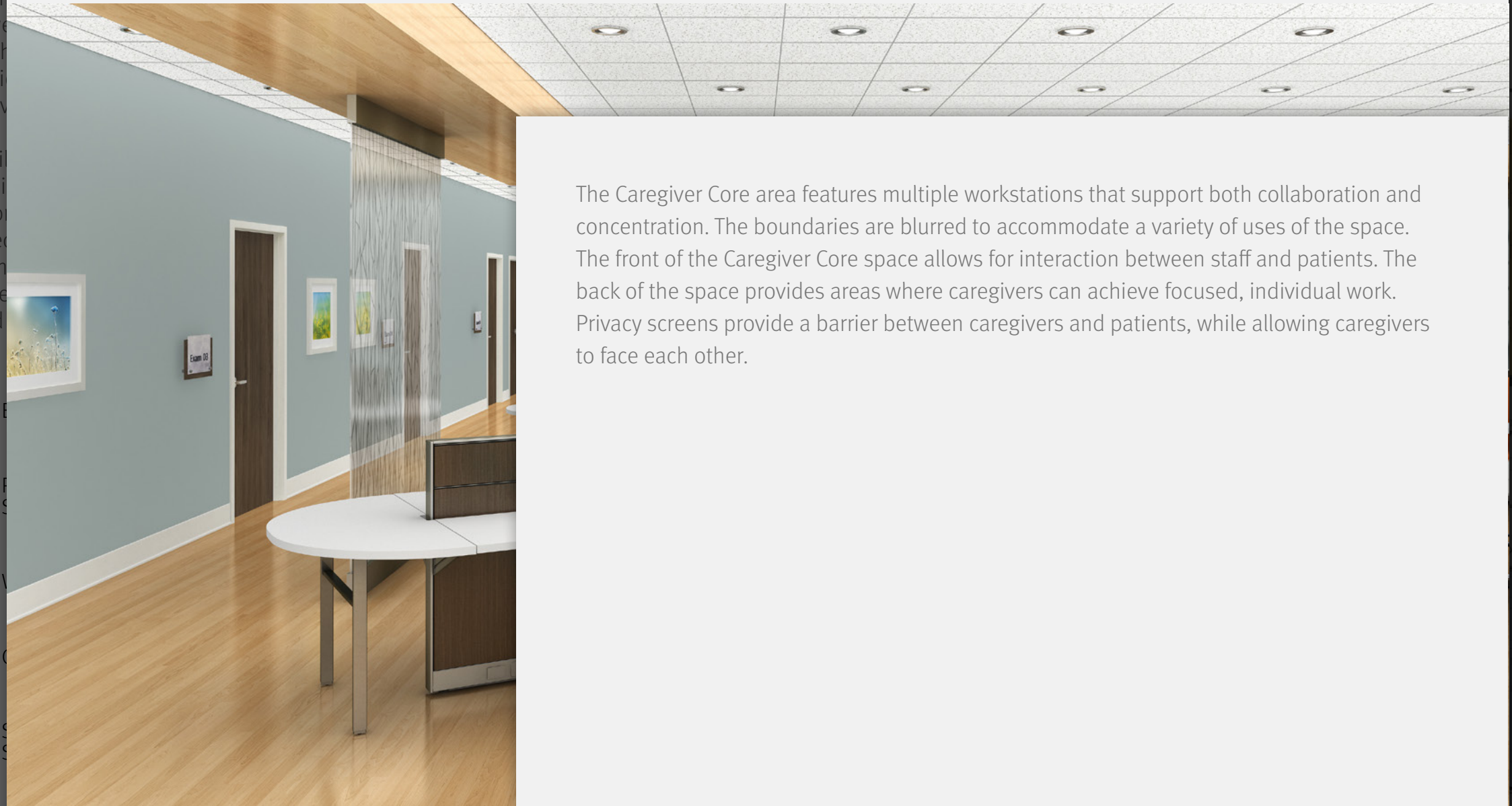
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The Caregiver Core area features multiple workstations that support both collaboration and concentration. The boundaries are blurred to accommodate a variety of uses of the space. The front of the Caregiver Core space allows for interaction between staff and patients. The back of the space provides areas where caregivers can achieve focused, individual work. Privacy screens provide a barrier between caregivers and patients, while allowing caregivers to face each other.

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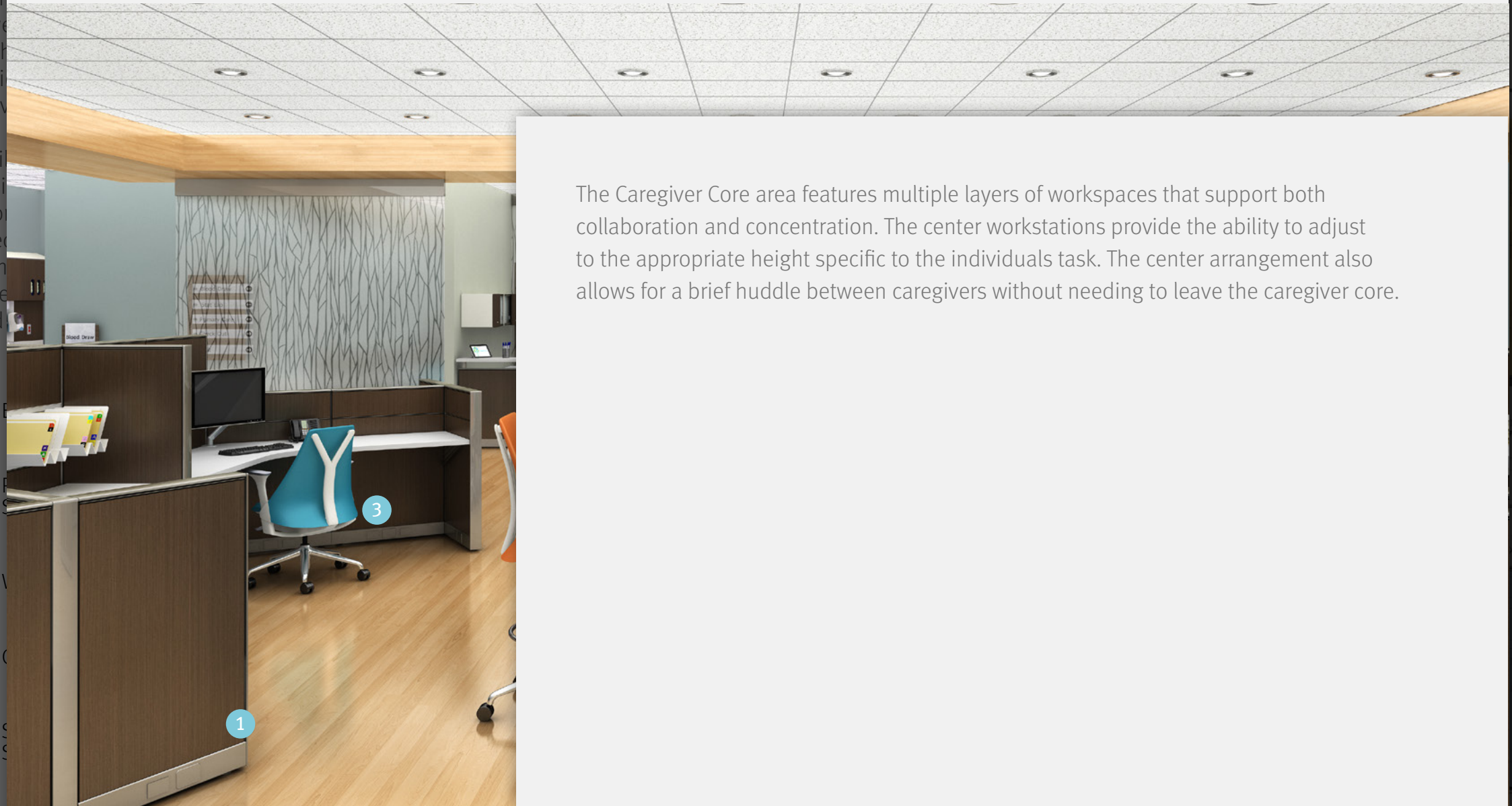
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## Caregiver Core

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The Caregiver Core area features multiple layers of workspaces that support both collaboration and concentration. The center workstations provide the ability to adjust to the appropriate height specific to the individuals task. The center arrangement also allows for a brief huddle between caregivers without needing to leave the caregiver core.

