

FEATURED ARTICLE

A Dinner Conversation: Solving The Behavioral Health Design Gap



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ABOUT TANGRAM

Tangram is an innovator in the design and execution of highly creative interior environments and workspaces. The firm collaborates with clients as a creative partner to create and manage environments that enhance the client's brand and culture through the expert integration of technology, furniture, floor coverings and service solutions. It creates extraordinary value by providing a remarkable experience throughout each customer's life cycle of needs. A flagship dealer for Steelcase, Tangram also represents hundreds of other well-known leading brands.

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LETTER FROM THE EDITOR

The importance of our healthcare systems has never been more prominent than now. Over the past few years, we've seen ICU's fill with patients, healthcare staff working long hours to protect our loved ones, and technology innovating rapidly to provide telehealth to patients who were stuck at home. Today, we have the opportunity to reimagine our health experience for both patient and provider. How do we create environments that enable doctors and nurses to stay sharp and recharge, patient spaces that provide comfort, connection and healing, and environments for our families to be productive and comfortable?

Personally, visiting the doctor has always been an arduous task for me. But the availability of telehealth and the opportunity for one-on-one interaction with healthcare professionals—from primary care physicians to therapists—has been game changing for mine and my family's relationship with healthcare in general. I am tremendously excited to see how technology will continue to innovate in the space.

As our team began collecting content for this issue of Puzzle, we quickly realized the publication required both a collection of incredible products as well as leading research and innovation. We hope that the end result is a more empathetic, human-centric and holistic understanding of the healthcare space.

We are tremendously grateful for our healthcare clients and are excited to be a part of the future of healthcare design by keeping our focus on what's most important: the patients, providers, administrators and loved ones that fill the building.



Kellie Reed, Vice President, OC Sales + Healthcare







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Behavioral Health Spaces

The need for behavioral health environments is rising. Where the mental and physical used to be separate, now the medical community is making strides in realizing it's about the whole self. The mental and physical are equally important. That's driving this need to create spaces that recognize and serve that population, and the spectrum can be quite large. The built environment needs to support the staff to manage situations in a way that staff, the patient and family members can remain unharmed.

Part of the function of behavioral health spaces is to help people get to a better place therapeutically. That is why the furniture needs to reflect warmth, caring and concern. It needs to lack that stigma of institutionalism.



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BEHAVIORAL HEALTH

Design Tips for *Behavioral Health Spaces*

Design for physical safety

- Identify the risk levels for each type of space and make appropriate design choices
- Incorporate clear sightlines between patients and staff
- Select appropriate furnishings that may prevent self-harm
- Consider weight, cleanability and tamper- and puncture-resistant features

Balance needs for privacy, social interaction and safety

- Design spaces with privacy that also safeguard against self-harm
- Support the therapy of social interaction while balancing safety and needs for personal spaces in group settings

Design a welcoming environment that supports psychological safety

- Incorporate natural elements and biophilic materials and artwork that mimic or evoke the calming effects of nature
- Normalize the treatment experience to help restore patient dignity and self-respect

Offer choice and control where possible

- Incorporate options for where to sit and in what posture (e.g., upright, lounge, etc.)
- Allow patients safe control over their environment (e.g., personal selections for lighting and sound)
- Implement sensory rooms and de-escalation rooms – i.e., “safe spaces” to decompress and work out anxieties

Support positive distractions

- Embed movement into furniture (e.g., gliders, rockers, etc.)
- Provide patients with spaces to store personal items
- Incorporate soothing, tamper-resistant artwork
- Locate settings near natural light as much as possible
- Provide access to nature as appropriate (e.g., courtyards)

Remember: One size does not fit all

- Intentionally design for flexibility with versatile tables and modifiable furniture, or even whole rooms that can be converted to different uses
- Leveraging a universal design approach, include products that support a wide range of ages, sizes, abilities, mobilities and diagnoses

Support therapeutic interactions

- Create spaces that help patients and caregivers relate to each other
- Help clinicians convey respect, support and empathy
- Ensure visitors feel welcome in a safe environment



