Patient Care Room

Rethinking Patient Room Design for

Difficult Conversations

Project Description:

This project is dedicated to navigating 'difficult' conversations within healthcare settings by proposing modifications to enhance patient care rooms. The objective is to cultivate stronger patient-provider relationships and facilitate effective communication among healthcare providers, patients, and their families or loved ones. Through these alterations, the project aims to establish and honor sacred moments, as well as safe spaces, for effective communication in the patient's journey to healing.

Colaborators

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Patient Care Room

Assignment 1 - Sacred Moments

RESEARCH ON COMMUNICATION SCENARIO

SPIKES and NURSE protocol:

SPIKES is an easy mnemonic any health care professional can use to deliver bad news to a patient, fellow team member or visitor.

SPIKES can be used in numerous situations to deliver bad news, from a new diagnosis to a medical error. It provides a structured, easy way to enter a conversation and allow the other person, whether it is a patient or one of their family members, to have whatever reaction they need to have in that moment.

NURSE is an easy mnemonic any health care professional can use to respond to an emotional situation with a patient, fellow team member or visitor. It helps keep lines of communication open and reduces tension.

In health care, healthcare workers are often confronted by emotion—whether we are talking to a patient's family or working as part of a team. Even though you recognize these emotions, it can be hard to know how to respond in the moment.That's when NURSE is most helpful. It gives you a way to respond empathetically and be fully present in the conversation. It can help you build better relationships with patients or other team members and improve the quality of your care.

University of Utah Health. (n.d.). SPIKES: A Strategy for Delivering Bad News. Accelerate: University of Utah Health. Retrieved from https://accelerate.uofuhealth.utah.edu/improvement/spikes-a-strategy-for-delivering-bad-new

University of Utah Health. (n.d.). When Emotions Run High, Here's How to Respond. Accelerate: University of Utah Health. Retrieved from https://accelerate.uofuhealth.utah.edu/resilience/when-emotions-run-high-here-s-how-to-respon

accelerate.uofuhealth.utah.edu

SPIKES: A Strategy for Delivering Bad News

No one likes to be the bearer of bad news-but in health care, it's part of the job. Fortunately, there's a simple framework to help us get through it. Hospitalist and UACT co-director Claire Ciarkowski introduces SPIKES: a simple mnemonic for delivering...

accelerate.uofuhealth.utah.edu

When Emotions Run High, Here's How to Respond

Health care is full of high emotion-especially right now. Thankfully, there's a simple framework we can follow to de-escalate with compassion. Hospitalist and UACT co-director Claire Ciarkowski introduces NURSE: a simple mnemonic for responding with emp...

WHY?
Inform about illness or deliver bad news or for numerous reasons.

WHEN?
New diagnosis to a medical error to patient loss.

SETTING

1. Choose right setting and time
2. You have time at hand
3. Private room
4. All members present / Support person / Care team
5. Introductions/ Get acquainted
6. Be seated / Be comfortable

PERCEPTION/ PERSPECTIVE

1. Assess the illness knowledge by asking questions

- *What do you know about your illness?*
- *Do you know why Dr. Smith sent you here?*
- *How do you think your illness will affect you?*
- *Tell me what you know about your mother's health.*

--> how they might react/ denial of illness/ knowledge of health

INVITATION

1. Testing boundaries for patient and their family knowing about their the health condition.

- *Would it be helpful for you to know what to expect from here on out with your illness?*
- *Would it be OK if we talk about some serious issues with your care?*
- *We have these lab tests back. Can we talk about them?*

KNOWLEDGE

1. Simple terms and direct information.
2. Don't use Euphemisms but don't be blunt.
3. Give a "warning shot"
4. Info in small chunks/ time to digest info/ ask questions.
5. Repeat if needed.

- *The situation may be a little more serious than that.*
- *This may be more serious than we originally hoped*

EMPATHY/ EMOTION

1. Be Empathetic
2. Patient/ Family Reactions are not predictable.
3. If patient reacts strongly - use **NURSE** skills - anger and depression.
4. Normalize their feelings / respect their emotions and support them.

SUMMARY/ STRATEGY

1. Simple/clear statements
2. console/ support team for them/ they are not alone throughout their care.
3. Develop a plan of care
4. Answer questions

WHAT?

Naming

Naming is the first step toward de-escalation. You want to name what the person is feeling. Try using "frustrated" or "overwhelmed," rather than "angry."