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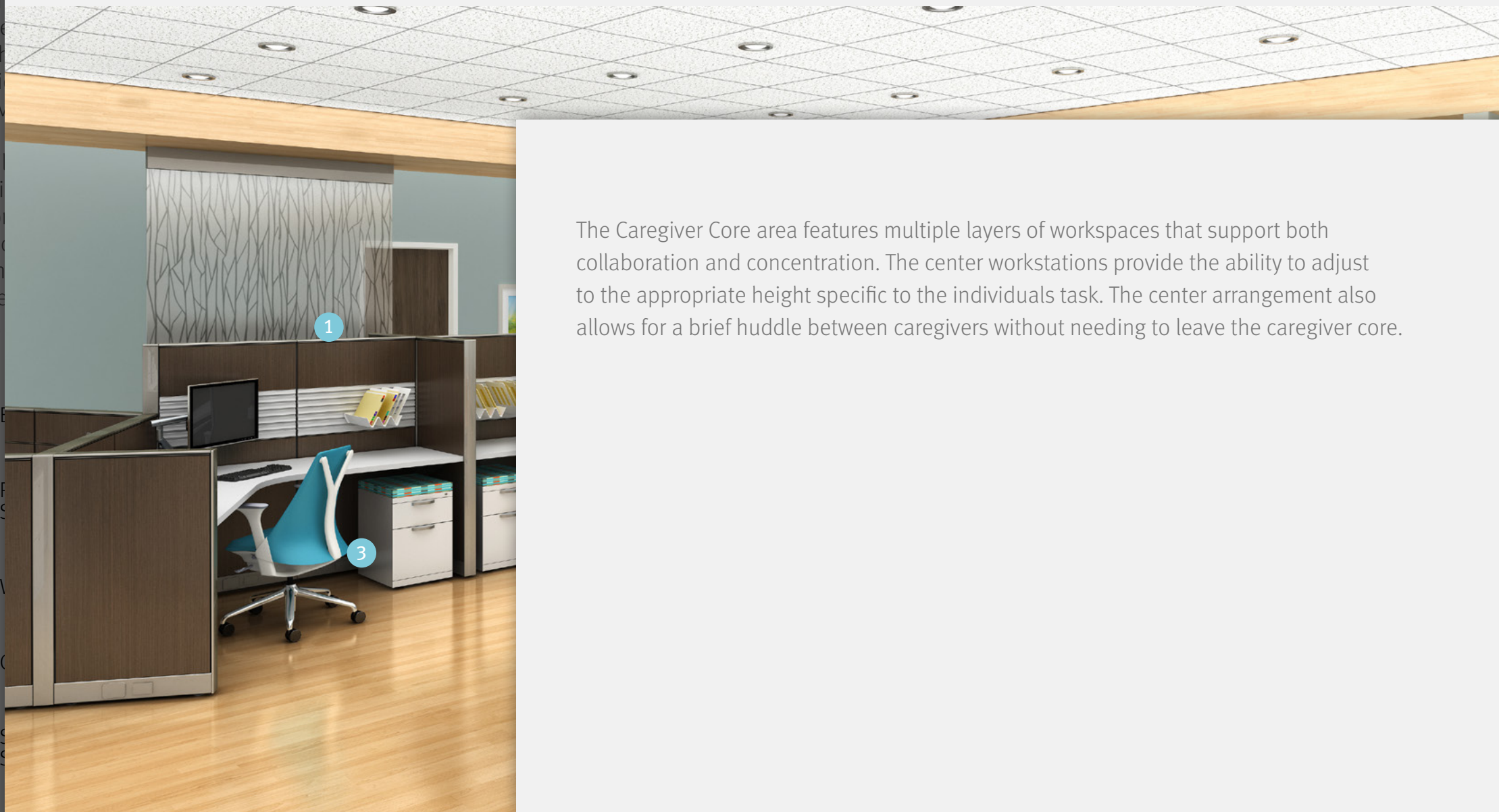
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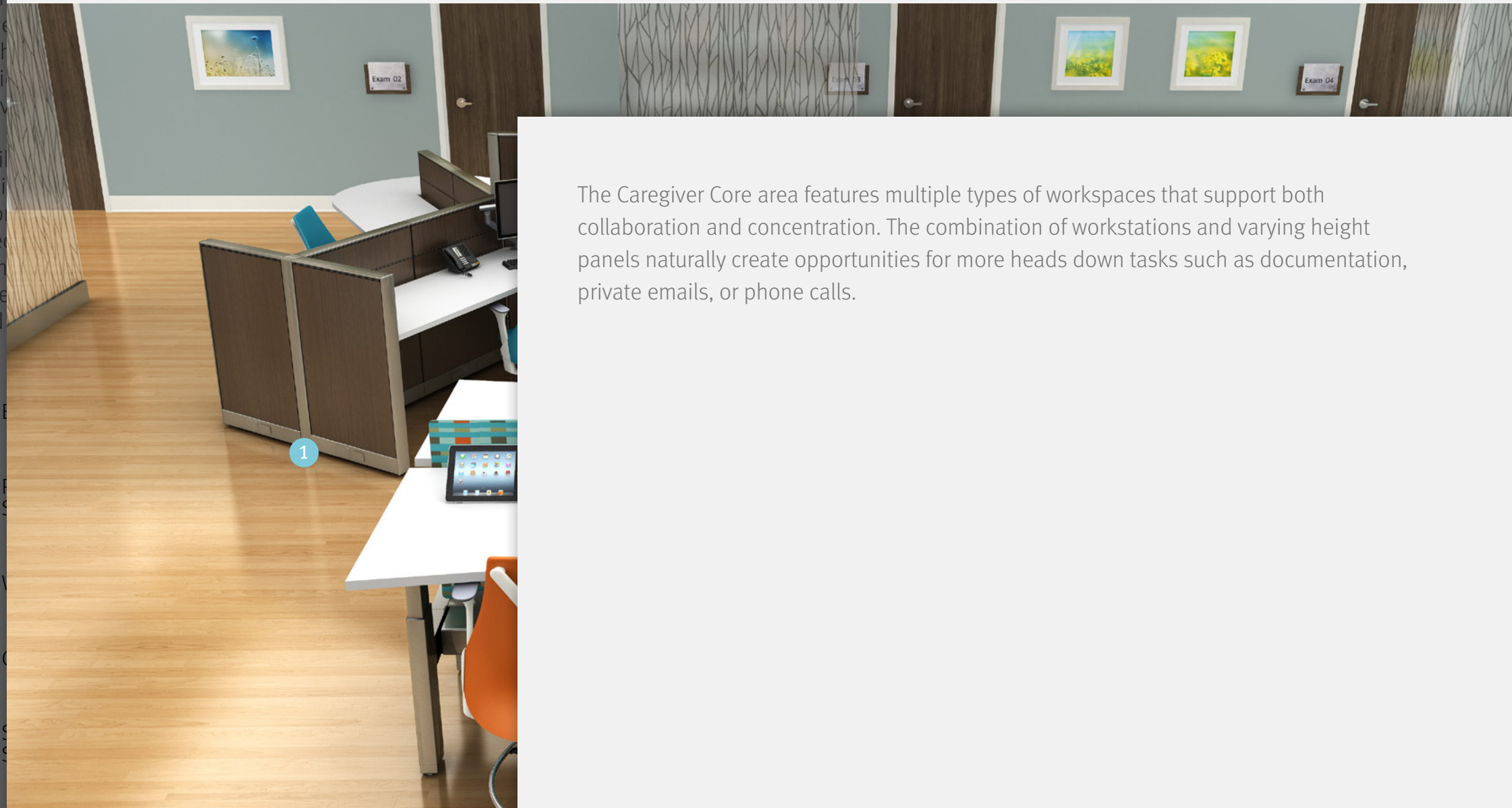
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## Consult-Focused Exam Room

Consult-focused exam rooms must be designed to support both a consult and a physical exam. It must also be optimized to adapt for continuous improvements to enhance the delivery of patient care.



1. Compass System

2. Canvas Office Landscape

3. Whisk Guest Seating

4. Sayl Chair

5. Eames Hang-It-All







## Consult-Focused Exam Room

Consult-focused exam rooms must be designed to support both a consult and a physical exam. It must also be optimized to adapt for continuous improvements to enhance the delivery of patient care.



### This Consult-focused exam room supports the patient and his/her family member by:

- Providing a comfortable and supportive environment focused on conversation, rather than examination
- Providing a large shared surface where the patient and guest can gather with the caregiver, for access to electronic information and education
- Providing space to accommodate up to 3 additional guests along with storage for personal items
- Providing space for specialty carts to be brought in and placed to allow for efficient workflow for caregivers

1. Compass System

2. Canvas Office Landscape

3. Whisk Guest Seating

4. Sayl Chair

5. Eames Hang-It-All



## Hybrid - Exam and Consult Room

This exam room focuses on being able to flex between a consult or physical exam or to support both if necessary.



- 1. Compass System
- 2. Whisk Guest Seating
- 3. Nemschoff Physician Stool
- 4. Eames Hang-It-All







## Hybrid - Exam and Consult Room

This exam room focuses on being able to flex between a consult or physical exam or to support both if necessary.



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The room is designed to draw focus to the consult space rather than the exam table; promoting patient engagement. Along with a family member, all are seated at eye level to focus attention on information and education, through use of the monitor.

The space supports family engagement by providing seating options in the room for up to 2 additional family members, along with ample storage for their belongings.

This room also supports the caregivers' needs along with by accommodating the caregivers' tools and supplies within arms reach from consult space, and allowing space for portable supplies to be brought in and/or closer to exam chair.

- 1. Compass System
- 2. Whisk Guest Seating
- 3. Nemschoff Physician Stool
- 4. Eames Hang-It-All



## Exam Focused with Small Consult Space

This more progressive exam room can support a traditional physical exam as well as consult with off-site provider through telecommunications.