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SOLIS PATIENT ROOM



NORIX

DOUBLE ROOM





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PATIENT ROOM



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SEAL



Stance

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Stance
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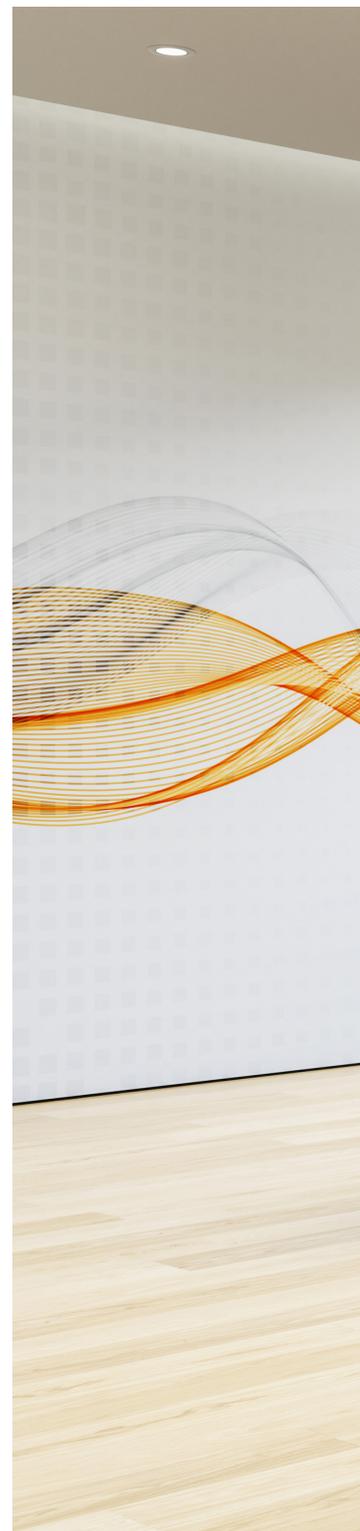
NORIX
ACTIVITY ROOM



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RYNO DINING



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FAERON WAITING AREA

A Dinner Conversation: *SOLVING THE BEHAVIORAL HEALTH DESIGN GAP*

—
By Kellie Reed, Tangram Vice President, OC Sales + Healthcare with
Anosha Zanjani, HDR, Behavioral Health Architectural Designer
Ferial Asadies, HDR, Health Market Leader, Southern California
Alison Birnie, Huntington Hospital, RN/Clinical Director for Trauma, Critical Care, Behavioral Health
Dr. Sonya Lozowski MD, Tangram Interiors, Chairman

Years ago, before the COVID-19 pandemic, a family member of mine had to drive 350 miles from home to access a mental health facility because there wasn't a local one willing to accept them. At the time, no one in my life wanted to discuss this systemic failure or my family member's health.

If there was any silver lining to the COVID-19 pandemic, it's that the stigma surrounding mental health challenges began to loosen its grip. Many struggled with mental illness during the pandemic, and now, the conversation about mental health is actively encouraged. The former "secret" has become something to address head-on.

In my role at Tangram Interiors, my team and I devote ourselves to creating spaces. For the healthcare industry, this means our work is grounded in compassion to help ensure environments that are welcoming, inclusive, and comforting to all who interact with them. For each project, we rely on research and results to create healing spaces, such as waiting spaces and patient, exam, and virtual care rooms that are safe, sustainable, flexible, and purposeful.

Ten years ago, Tangram had only three manufacturers supplying it with furniture, lighting and fixture options for behavioral health environments. Today, we have more than 10 – a direct result of increased demand from healthcare facilities and hospitals. Those facilities are responding to the increased number of individuals struggling with mental health who are willing to get help.

One of our suppliers, Steelcase, recently noted that "numbers have been climbing, year after year, for the past decade – and (have) accelerated since the onset of the pandemic. The need for behavioral health environments is rising, taxing hospitals and treatment facilities, which need more personnel and spaces designed to better support the needs of patients and reduce triggers for stress, fear and anxiety."

I recently met with four incredible colleagues over dinner – strong leaders in the medical, behavioral health and architecture fields – and the conversation turned to this very topic. Throughout the evening, we realized that each of us had been not only professionally – but personally – affected by the need for better-quality facilities and good design to support mental health and wellness today.

The following article pulls some of the most important concepts from our conversation about the urgent need for thoughtful design in behavioral health spaces.

Contributing to the conversation were:

Anosha Zanjani: Behavioral Health Architectural Designer, HDR

Ferial Asadies: Health Market Leader, Southern California, HDR

Alison Birnie: RN/Clinical Director for Trauma, Critical Care, Behavioral Health Programs, Huntington Hospital; and Dr. Sonya Lozowski: Internist and Chair of Tangram Interiors







An issue of equity

Fortunately, because of the behavioral health awakening in this country, the government is allocating more funding to behavioral health programs and spaces than ever before. But foundational problems exist that require more than money.