Understanding

Once you have named their feelings, take steps to better understand their point of view by carefully listening to their situation.

Respecting

Respecting is the most important step. We show respect by helping them see what is going well, particularly what they are doing well with this stressful situation.

Supporting

Statements of support provide further comfort in emotional situations. In this step, you reassure the person that you, and others, are working with them.

Exploring

By the time you reach this last step, the person you are speaking to should be feeling much calmer. Together, you can explore the next steps and clarify any remaining questions you have about their feelings.

WHEN?

Verbal Cues:

1. Yelling
2. Short responses
3. Reluctance to talk
4. Tremors in the voice

Non-verbal Cues:

1. Crossed arms
2. Furrowed brows
3. Avoiding eye contact
4. Clenched jaw
5. Hanging head
6. Crying

Patient Care Room

Assignment 1 - Sacred Moments

DESCRIPTION OF SACRED SPACE RESEARCH

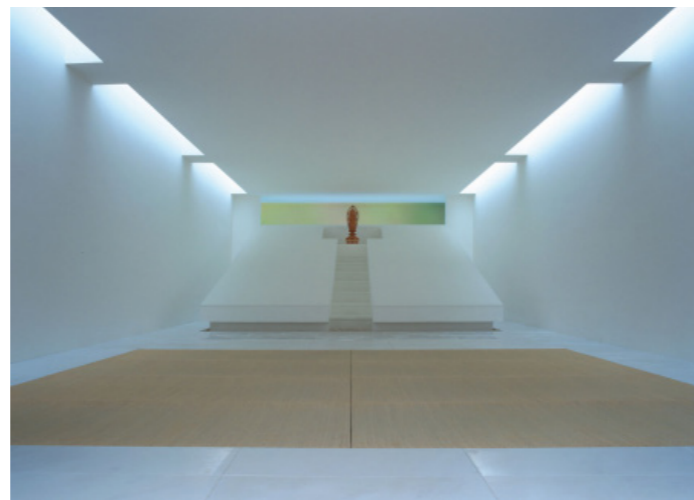**Precedent 01 - White Temple in Kyoto**

Located at the northwest of kyoto in Japan, the White Temple is a minimalistic sacred space designed by Takashi Yamaguchi. This project was born from a recognition of the necessity to give thanks to one's maternal. The building is a sacred space for honoring maternal ancestors. Inside the building, architect sets out to create a space that would envelope visitors in a womb-like atmosphere. In such a space, people might be reminded of their maternal blood relations and feel moved to thankfulness for the gift of life.

The building appears as a joint-less, prismatic structure that looks like it's floating on a dark gravel carpet that defines the property limits. A prominent white marble slab serves as a striking entrance marker, deepening the boundary between indoors and outdoors symbolically. It is insulated from external activities by a white concrete wall, representing purity.

Beside the entrance, tatami mats on the floor designate family prayer spaces, while marble flooring outlines areas reserved for monks. In this monk area, there is a stepped platform leading up to an altar with a Buddha statue. Mortuary tablets are displayed along these steps, as a connection to heaven. The light inside the building grows lighter or darker along with the changing brightness of the sky, so that the space seems to breathe.

On the facade opposite the entrance, a big opalescent glass window brightens the altar from behind and signifies the temple's main path, symbolizing the transition from one world to another. The black sliding door create a private zoom for scared moment.

Yamaguchi, T. (n.d.). White Temple, Kyoto. Thisispaper. https://www.thisispaper.com/mag/white-temple-kyoto-takashi-yamaguchi

Photos of White Temple

Light design → Skylight/Sensor Light → The light inside the building grows lighter or darker along with the changing brightness of the sky. With each change in the intensity of the light, the space seems to swell or shrink, which is like the motion inside the womb, envelopes people in a soft way.

→ White Wall → natural light reflects off the white surfaces, creating a serene, mystical atmosphere.

Window → utilizing nature light. Connect outdoor and indoor. represent as a symbol of the passage from one world to the next.

Materiality → Tatami Mat / Marble → spatial division through material that creates an invisible boundary between different character.

Minimalist Design → Simple geometry → creates a neutral backdrop that reflects light effortlessly, thus diverting focus to the spiritual atmosphere.

Spatial organization → monochromatic color palette / Linear path → As one navigates through the linear path, there is an intensifying sense of sacredness and peace.