- 1. Compass System
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- 3. Nemschoff Physician Stool







## Exam Focused with Small Consult Space

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### It supports the patient and their family by:

- Providing seating in the room for up to 3 additional family members and ample storage for personal items
- Additional chair in exam zone for family member to remain close to patient during exam

### This exam room supports the caregivers' needs by:

- Locating tools and supplies to maintain efficiency
- Allowing space to recline exam chair while not compromising delivery of care or space for the family
- Providing integral shelf for printer that is within arms reach of consult area
- Two monitors to allow for telecommunications

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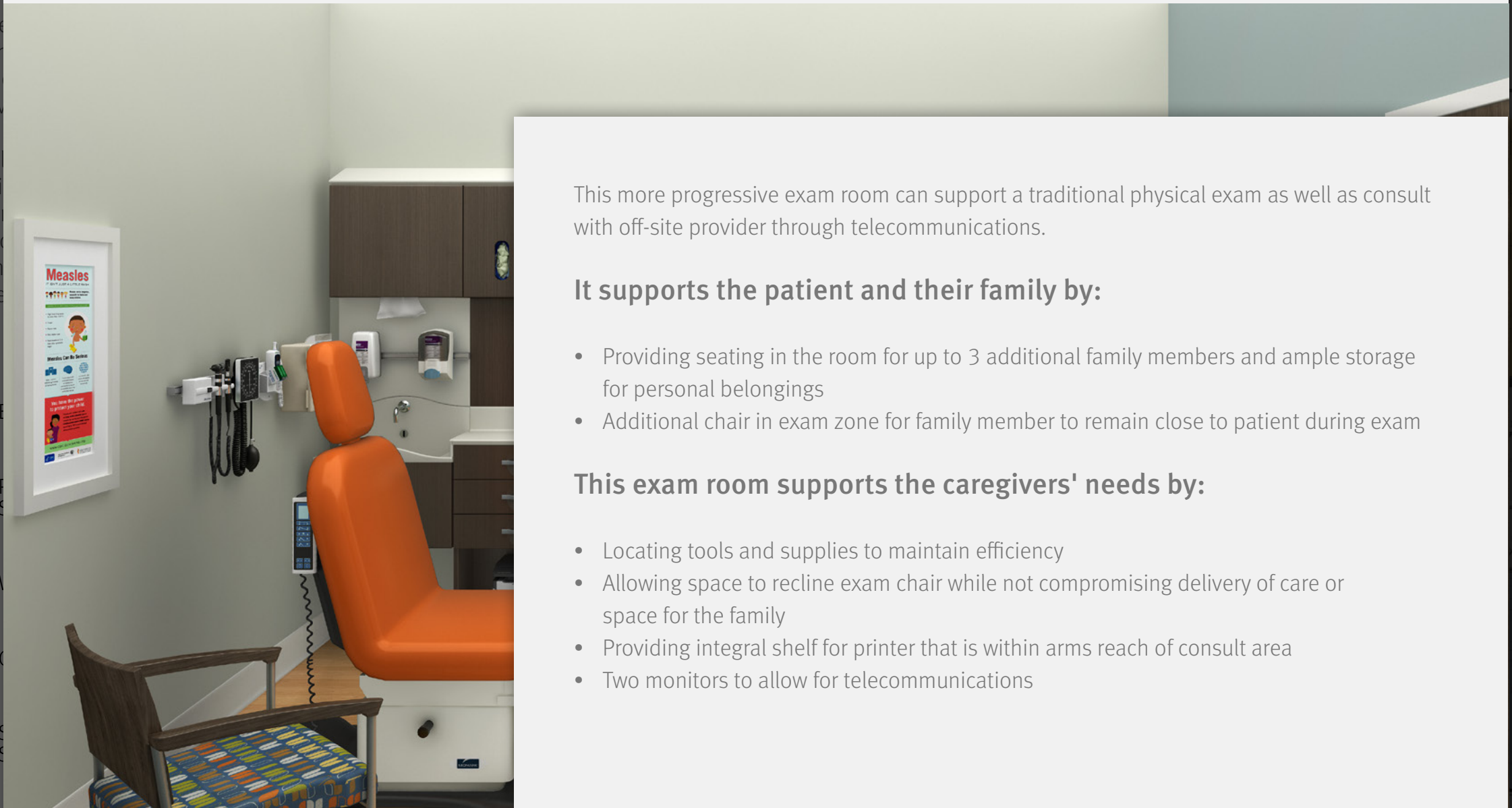






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## Welcome and Reception

The Welcome and Reception areas are the most commonly used spaces for patients and their families. The design of this space must make comfort and support a top priority.



- 1. Steps Lounge System
- 2. Parsons Table
- 3. Eames Stool
- 4. Riva Lounge Seating

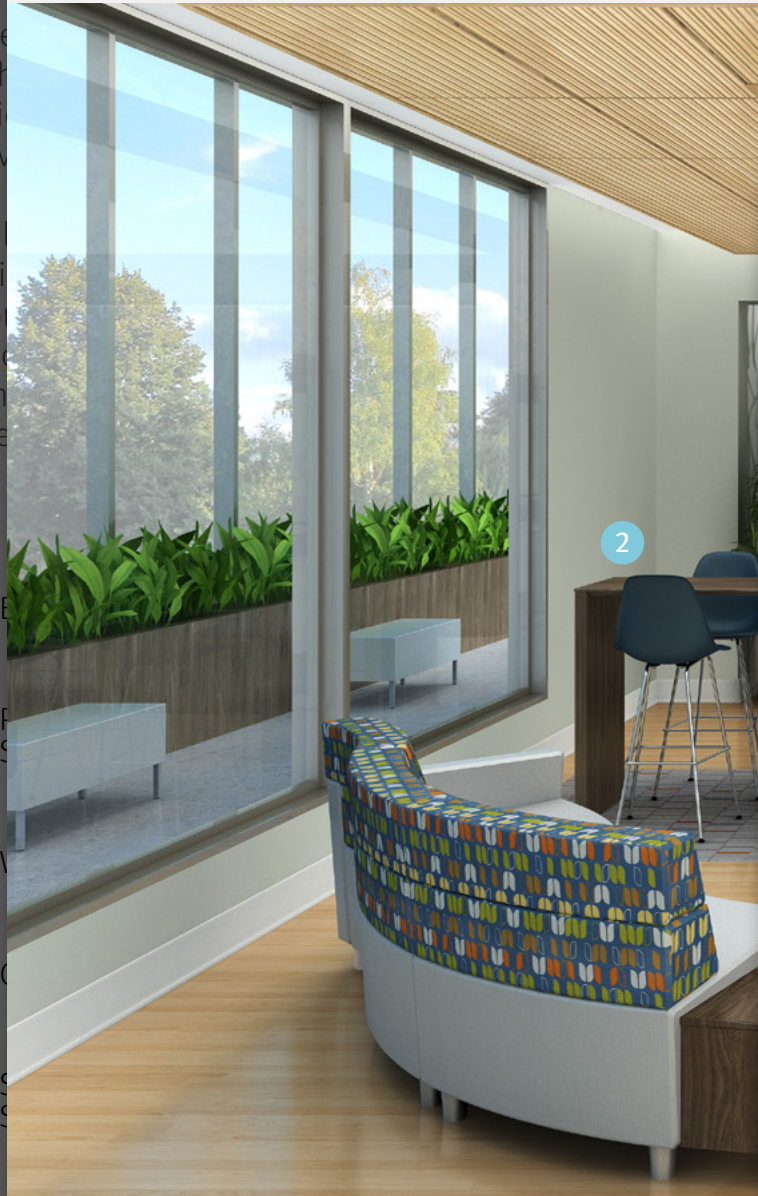






## Welcome and Reception

The Welcome and Reception areas are the most commonly used spaces for patients and their families. The design of this space must make comfort and support a top priority.



Reception and waiting areas provide valuable support for patients and their families. To minimize stress and anxiety, reception desks are visible upon entry. The reception area must support all aspects of patient check-in, including registration and guided check-ins for those who are physically disabled or need help with reading, writing, or translation.

Waiting areas typically feature a variety of seating types and arrangements to allow patients and families to find the area that's most comfortable for them. The variety as well as varying heights of furniture helps create different zones within an open space. The free flowing Steps seating immediately creates an inviting feel, while also providing flexibility to change as the facility needs.