As the pandemic exacerbated rates of depression and substance abuse, it became clear that equitable access to behavioral health is essential to overall public health and wellbeing. The pandemic especially highlighted access discrepancies in marginalized communities, communities of color, low-income communities, and individuals with pre-existing mental health conditions.

What causes the disparities? Numerous reasons include personal finances, stigma, discrimination, lack of cultural competence and care, transportation and language barriers, and a persistent lack of trust in the healthcare system, due to systemic issues. With so many barriers at play, many mental health issues go untreated, impacting the quality of life for those who suffer, and, ultimately, the broader community.

"The barrier is connecting the patient with the care – that's where there are inequalities. We simply are not getting the people in the door," remarked Dr. Lozowski. "Many inner cities and underprivileged areas are able to provide the care, and yet, patients are not coming. Often it's because they don't know what care is available to them nor how to access it."

She believes another foundational piece of the problem is the lack of providers. "While networks may be in place, there is a shortage of physicians, social workers, psychiatrists and caregivers to meet community needs.

Without people to deliver the care, success is difficult," she remarked.

Today, in an attempt to solve for the shortage of providers, medical communities are encouraging more people with mental health concerns to visit their primary care practitioner. This means family doctors, pediatricians, nurse practitioners, physician assistants, and internists are being educated to recognize and address mental health issues without consulting a psychiatrist. Such a comprehensive approach can certainly reach more patients, but it means that good communication across the entire spectrum of providers is more critical than ever before.

Engaging the community

Another important means of solving the behavioral health challenge is fostering community participation in building and designing solutions.

"I was recently approached by another architect who was working on an amazing community outreach project to provide maternal mental and behavioral health services," said Ferial. "She had attended my talks on Shaping the Future of Behavioral Health: Uniting Voices for Transformative Care and asked if I would connect her to Huntington Hospital, since the hospital offers a unique maternal mental health program."

"She was right in her approach. It's important to look at the community connection, the continuum of care, and the services the hospital is providing. At the moment, in most places, there is a large disconnect."

In this case, it took one caring architect to connect a

community organization and a hospital – both of which were offering the same things. But what if she hadn't?

In another example, it took a nonprofit organization to connect the dots. Alison sits on the board of the National Health Foundation (NHF), a nonprofit organization with a mission to offer recuperative care to the homeless, mental health patients, and elderly homeless mental health patients.

Taking the mental health disparity matter into their own hands, NHF recently went into the community and contracted with Motel 6 to secure 20 beds. Now, they are creating a relationship with local hospitals so released patients can go to the motel instead of the street. In addition, they are providing wrap-around services. In part, the project is possible because the city has awarded NHF money to help renovate.

"It's a relationship that pulls on the strengths of a community nonprofit, the hospital, and city government," said Alison.

"Public-private partnerships like this are essential in addressing the continuum of care, because they bring together important resources, expertise and perspectives," said Anosha. "Government agencies and nonprofits provide funding, regulatory oversight, and policy development expertise, while private entities, such as a healthcare provider, can contribute technology and innovation and fund services that would otherwise be beyond budget."

Beyond "getting things done," involving the community in designing buildings and spaces means we can better understand the traumas that prevail in the community and design with sensitivity to those experiences. One of Tangram's goals is to ensure that healthcare facilities

reflect the diverse perspectives of patients and promote ownership and pride. To this end, input from families, patients, mental health professionals, community leaders, and advocacy groups is important. For example, Tangram recently included the Inuit community in the design of a facility in Alaska, incorporating their cultural beliefs in the build. Everyone was involved.

Incredible community synergy is something that I've witnessed personally on more than one project, and I sincerely wish there were more collaborations. It's miraculous to see projects with such support come together.

Need for a staff oasis

Over the course of the evening, we all agreed that patients need better care and that communities have a large hole to patch when it comes to better facilities and better partnerships. Our conversation then turned to a long-ignored and recently distressing topic – the mental health of those providing the services.

According to a Cleveland Clinic Journal of Medicine article, medical staff burnout had reached 40% in 2020. Nurses everywhere saw their volume of patients double and many have since quit. Sadly, the suicide rate amongst physicians and other healthcare staff has gone up as well. It's an enormous issue.