Lighting study

Study of Day-night loop with conceptual models

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Patient Care Room

Assignment 1 - Sacred Moments

DESCRIPTION OF SACRED SPACE RESEARCH

Precedent 02 - Saint Anne Chapel in Argentina

The site chosen for the chapel was a gap in the forest with a difference in height between the access road and the chapel of 15 meters. The chapel is a prism double envelope, the outside is white and the inside is covered in wood.   The geometry originates from the double tension between the views of the cross and the connection with the court-side terrace. When the chapel is seen by far the contrast between materials: basalt stone walls, white surround and wooden interior, emphasize its composition.

Estudio Cella. (2015). Saint Anne Chapel. ArchDaily. https://www.archdaily.com/637075/saint-anne-chapel-estudio-cella

Photos of Saint Anne Chapel
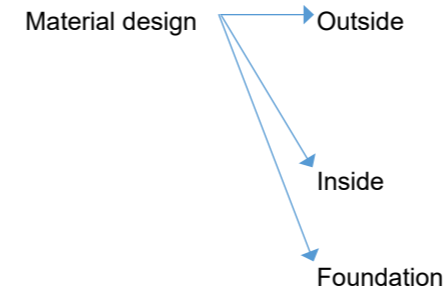
Material design → Outside → The exterior walls are pure white, adopting a minimalist style that embodies the church's sanctity, purity, and solemnity.

→ Inside → The interior features wooden materials, presenting a close and tactile quality that brings a sense of warmth and comfort, as if constantly cherished by God.

→ Foundation → The base is made of basalt, creating a stark contrast with the church's white exterior, highlighting the church's structure and composition.

Minimalist Design → Simple geometry → The church's geometric shape is simple, echoing the base and presenting a sense of streamlined solemnity.
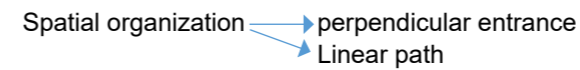
Spatial organization → perpendicular entrance / Linear path → The income occurs perpendicular to the axis of the chapel, this creates the possibility that the casual visitor can cross the ship without interfering with the proper scope of prayer. At a lower level services and sacristy are located, to wean operation.

Material conceptual models

Patient Care Room

Assignment 2 - Design Charrette

Our observations during our visit to the VA Hospital highlighted several shortcomings in the current hospital model. In addition to our own observations, we had the opportunity to gain insights from doctors regarding the lack of suitable spaces for conducting difficult conversations.

Presently, the hospital lacks dedicated spaces for conducting such conversations effectively. Most often, these discussions occur in patient rooms where the eye level of patients and the care team differs, creating an awkward dynamic and an environment less conducive to effective communication. While there is a "waiting area" near the lift lobby, it is often filled with distractions, and navigating from the patient room to this space can induce anxiety and distract from the conversation. Furthermore, patients are often not included in these discussions.
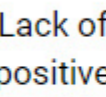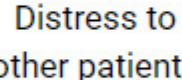
Therefore, we propose the implementation of a dedicated module within the patient care rooms specifically designed for these conversations. This would provide a more suitable environment for open and meaningful dialogue between patients and their care teams.
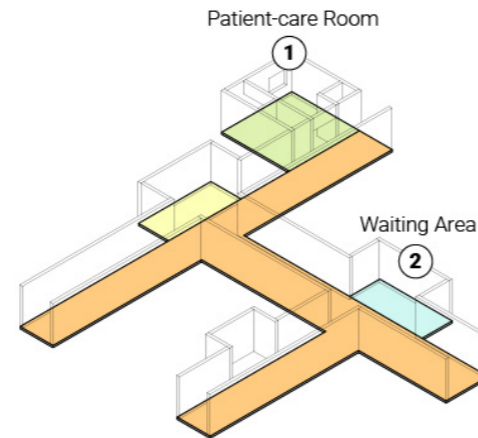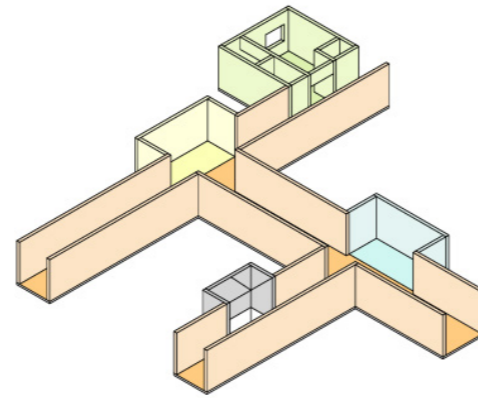
Corridor
Nurse Station
Waiting Area
Patient Room
Elevator