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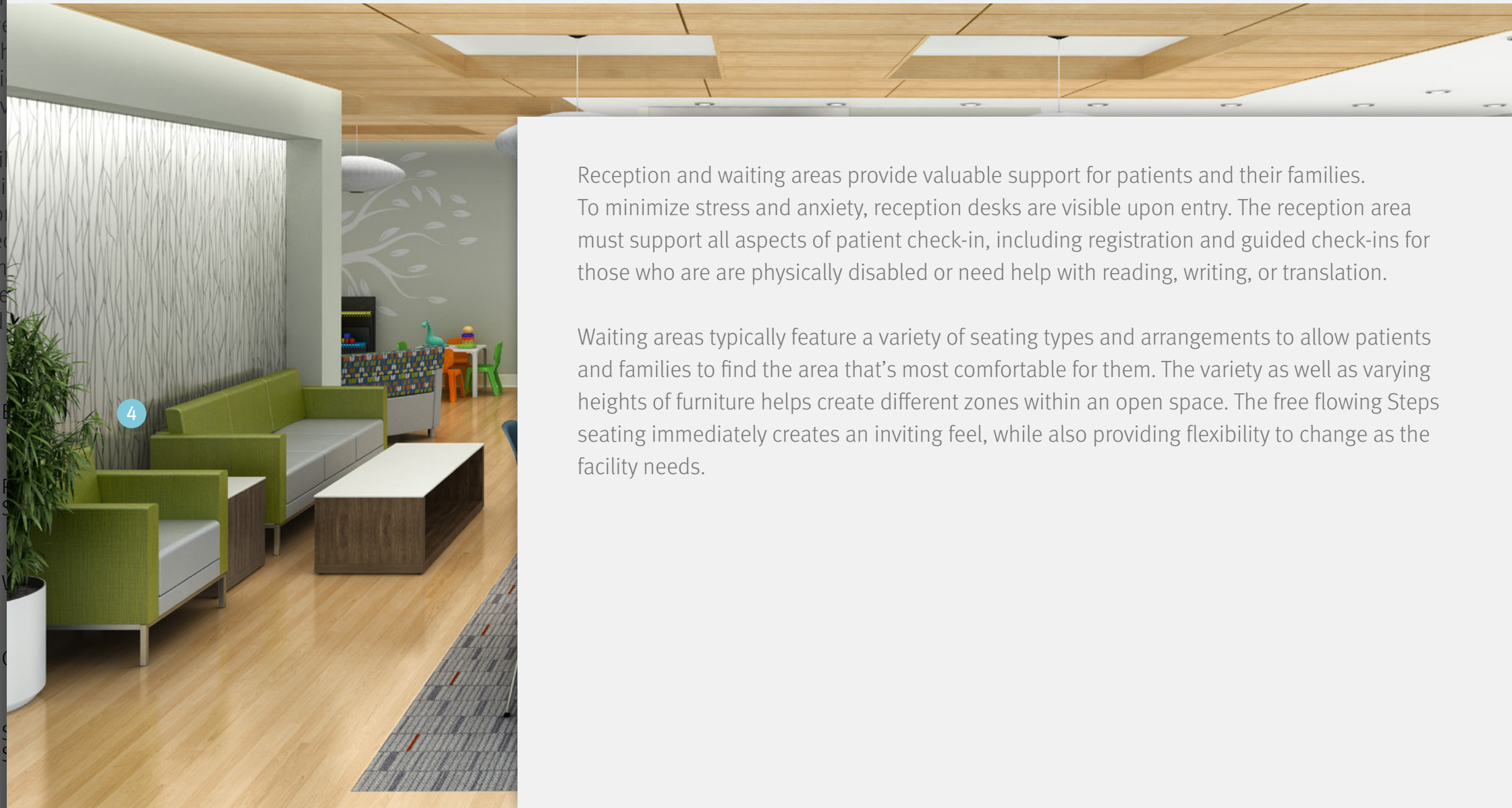






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- 1. Steps Lounge System
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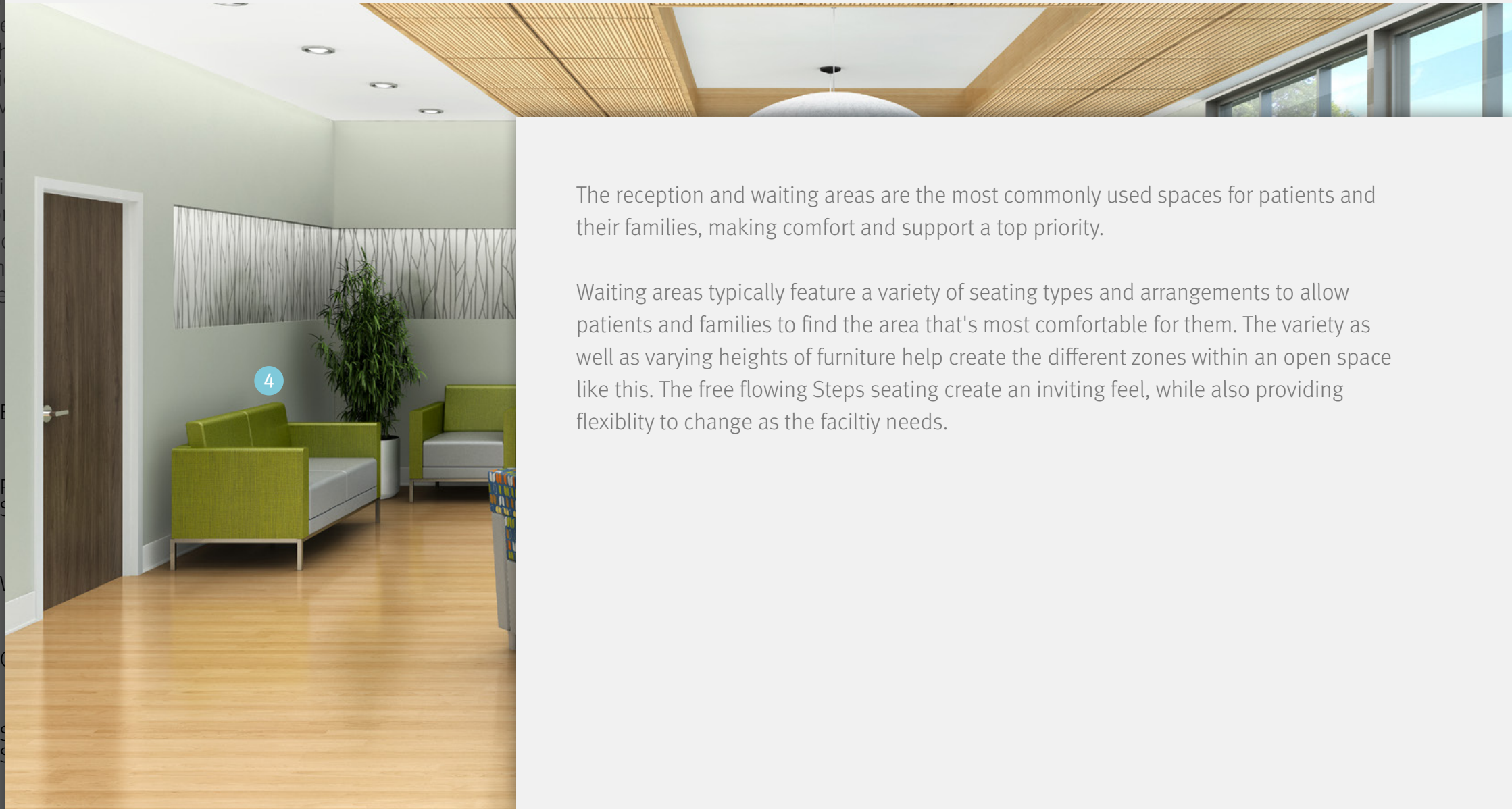






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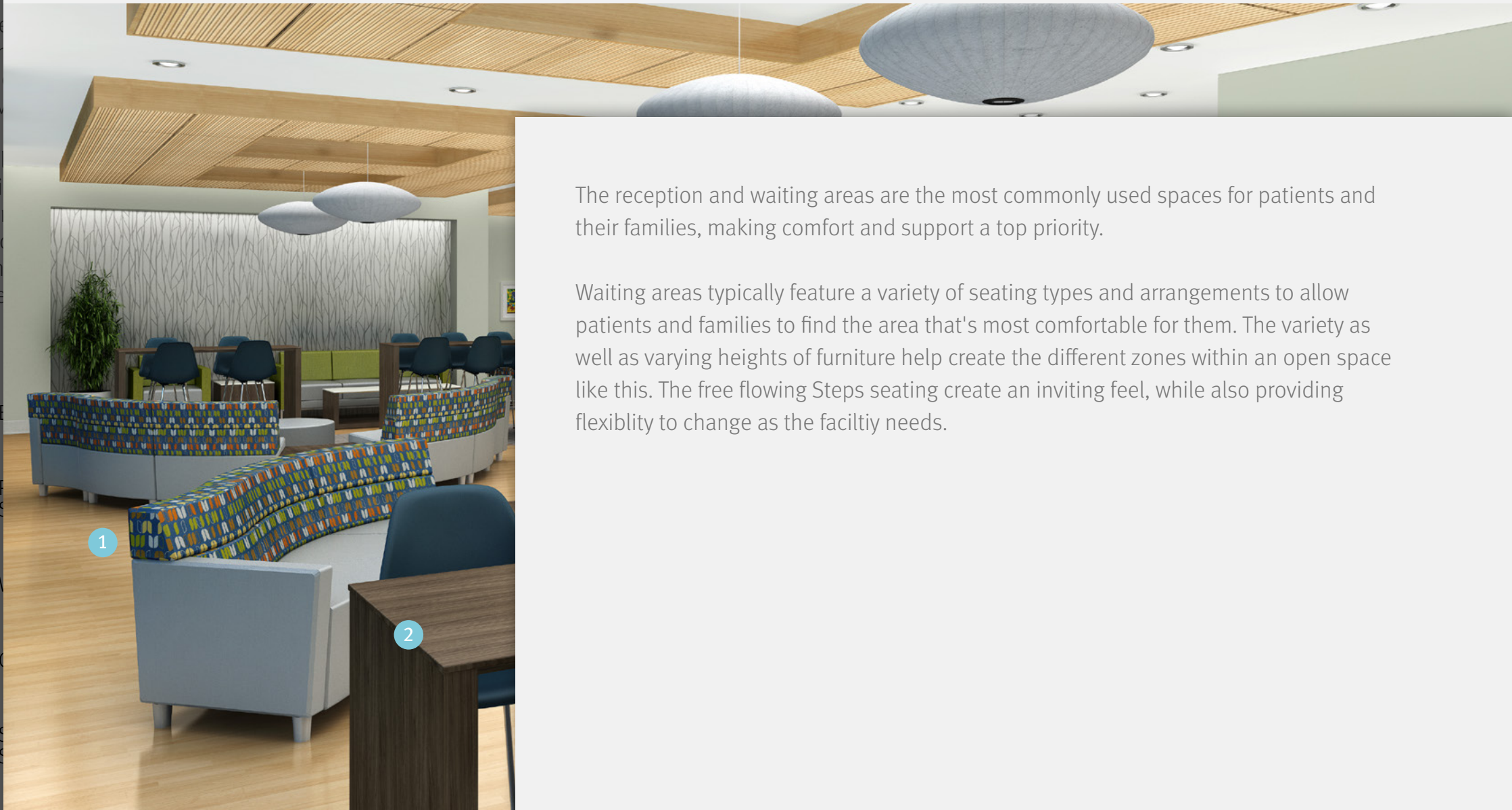