"There's a misconception that the mental health stigma is less pronounced in psychiatric settings," said Anosha, who recently co-authored an article on the topic for Psychiatric Times called Mental Health Stigma for Providers: A Hidden Challenge Among Us. "That's actually not true. Research shows that stigma among mental health providers and professionals is



just as pronounced and poses a risk to health care and accessibility. And this includes physicians and psychologists – they all struggle with mental health issues, and the rates are even higher than the general population.”

“I can tell you from the in-patient clinical perspective,” said Alison, “one of our nurses lost all of her patients in one day during COVID. When events like that happen, it would be ideal to have a space in which to decompress. At our hospital, we’ve tried to take spaces and create respite rooms, as we are calling them. It’s an enormous need.”

But many hospital campuses consist of a conglomeration of buildings, often built in different decades. At the time of construction, little thought was given to the staff’s mental health needs, aside from a table, chairs and lockers in a small lunch room. Today, it is obvious that a lunch room is not a place of healing and relaxation, and Tangram is both witnessing and partaking in a significant shift towards greater daylight and outdoor access for both patients and staff.

“We are lucky enough to live in California, where we have access to such spaces 90% of the time, and we should be taking advantage of it,” said Alison.

Tangram is also designing quiet rooms for staff – places of respite where individuals can take their time, be alone, meditate, and collect their thoughts.

“For a long time we’ve tried to promote such initiatives, but healthcare hospital facilities in California are expensive and research on patient needs is what usually helps to bring awareness and secure funding,” said Ferial. “A recent hospital project I directed in San Diego actually invested in creating an outdoor garden solely for staff, which I thought was really nice, and they are finding donors who want to fund the healing space.”

Considerations for behavioral health spaces

Building these supportive spaces for patients and staff is no small feat, and there are many considerations, including natural light, comfortable and flexible workstations, quiet areas for work and reflection, and access to outdoor space. Circadian lighting can also make a dramatic difference, and the privacy and confidentiality of both the staff and patients is essential. Noise, acoustics, and healthy nutritional options are other key considerations, as are opportunities for physical activity and movement within the facility. Add to the list ergonomics, water and air quality.

“In addition, we need to design spaces with cross-generations, ethnic backgrounds, and cultures in mind,” said Ferial.

“And take into account different religions and their needs, which may mean incorporating a prayer rug or kneelers, for example, in a respite room,” said Dr. Lozowski. “Spaces need to be very creative and accommodating, and right now, they are mostly stark, cold and foreboding. Much work is required to change patient spaces into family-friendly environments.”

Staff safety is another big priority – especially in mental health facilities.

“It’s a matter of trying to find the balance between the staff’s safety concerns and the patient’s need to not feel overly controlled,” explained Anosha.

In the facility design process, Tangram is careful to always involve the staff, discussing their needs as much as the patient’s needs. Those are critical conversations. The challenge sometimes is that the spaces for behavioral health usually have limited budgets, which can limit creativity, flexible design, and a choice of nice finishes. And that’s something that also needs to change.

“One of the main reasons I switched careers into architecture from mental health is that I feel that the built environment plays such a big role in the solution,” said Anosha. “Design has been an afterthought for a very long time.”

An eye towards the future

At Tangram, it’s our job to provide excellent foresight, creating with a mind towards the future. This means considering flexible spaces that anticipate how demographics will change, how technology – including VR and AI – will advance, as well as upcoming shifts in therapeutic practices and treatment modalities. Spaces must be adaptable and responsive to change, without being cost-prohibitive, and we must involve more parties around the design table.

While we did not solve the behavioral health design challenge over dinner, the conversation Anosha, Ferial, Alison, Dr. Lozowski and I had was critical. I encourage all readers of this article, as well as all leaders whose fields even tangentially touch the behavioral health space, to bring these topics up with friends and colleagues, in staff meetings, and over dinner. In fact, it will take many more disciplines than the ones I’ve just mentioned to fill in the gaps and evolve our behavioral health environments. As leaders at all levels, we are in a privileged spot to affect change and improve the mental health of our communities.

At Tangram, we welcome further dialog as we lock arms together toward a more equitable, community-oriented, holistic, and staff-supportive vision of behavioral health.



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Waiting Area

Healthcare experiences are made up of more than moments of care—they also include the time spent in transition between those moments. And these transitional spaces where patients and their families wait are often uncomfortable and unappealing, increasing feelings of stress and negative mindsets.

Transition spaces offer a significant opportunity for improving the healthcare experience. By providing more choices and supporting a range of postures and activities—conversations, information sharing, getting work done, resting and relaxing, or using personal devices to stay connected with the outside world—waiting spaces should be adaptable and productive environments that provide better healthcare experiences.



