

S8.2

Bringing Changes to the Healthcare Services

10:45 Theatre 1

**Patient Centred Design (But Don't Forget the Caregiver)***McConnell W**HOK, USA*

The primary role of any healthcare institution, business or provider is care for the patient and to return them to health. As designers we can lose this prime directive in the course of designing and building hospitals and clinics for this purpose. Cost, complexity, time and multiple stakeholders can sometimes blur the vision which can result in a facility that fails to put the patient first.

Keeping the patient and their care as the primary driver of design will result in better outcomes, a more pleasant stay for the patient and their family. Through examples of design process, experimentation and built work it is my intent to share how patient centred design can provide a more healing environment that is supportive of the patient and family. Patient centred design will also create a facility with greater efficiency and support the care giver as well.

The examples will include built work in the United States and Asia. It will also include the evolution of the inpatient room and how through the construction of mock-ups and multi-generations of implementation have created a more efficient, pleasant and safe inpatient room. These examples will also show how patient centered design can drive the architectural form of the interior and exterior of the building thereby physically expressing this prime directive