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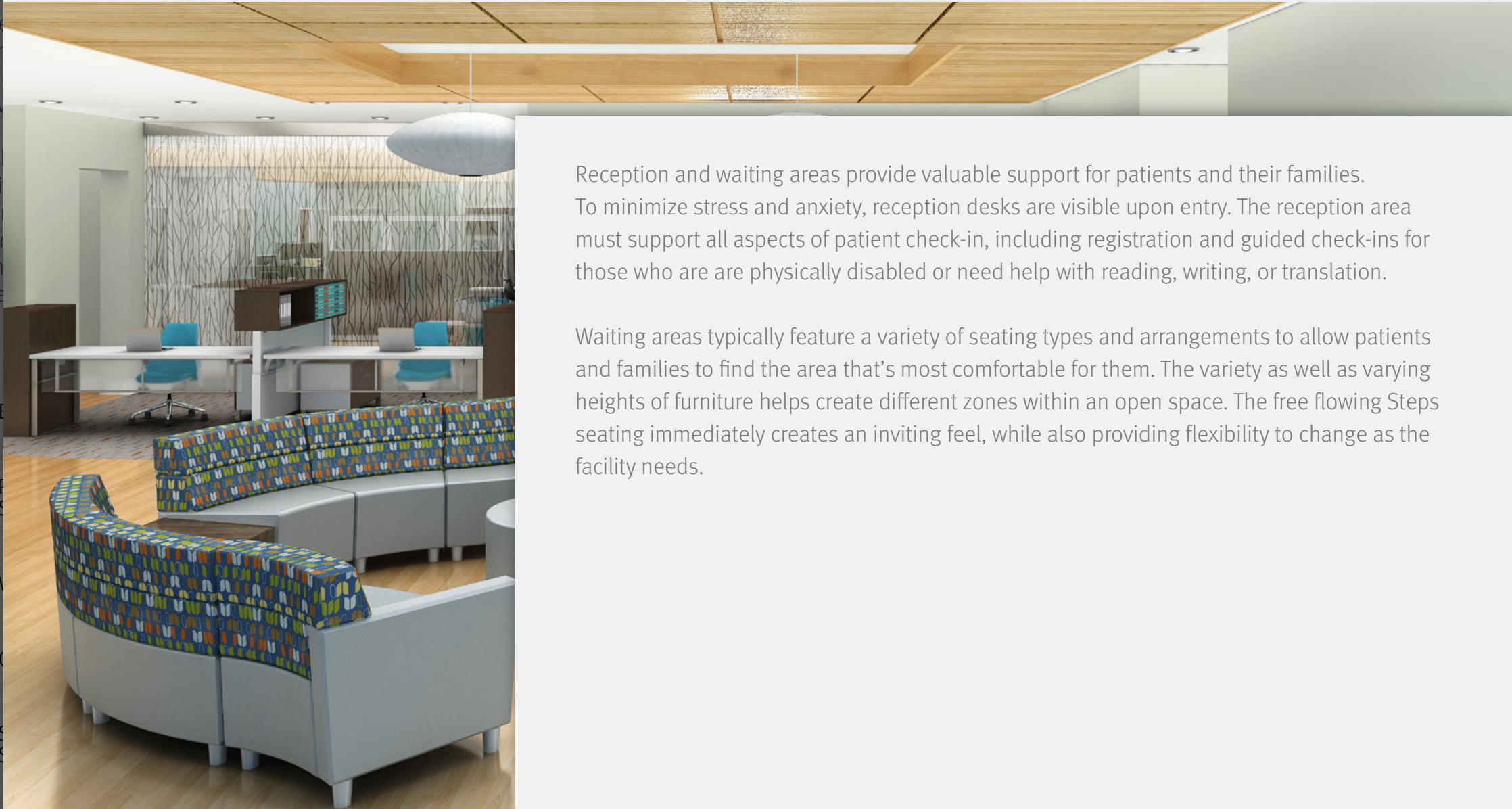






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## Guided Registration & Consult

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1. Canvas Office Landscape   2. Sayl Chair   3. Whisk Guest Seating

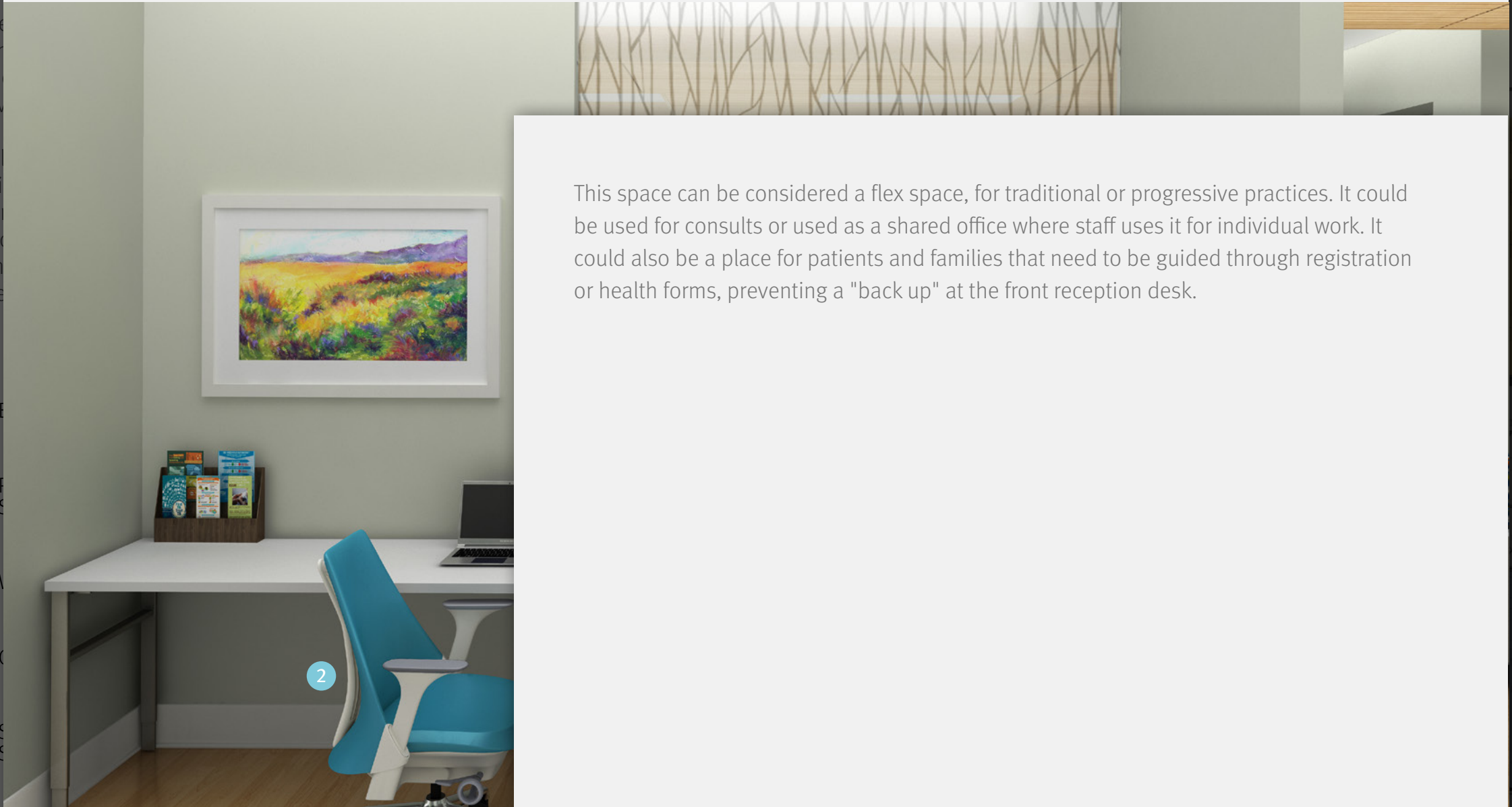






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This space can be considered a flex space, for traditional or progressive practices. It could be used for consults or used as a shared office where staff uses it for individual work. It could also be a place for patients and families that need to be guided through registration or health forms, preventing a "back up" at the front reception desk.

2

- 1. Canvas Office Landscape
- 2. Sayl Chair
- 3. Whisk Guest Seating



## Check-Out & Billing

Dedicated semi-private spaces allow for private work, scanning, and check-out. Placing these areas separate from other workspaces emphasizes that the support and comfort of the patient and family are top priority.