Patient-care Room
①

Waiting Area
②

PRIVATE

SEMI-PRIVATE
(More Footfall)

SEMI-PRIVATE

Drawbacks:

Lack of Privacy

Waiting causes Anxiety

Disturbance/ Noise

Negative environment

Lack of support rooms

Lack of positive distractions

Distress to other patients
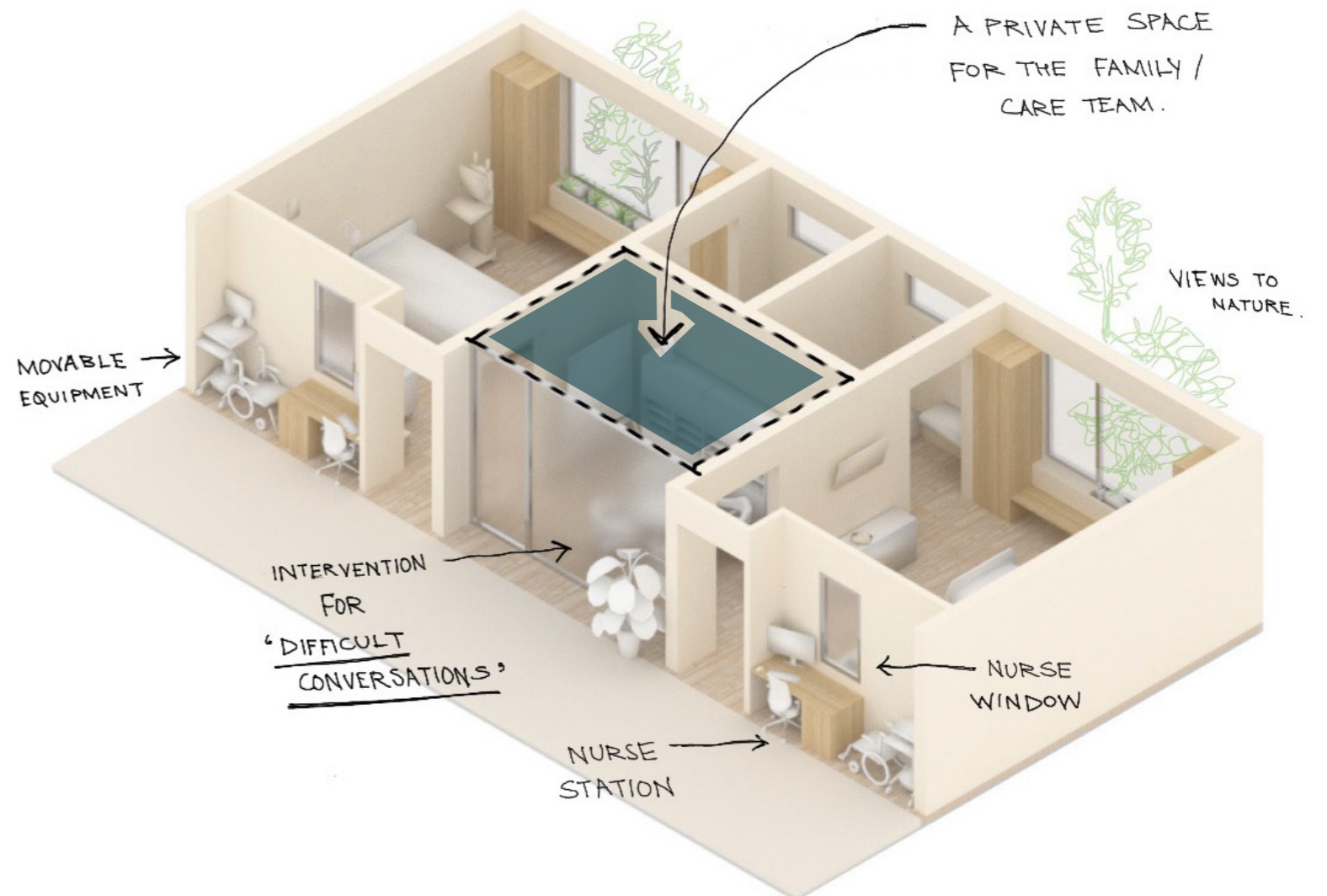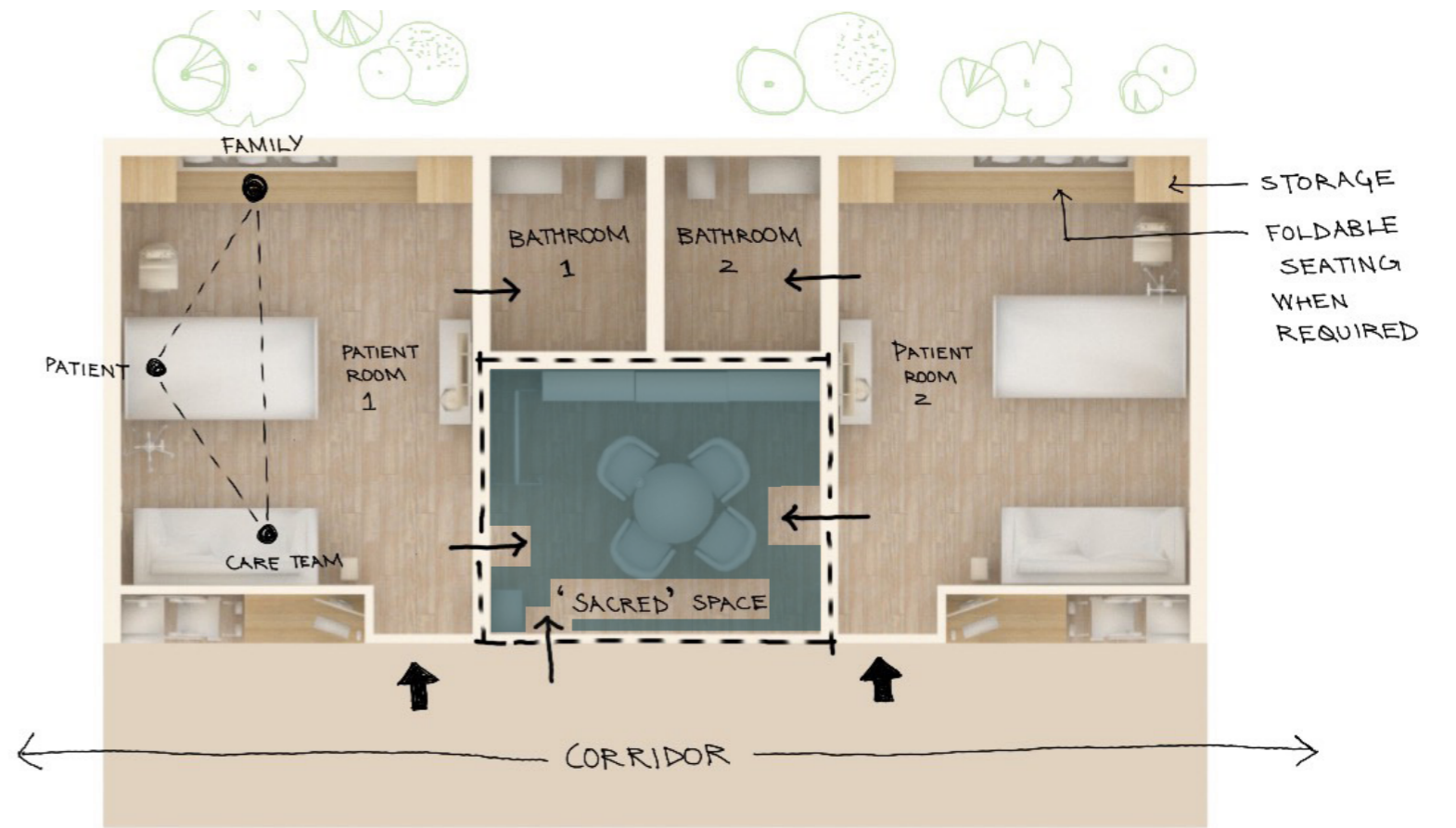
Uncomfortable
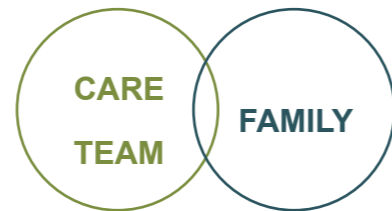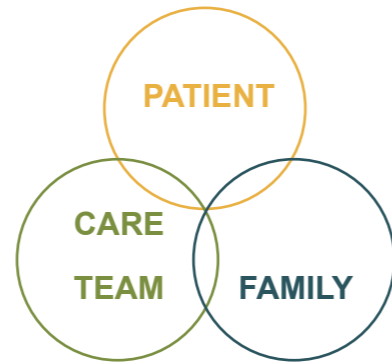
Proposal for Improvement:

