A human-centered design journey focusing on the mind, body, and soul of all users. Each zone is connected with architectural and sustainable features, creating a cozy yet futuristic space for families, patients, and staff. Clever elements fold throughout the journey and expose controllable features for all guests to utilize, such as integrated entertainment and technology panels for the mind, a health bar and exercise nook for the body, and a comfortable, adjacent family zone for the soul. Integrating a creative family zone is critical to ensure that the patient may have overnight visitors, able to control their daily routine. Sustainable materials, views to nature, energy efficient and controllable lighting ensure a healthy space for the mind, body, and soul. When all of these features are in harmony, the journey to success is achieved.

**the journey to research**

1. Distinct Zones (Atkinson 2011) It is critical to include distinct zones for each user. Hierarchically, families, patients, and staff have different preferences as described by Atkinson, “...patients want easy access, safety/security, privacy, accommodations for family, positive diversion/distraction, and the ability to see their providers,” whereas, “...caregivers want the ability to see the patient and have accessible supplies/equipment.” There are also “families who are demanding more and better amenities as newer facilities blur the boundary between hospital and hospitality environments.” By including a designated area for each zone equipped with integrated features, visual connectivity, and technology, each can have a positive experience.

2. Concierge Approach (Bromley, 2012) (“Design Recommendations,” 2014) Researching the “Anti-hospital” approach to design for health care spaces presents interesting precedents. It has been said that “Private patient rooms are a key feature of the design. Most patient rooms measure about 300 sq ft. The research concludes that the culture of care delivery is heading toward patient and family comfort. This “anti-hospital” design, keeping most mechanical and clinical equipment off-stage enhances the illusion for the patient.

3. Positive Distractions (Devlin, 2003) (“Design Recommendations,” 2014) Positive distractions integrated into the design are essential for the patient to almost “forget” where they are. As Ulrich decrees, “(1) nature elements such as trees, plants, and water; (2) happy, laughing, or caring human faces; and (2) benign animals such as pets” are essential for creating a positive space. It’s even stated that the views to nature reduce blood pressure and less anxiety- wonderful outcomes to a good design. Improving amenities and always including views to nature truly enhances the users experiences.

**the journey to success and sustainability**

- **mind**
  - Accessible entry for staff efficiency, direct visibility of patient from hall
  - Clinical zone adjacent to patient with integrated storage and cleanable surfaces

- **body**
  - Large ADA restroom, walk-in shower, accessible storage
  - Exercise and relaxation zone: Yoga, physical therapy, and simple equipment storage

- **soul**
  - Waiting Zone outside of patient room

**journey to the family - the soul**

- **mind**
  - Family and patient storage as well as entertainment system including TV: Hiding TV in storage allows for family time when necessary.

- **body**
  - Wardrobe: exposed storage and cleanable body surfaces
  - Integrating outlets mimic patient headwall with additional lighting and shading controls for family
  - Refrigerator, microwave, and other kitchen accessories in the health bar alleviate the family need to continue purchase cafeteria food.

- **soul**
  - Secondary guest area integrated with storage near window
  - Optional integrated privacy panel
  - Integrated education and health bar

- **journey to family**
  - The family journey- the family zone is critical to ensure that the family need to continue purchase cafeteria food.
  - The family zone need to control their daily routine.

- **mind**
  - Partition wall tucks into wall for family or patient privacy
  - Additional speakers and headphone outlet for TV integrated in wall, controlled by family or patient.

- **body**
  - Refrigerator, microwave, and other kitchen accessories in the health bar alleviate the family need to continue purchase cafeteria food.

- **soul**
  - Low-emitting, recycled flooring: Lighting controls; Direct views to nature and natural light

- **sustainability**
  - Continuous solid surface made for easy cleaning and infection control
  - Reed, bamboo, and other light sensitive plant growth for positive distractions

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journey to the patient

mind
Easily adjustable lighting for patient to control nightly tasks, as well as staff to have visibility without interrupting family members. Acoustical tile provides sound absorption to alleviate any clinical and mechanical sounds.

body
Closet storage as well as moveable panels provide integrated and flexible features for the patient and family. Families are able to sit at the window bench or pull up a chair and eat breakfast with the patient without the patient feeling too exposed.

mind
Storage for any and all patient needs may also be kept here. This zone is the true overlap of patient and family, providing efficiency for the family, yet is out of the way of the staff. This is critical for all guests to feel comfortable in the space.

body
As part of any journey to success, keeping healthy is key. While in the patient room, families may be educated about different recovery foods and prepare them or stock them in the Health Bar. Here, the family may also keep their own food, alleviating the need for them to leave and go to the cafeteria.

body
Using a continuous material provides infection control, better cleanability, and a physical connection to all spaces.

body
Using the same material on the floor, ceiling, and headwall provides the patient with a cozy space with a level of privacy. The patient is able to feel enclosed while the staff are still able to view them from the hall and clinical zone. The family is also able to view the patient without the patient feeling too exposed.

sustainability
There are few materials in the space, providing less opportunity for waste and shipments, each finish and material is low emitting and environmentally friendly, the patient and family have direct views to nature and are able to control lighting systems.

mind
Integrated patient storage, moveable television for indirect visual connection to family

mind
Outlets and headphone plugs located in headwall, as well as lighting controls with a variety of settings. Headphones connect directly to TV

body
Education and health bar, features simple cooking supplies for successful recovery

soul
Bedside bench with view to exterior

mind
Integrated and moveable entertainment and technology panel

body
Adjustable shades

mind
Movable computer screen connects to patient screen

body
Clinical space physically and visually connected to patient zone

body
Soft, easily cleanable vinyl flooring

sustainability
Acoustical ceiling with energy efficient lighting, low emitting vinyl flooring, direct access to nature and daylight, recycled and waste reduction materials and finishes, fewer materials and finishes for easy cleanability, lighting controls

1. Integrate sustainable materials and access to nature

2. Maximize comfort and efficiency for patients, staff, and family.

3. Provide opportunities to appease the mind, body, and soul of all users.