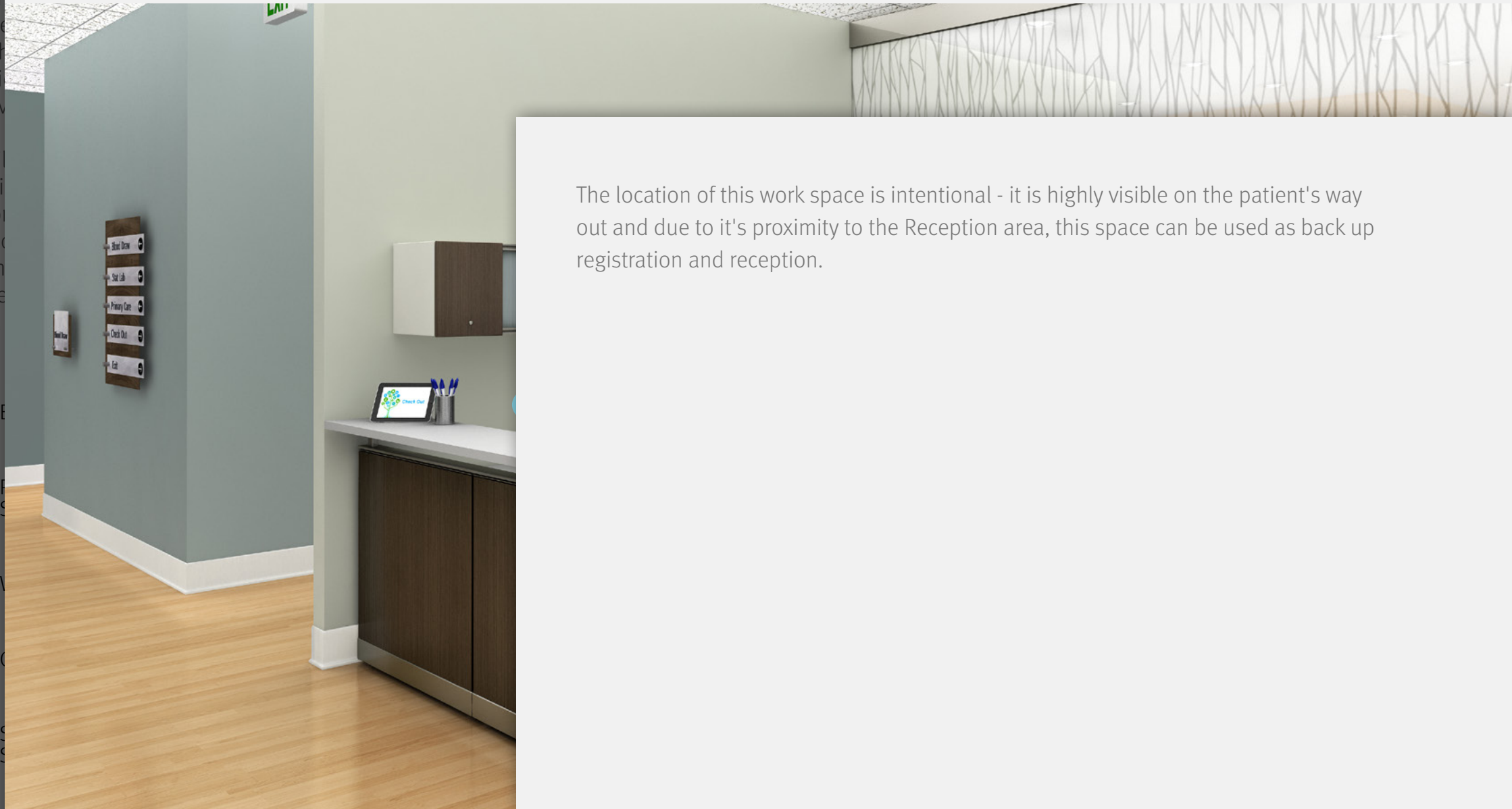
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## Check-Out & Billing

Dedicated semi-private spaces allow for private work, scanning, and check-out. Placing these areas separate from other workspaces emphasizes that the support and comfort of the patient and family are top priority.



The location of this work space is intentional - it is highly visible on the patient's way out and due to it's proximity to the Reception area, this space can be used as back up registration and reception.

- 1. Canvas Office Landscape
- 2. Sayl Chair





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Dedicated semi-private spaces allow for private work, scanning, and check-out. Placing these areas separate from other workspaces emphasizes that the support and comfort of the patient and family are top priority.



1. Canvas Office Landscape   2. Sayl Chair   3. Meridian Files with Surrounds

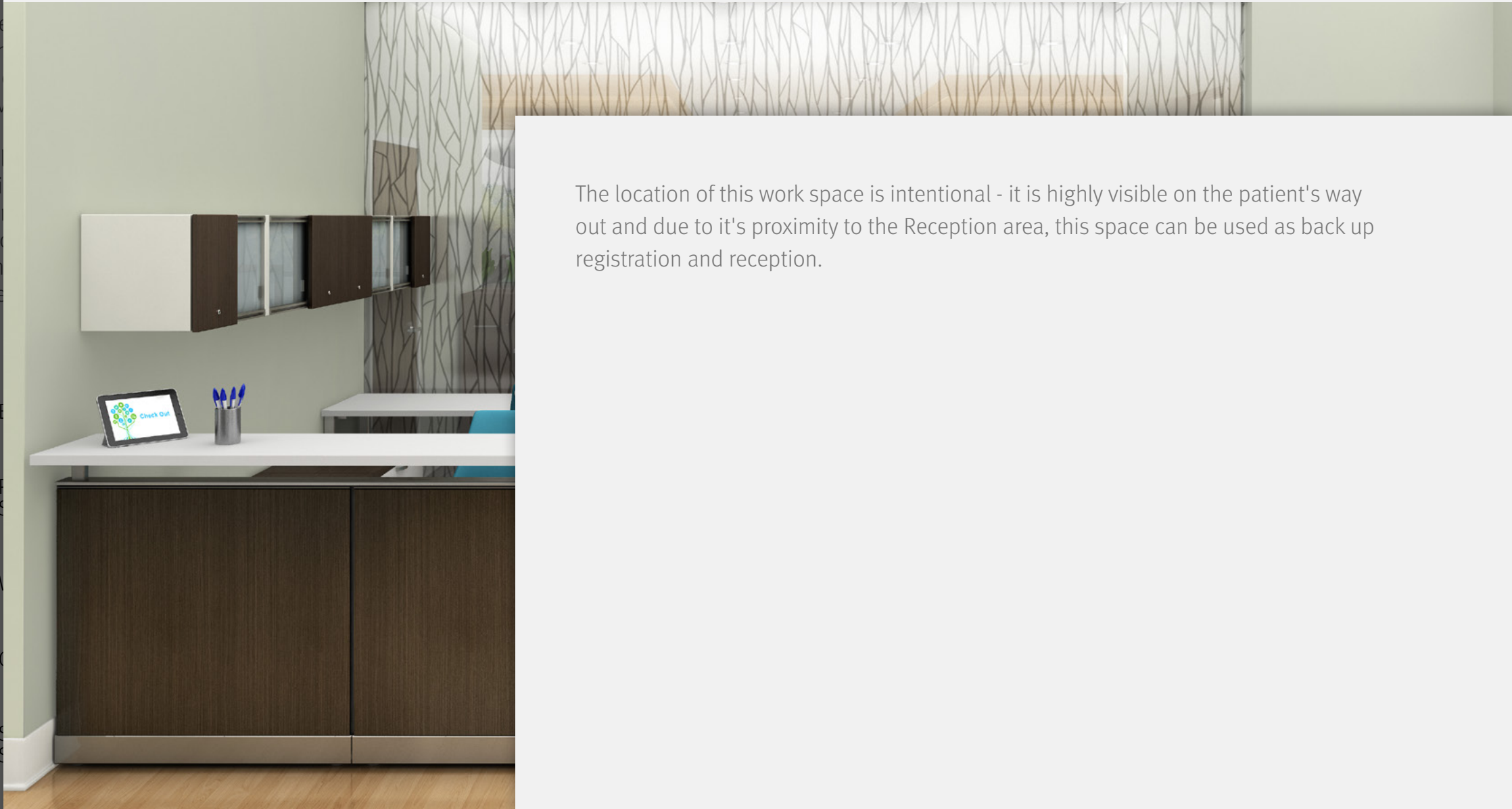






## Check-Out & Billing

Dedicated semi-private spaces allow for private work, scanning, and check-out. Placing these areas separate from other workspaces emphasizes that the support and comfort of the patient and family are top priority.



The location of this work space is intentional - it is highly visible on the patient's way out and due to it's proximity to the Reception area, this space can be used as back up registration and reception.

- 1. Canvas Office Landscape
- 2. Sayl Chair
- 3. Meridian Files with Surrounds



## Support Center

The Support Center must be designed to support technology and equipment. It must also have optimal space for public storage.