Private space

Comfortable seating

Soundproof

Multi-functional

Color Theory

Material

Lighting

Access to Nature

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Patient Care Room

Assignment 2 - Design Charrette

The proposal for facilitating 'difficult conversations' entails the creation of a 'sacred space' module, enabling conversations between patients, care teams, and families, as well as discussions between families and care teams.
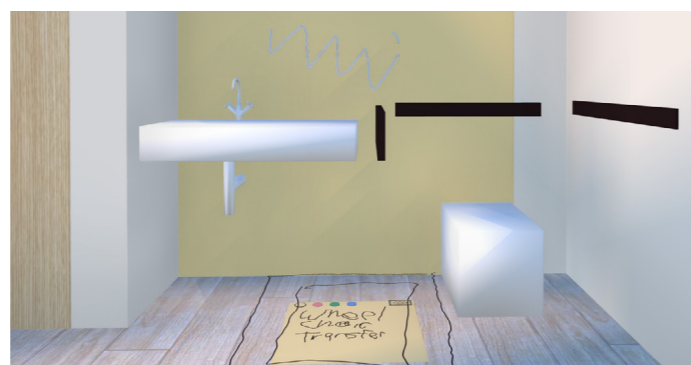
This multi-functional space would serve as both a designated area for important discussions and a practical storage solution for nurses to store supplies such as linen and other necessities. It would also provide a tranquil environment for families to find solace and comfort when not in use for conversations.

PATIENT

CARE TEAM   FAMILY

CARE TEAM   FAMILY

NURSES

FAMILY

STORAGE

FOLDABLE SEATING WHEN REQUIRED

PATIENT

BATHROOM 1   BATHROOM 2

PATIENT ROOM 1

PATIENT ROOM 2

CARE TEAM

'SACRED' SPACE

CORRIDOR

A PRIVATE SPACE FOR THE FAMILY / CARE TEAM.

MOVABLE EQUIPMENT

VIEWS TO NATURE.