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LUCAS CHAIR, MESA LOUNGE



WAITING AREA

Design Tips for *Waiting Areas*

Create Inviting Spaces That Reduce Stress

- Provide comfortable settings and hosting amenities, including a space for items such as bags, personal devices or beverages.
- Accommodate people's preferences for varying levels of noise and other stimuli, creating quiet zones where people can retreat from sources of noise.
- Create conversation areas where families can be together without the distraction of strangers.
- Incorporate soothing materials, textures, colors, lighting and views.

Provide for Productive Transitions

- Provide a range of settings appropriate for varying activities and durations
- Balance organizational needs for seating density with people's desires for diverse settings and various levels of privacy while they wait.
- Provide seating with clear sightlines to doorways, clinician entrances and information desks.

- Use modular furniture to divide the floor plate into smaller settings that support a range of activities.
- Select furniture that supports activities and postures appropriate for the duration of the wait: work settings, lounge options, caf. tables, etc., for longer waits.
- Optimize the real estate with flexible spaces that can accommodate after-hours learning sessions, health-related support groups, etc.

Leverage Technology

- Include well-placed wall monitors to display information about the organization, health-related information and/or waiting updates.
- Provide media settings for self-directed or group learning.
- Support use of personal devices with easy access to power throughout the space.
- Anticipate new and emerging technologies with an adaptive infrastructure.




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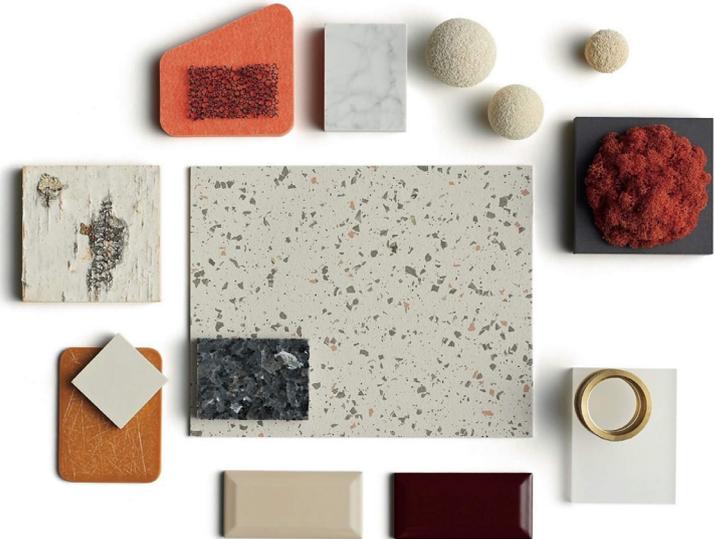


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Exam Room

Exam rooms today require a new type of experience — one that builds on doctor-patient-family member collaboration. Innovative exam and consultation spaces effectively allow clinicians to engage with patients (in person and from a distance) by considering changing user needs, increased family involvement and evolving technology.



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VERGE STOOL*



EXAM ROOM

Design Tips for *Exam Rooms*

Design Exam Rooms for Multiple Activities

- Wherever appropriate, replace exam tables with recliners so that patients and care team members can be eye-to-eye, enhancing communication.
- Provide adequate space and comfortable seating so that family members can feel welcomed and be included in the exam.
- Create a collaboration zone with same-level seating and equal access to digital and analog information.
- Provide compact surfaces for patient and family members' notepads and pens, mobile technologies, and/or personal items.
- Support videoconferencing with specialists or family members who can't be physically present.
- Include a work setting for scribes and other participants in the healthcare team.

Optimize Spatial Efficiency + Hygiene

- Zone the exam area so clinicians can easily arrange and use their equipment and tools.
- Choose storage that minimizes visual clutter while keeping frequently used items in easy reach.

- Leverage vertical planes for information displays and technology hosting.
- Place handwashing opportunities in direct visual relationship with the exam room entrance(s).
- Select surfaces and furnishings that can be quickly and easily cleaned between patients.
- Build in flexibility with demountable walls and modular furniture to support evolving technology.

Provide for Participants' Emotional Needs + Comfort

- Include storage for patients' clothing and personal items.
- Ease transition times with positive distractions by providing monitors for viewing.
- Provide visible access to basic hospitality items for patients and family members: power, tissues, etc.
- Select mobile seating for the care team so they can fluidly move close to patients and family for meaningful conversations.
- Preserve information privacy with acoustic integrity.
- Anticipate new and emerging technologies with an adaptive infrastructure.