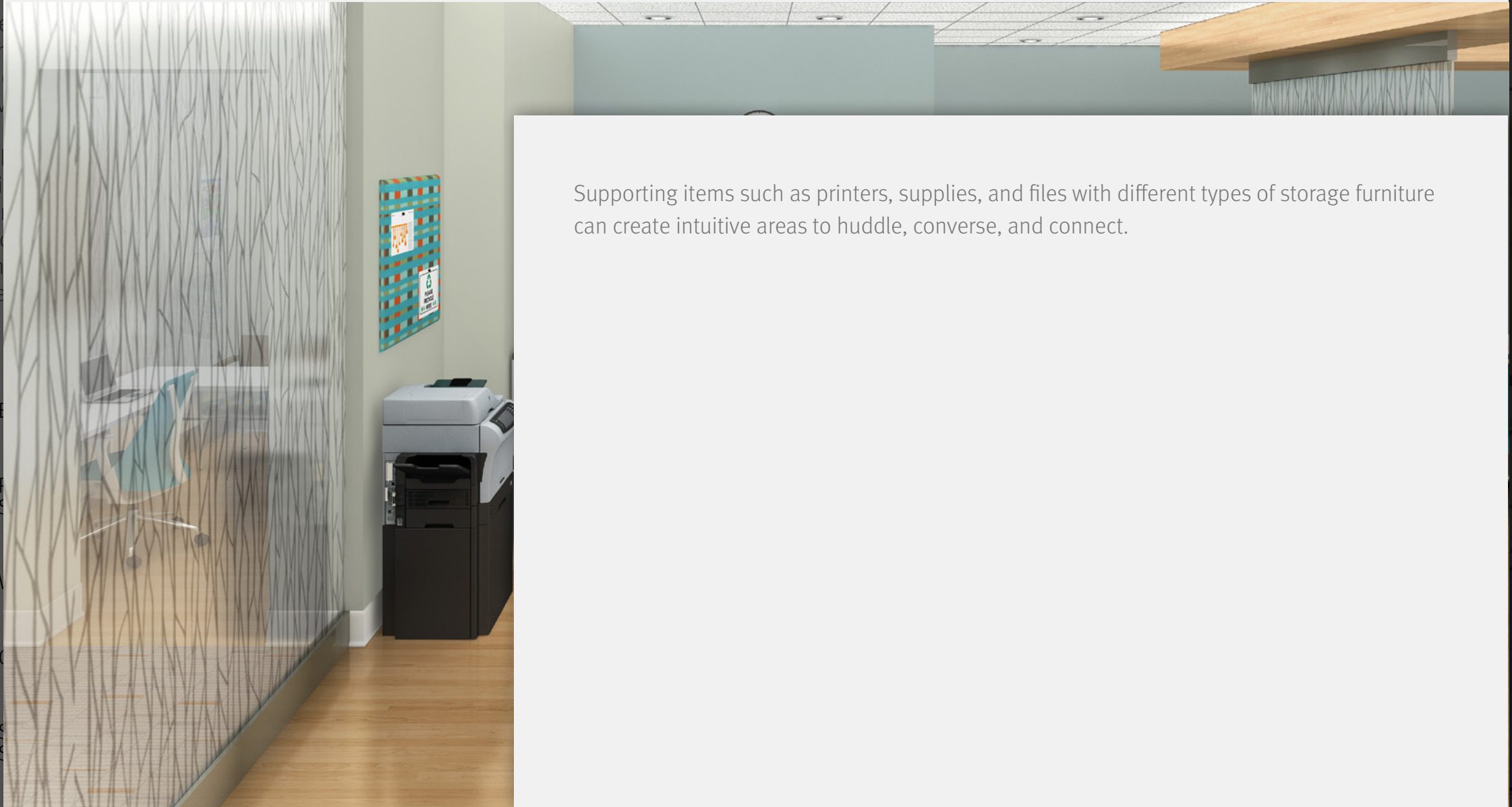
1. Meridian Storage





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Supporting items such as printers, supplies, and files with different types of storage furniture can create intuitive areas to huddle, converse, and connect.

1. Meridian Storage



# Physicians Alleys / Semi Private

Physicians' alleys and semi-private spaces must be designed to support privacy for caregivers.



1. Casework 2. Procedure and Supply Cart 3. Scow Foldaway Table 4. Caper Multipurpose Chair 5. Sayl Chair 6. Canvas Office Landscape







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Physicians' alleys are ideal for caregivers who need privacy when reading X-rays or accomplishing sensitive work.

Physicians' alleys are not fully enclosed rooms, but are unassigned, discreet areas that provide caregivers convenient places to get work done. This "alley" is an extension of the Caregiver Core.

- 1. Casework
- 2. Procedure and Supply Cart
- 3. Scow Foldaway Table
- 4. Caper Multipurpose Chair
- 5. Sayl Chair
- 6. Canvas Office Landscape



## Physicians Alleys / Semi Private

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- 2. C-Locker
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- 4. Scow Foldaway Table
- 5. Caper Multipurpose Chair
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- 7. Canvas Office Landscape

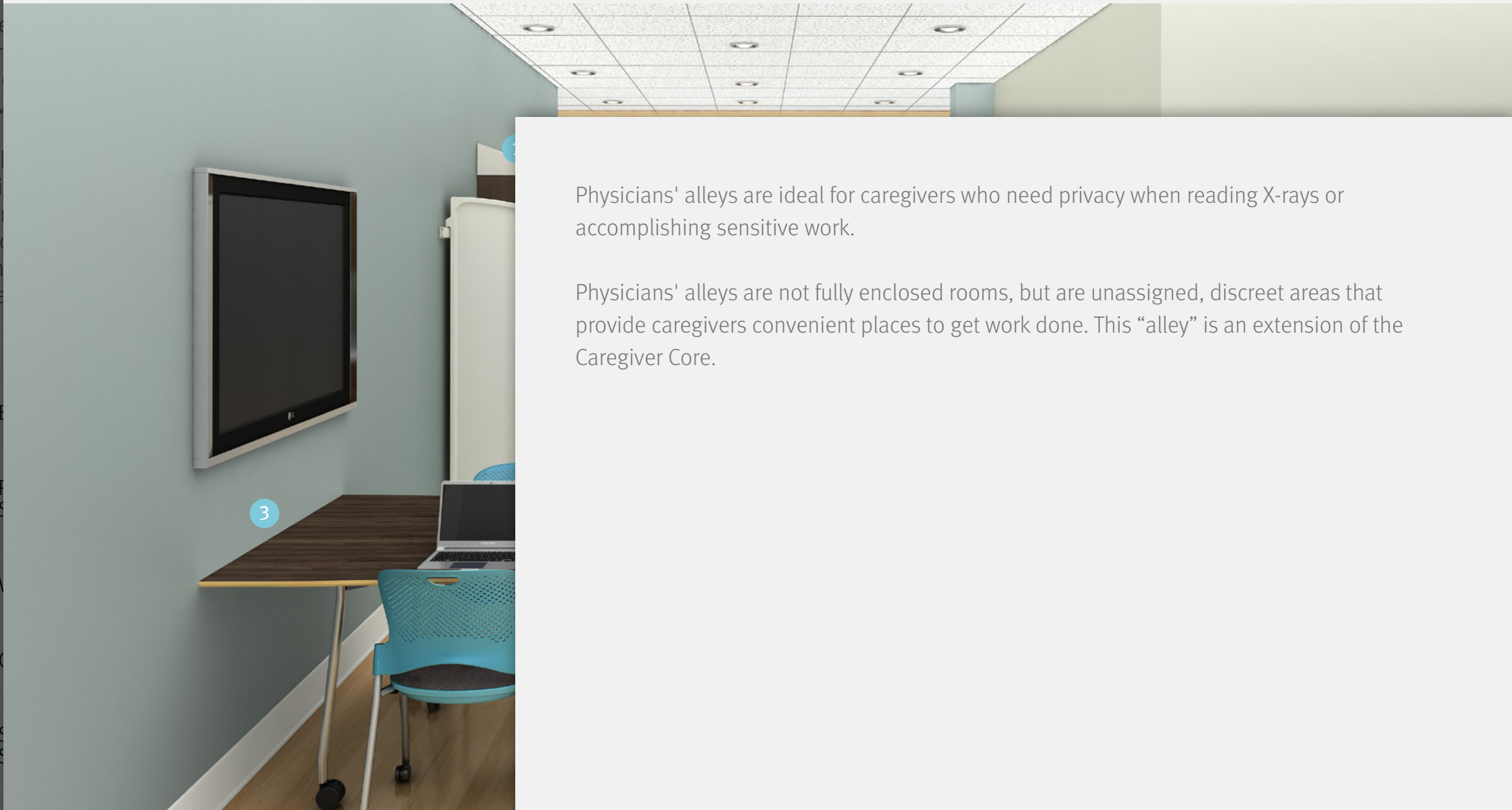






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## Shared Engagement Spaces

This space can accommodate both traditional and progressive practices and is designed to host continuing education, consults, or support group meetings.