INTERVENTION FOR 'DIFFICULT CONVERSATIONS'
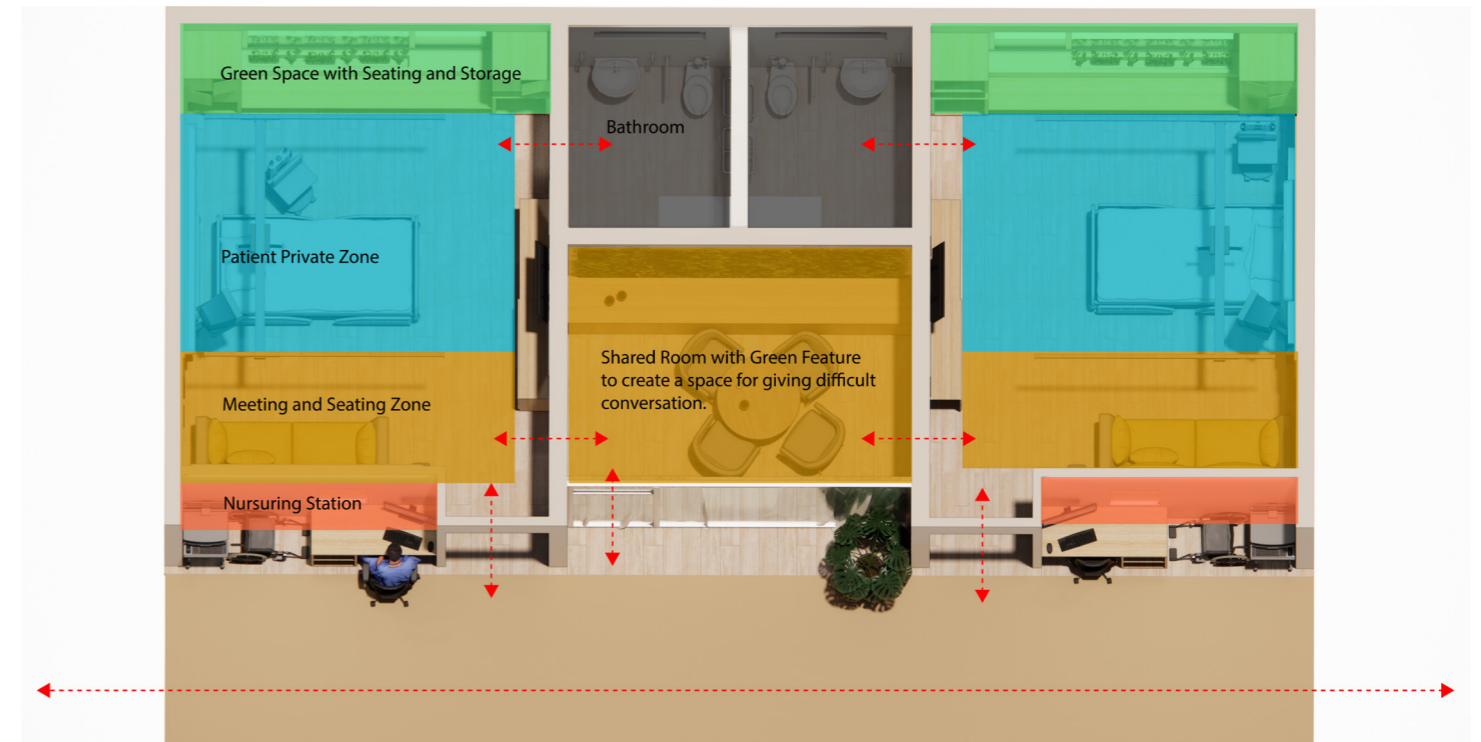
NURSE WINDOW

NURSE STATION

Patient Care Room

Assignment 2 - Design Charrette

Utilizing Arkio software enables quick exports and discussions, facilitating fast feedback and refining during the design process. The software has been pivotal in testing and improving different stages of development.

Green Space with Seating and Storage

Bathroom

Patient Private Zone

Shared Room with Green Feature to create a space for giving difficult conversation.

Meeting and Seating Zone

Nursuring Station

Patient room walk through in Arkio

Plan perspective of the patient rooms in Arkio

Patient Care Room

Assignment 2 - Design Charrette

After defining the layout of the patient's room, materiality in Rhino was applied and a lighting feature was incorporated to showcase the project's design elements. Wood is extensively used to cultivate a comforting ambiance and alleviate patient anxiety associated with illness and hospitalization. The lighting scheme is tailored to mimic the circadian rhythm, facilitating patients and healthcare workers in perceiving the transition between day and night.

