

# How do you co-create a premier pediatric healing environment?

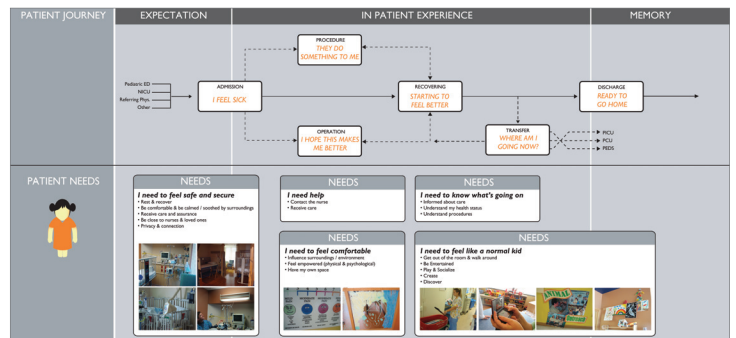
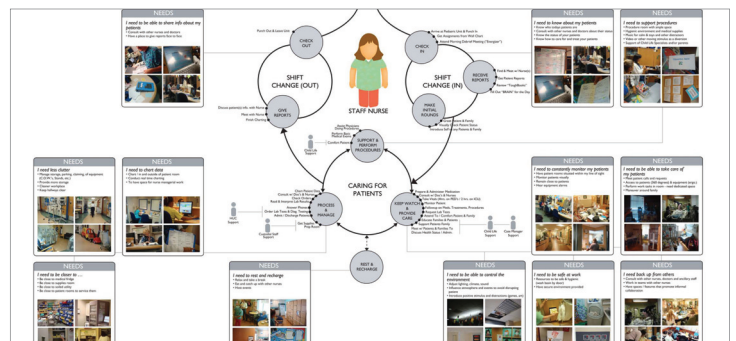


## FLORIDA HOSPITAL FOR CHILDREN PEDIATRIC CARE UNITS RENOVATION Design Research

The Florida Hospital for Children embarked on a 65 million dollar expansion and renovation program to their primary pediatric care units. They challenged us to help define the requirements and qualities the space should serve and to then architect a children's hospital experience that would enhance the healing process for children and their families, improve efficiencies, and serve as a model for future pediatric hospitals.

We began with an intense period of observations and interviews in the hospital environment, spending time with patients, families, physicians, nurses, therapists, administrators and volunteers. We then mapped the current hospital experience from the patient's point of view, communicating patient and family journeys that ranged from a standard visit to an extended stay in the hospital. We also created Workflow Models (Nurses and Physicians) that highlighted the functional, emotional and social needs of the core healthcare providers in the pediatric care units. The maps highlighted unmet needs, as well as opportunities for the environment to support an improved workflow and performance.

A series of co-creation workshops brought together the team and a cross-section of Florida Hospital for Children stakeholders to define architectural configurations and to guide objective decision making. The team then created and applied a set of design principles to distinct areas in the pediatric care units: reception, corridors, procedure room, consultation room, nurse stations, patient rooms and play rooms. The vision was defined in an experience blueprint that outlined how the care providers, spaces, services, and tools should interact within the pediatric care context. This approach helped the architectural team design a premier pediatric healing environment with a high level of stakeholder involvement and input.



Research by THRIVE partner Trent Kahute & Ambient Experience team, while at Philips Design.