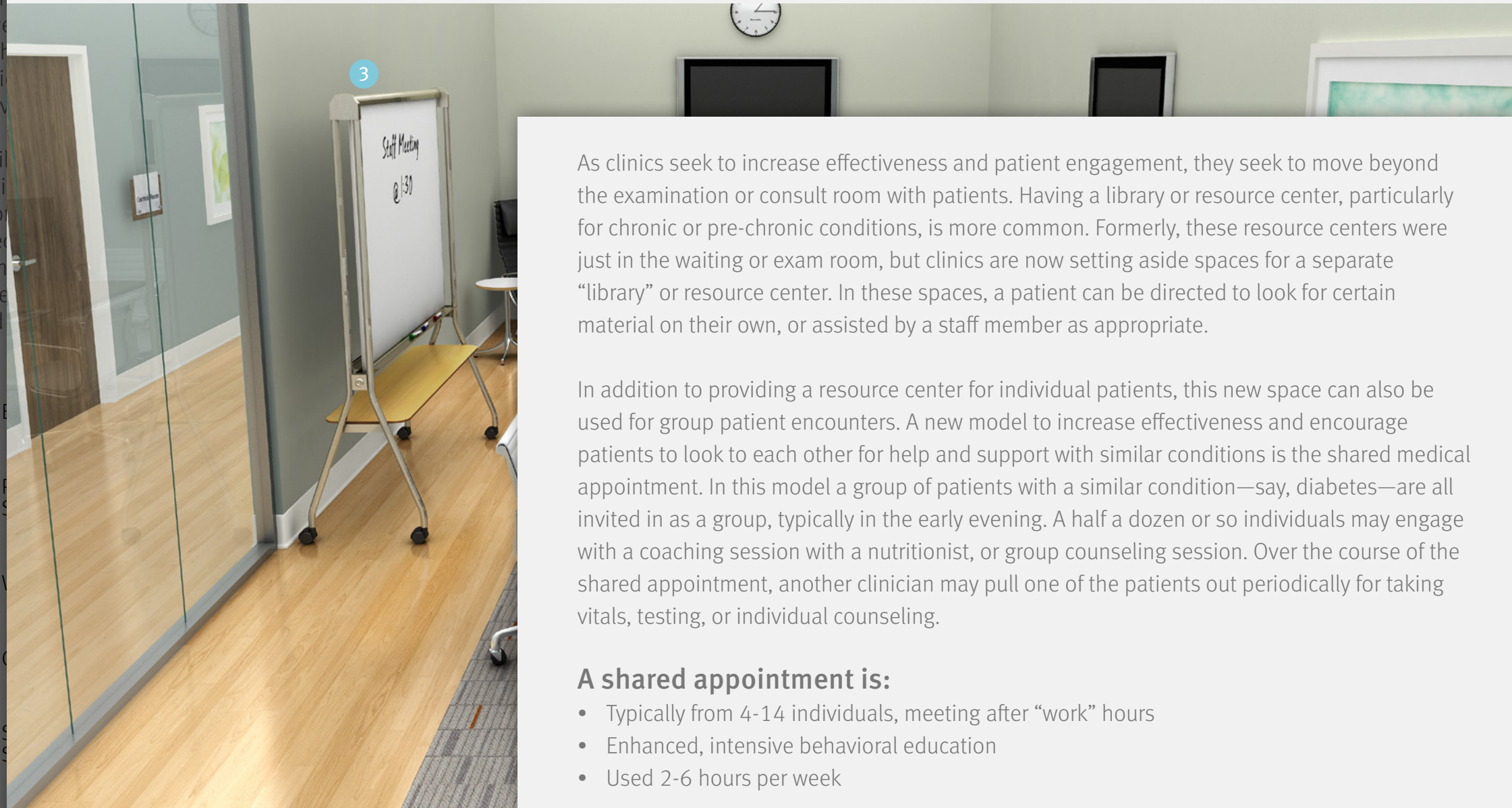
1. Eames Table   2. Eames Aluminum Group Chairs   3. Intersect Mobile Easle   4. Nelson Table   5. Parsons Table





## Shared Engagement Spaces

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As clinics seek to increase effectiveness and patient engagement, they seek to move beyond the examination or consult room with patients. Having a library or resource center, particularly for chronic or pre-chronic conditions, is more common. Formerly, these resource centers were just in the waiting or exam room, but clinics are now setting aside spaces for a separate “library” or resource center. In these spaces, a patient can be directed to look for certain material on their own, or assisted by a staff member as appropriate.

In addition to providing a resource center for individual patients, this new space can also be used for group patient encounters. A new model to increase effectiveness and encourage patients to look to each other for help and support with similar conditions is the shared medical appointment. In this model a group of patients with a similar condition—say, diabetes—are all invited in as a group, typically in the early evening. A half a dozen or so individuals may engage with a coaching session with a nutritionist, or group counseling session. Over the course of the shared appointment, another clinician may pull one of the patients out periodically for taking vitals, testing, or individual counseling.

### A shared appointment is:

- Typically from 4-14 individuals, meeting after “work” hours
- Enhanced, intensive behavioral education
- Used 2-6 hours per week

1. Eames Table   2. Eames Aluminum Group Chairs   3. Intersect Mobile Easel   4. Nelson Table   5. Parsons Table



## Blood Draw & Lab

The Blood Draw & Lab space must be centrally located and adjacent to waiting areas to maximize utilization of the space.



1. L-Cart   2. Physician Stool   3. Compass System   4. Terra Casegoods   5. Nala Patient Chair







## Blood Draw & Lab

The Blood Draw & Lab space must be centrally located and adjacent to waiting areas to maximize utilization of the space.



Modular solutions enable the change and continuous improvement that dynamic environments such as clinical labs require. Our lab applications are designed to adapt to new equipment and technologies, support specialized processes, and use space efficiently.

Creating "pods" within a more open area with furniture for this type of space is beneficial for being able to be flexible to support the actual throughput. Everything in this space is modular, moveable, and interchangeable, so the lab can be rearranged quickly-without downtime or disruption. There are many furniture elements that can be combined to create these settings maintaining the privacy and dignity of the patient.

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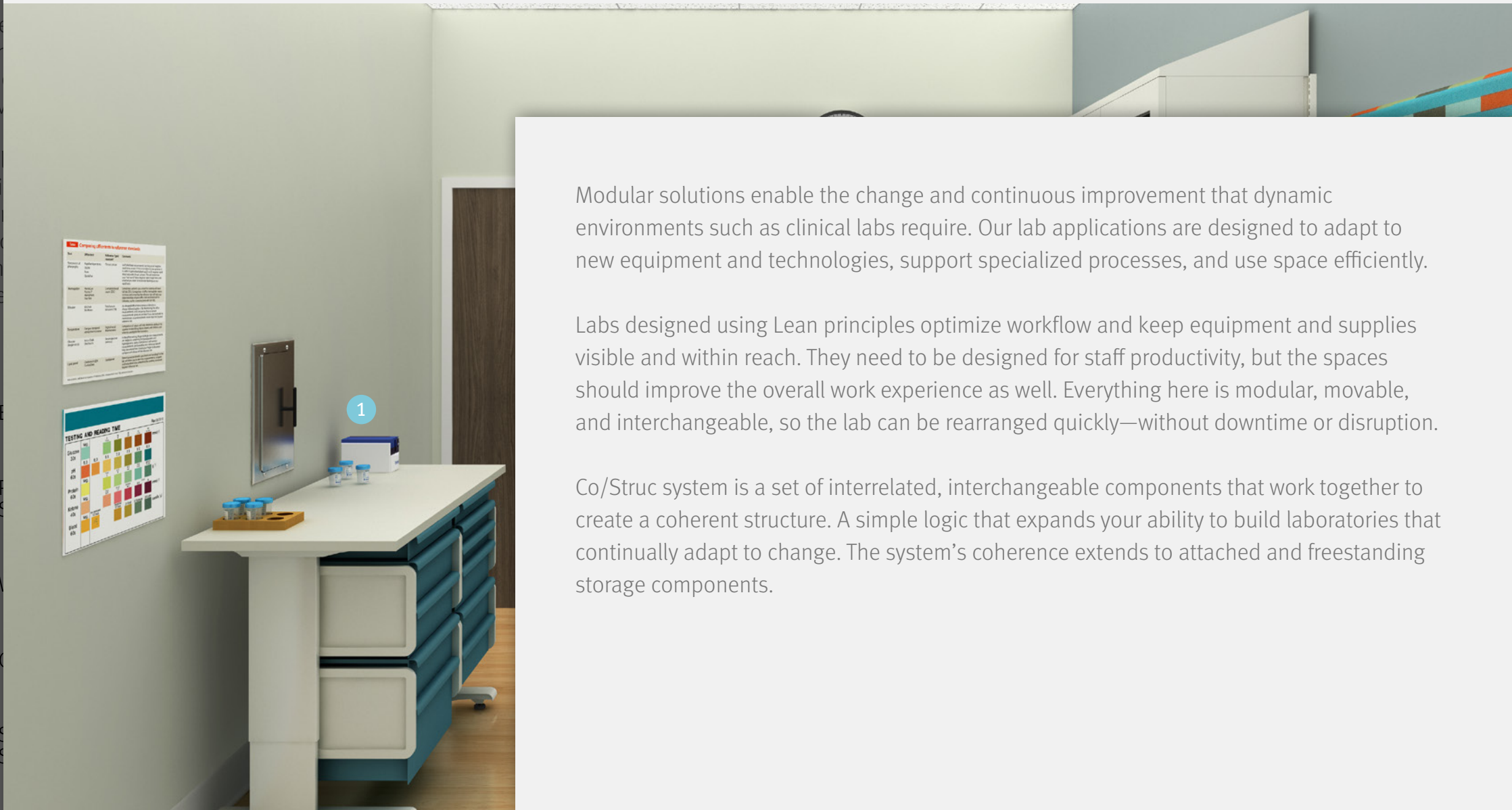
1. Process Table    2. Sayl Chair    3. Co/Struc System





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Labs designed using Lean principles optimize workflow and keep equipment and supplies visible and within reach. They need to be designed for staff productivity, but the spaces should improve the overall work experience as well. Everything here is modular, movable, and interchangeable, so the lab can be rearranged quickly—without downtime or disruption.

Co/Struc system is a set of interrelated, interchangeable components that work together to create a coherent structure. A simple logic that expands your ability to build laboratories that continually adapt to change. The system's coherence extends to attached and freestanding storage components.

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