Enscape was utilized to render detailed aspects of different room components. These include a bed equipment wall, a green area by the window for patients to connect with nature, a built-in TV cabinet, and a photo wall and whiteboard for patient and healthcare worker use. The shared room not only serves as a venue for sensitive conversations but also offers storage space and incorporates a green wall. Additionally, it features a nursing station and equipment storage area.
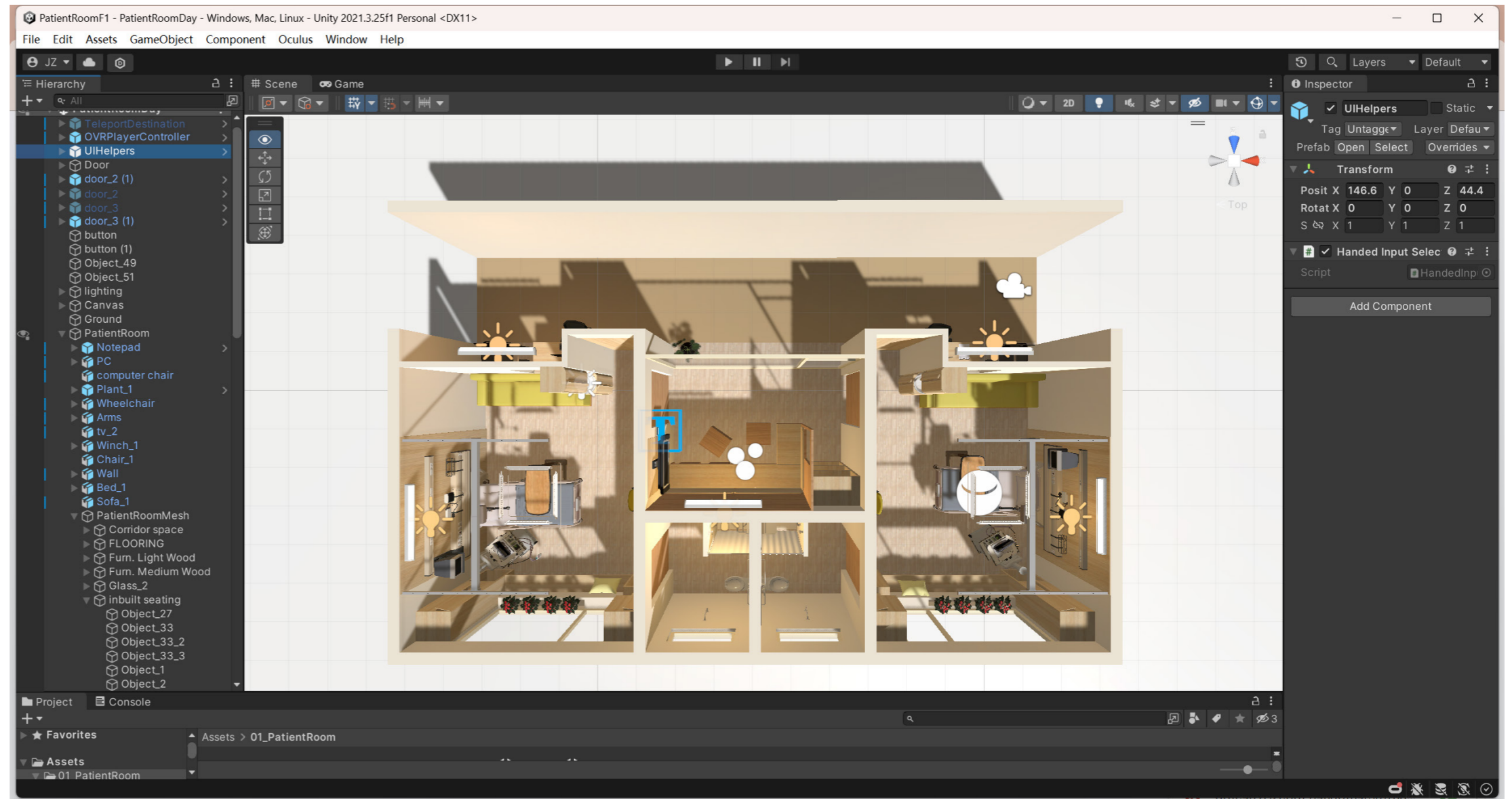

Views of the Patient Room, Corridor and Sacred shared space

Patient Care Room

Assignment 3 - Hospital Room

Unity was used as a tool to add animations to the scene to make it an interactive model.
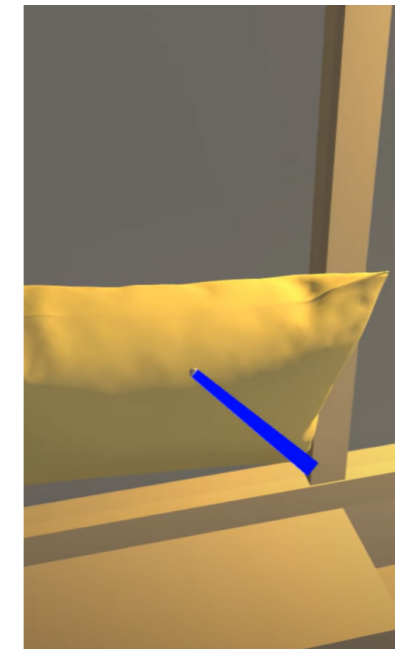
Patient Care Room

Assignment 3 - Hospital Room

The animations added in the model are -

1. Door Animation

2. Grabbable Objects -

Notepad, Whiteboard marker, Cushion, Chair

3. Button to turn the glass transparent and opaque

4. Baked Lighting of the Patient Room model

Door Animation - Open/ Close/ Slide

Grabbable Objects

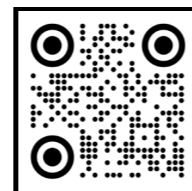Button to turn the glass transparent and opaque

Baked Lighting - Day/Night Loop

Insert image description(s) here

University of Michigan Taubman College ARCH509 | Augmented Tectonics Winter 2024

Patient Care Room

Assignment 3 - Hospital Room

Here is the link to the 'Sacred' Patient Care Model for conducting difficult conversations in a hospital.

Link to the "Sacred" Patient Care Model to give Difficult Conversations in a Hospital