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CONVEY

Clinician Respite

Leading organizations recognize that clinician wellbeing depends on having the right work practices and strongly committed leadership that puts a priority on providing the necessary infrastructure and resources to steer their culture in a new, healthier direction.

One breakthrough opportunity that's finally gaining traction is recognizing healthcare workers' need for on-the-job respite — communicating that taking a break is not only acceptable, it's actually important and expected.

Transforming make-do, run-of-the-mill breakrooms into thoughtfully designed respite spaces takes that message beyond words, making it tangible and much more achievable.

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WORKLIFE DTLA WELLNESS ROOM



TAKING CARE OF HEALTHCARE WORKERS

How on-the-job respite improves clinician wellbeing and ROI.

Steelcase Research

It's a troubling paradox: The wellbeing of healthcare workers — whose jobs are centered on taking good care of others — is all too often overlooked in their own work environments.

Compared to people in other professions, those who work in healthcare disproportionately experience exhaustion, dissatisfaction, depression and burnout. In addition to the stressors of work that's physically, emotionally and mentally demanding, in recent years there's been the added challenge of adapting to new procedures and requirements, notably the changeover to electronic medical records and regulatory changes.

There's widespread awareness that the wellbeing of many healthcare workers is impaired, and strong momentum is building among their employers to make changes that can build a new culture of wellbeing within their organizations.

Some organizations already have a head start. Beginning in 2014, the healthcare profession actively addressed clinician wellbeing as the Quadruple Aim began to replace the widely recognized Triple Aim framework. This happened in response to a mounting realization that the original three aims — enhancing the patient experience, reducing costs and improving population health — simply couldn't be achieved without also improving the work life of healthcare workers.

Setting New Priorities

So far, as healthcare organizations have begun to address the issue of staff wellbeing, "a lot of emphasis has been placed on the individual — more education and training, developing more resilience skills," reports Smith. "And, certainly, that's part of the answer."

However, placing too much responsibility on the individual for their personal wellbeing — essentially telling them to "go fix yourself" — is simplistic, and can even be off-putting, says Smith.

"In reality, clinician wellbeing is multifactorial. One well documented factor contributing to clinician burnout is the need for leadership to understand and appreciate the clinician experience," explains Starnier. Yes, wellbeing involves personal resilience. But leading organizations recognize that it also depends on having

the right work practices and strongly committed leadership that puts a priority on providing the necessary infrastructure and resources to steer their culture in a new, healthier direction.

One breakthrough opportunity that's finally gaining traction is recognizing healthcare workers' need for on-the-job respite — communicating that taking a break is not only acceptable, it's actually important and expected.

Transforming make-do, run-of-the-mill breakrooms into thoughtfully designed respite spaces takes that message beyond words, making it tangible and much more achievable. "Space is a way to demonstrate respect," Smith emphasizes. "An inviting, accessible respite space that meets a range of clinicians' needs sends a message that we value you and want to make sure that you are able to function at your very best."



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Hiring Costs

Burned out clinicians are twice as likely to leave their organization—costing between \$500,000 and \$1,000,000 to hire a replacement.



Turnover

37% of RNs are ready to change jobs after one year.



Burnout

Over half of physicians report at least one symptom of burnout—a 10% increase over the past three years.



*Shanafelt, T. D., Hasan, O., Dyrbye, L. N., Sinsky, C. A., Satele, D., Sloan, J., & West, C. P. (2015). Changes in Burnout and Satisfaction With Work-Life Balance in Physicians and the General US Working Population Between 2011 and 2014. *Mayo Clinic Proceedings*, 90(12), 1600–1613.

Designing for Respite

Whether you're adapting an existing space or creating a brand-new respite setting, consider these design principles to ensure you're providing a space that offers the affordances that healthcare workers really want and need.

Safety

Always an important consideration, has become a #1 concern as a result of COVID-19. In the near term, respite spaces may require new cleaning protocols, limiting the number of people who can be there at the same time, rearranging or removing furniture, or even adding separation screens. The addition of advanced air filtration can help reduce risk and make staff feel safe without being totally encapsulated in personal protective equipment during their break.

Flexibility

Is important because needs can change quickly. A break may start as a solitary moment, but the space should be able to easily morph to support spontaneous collaboration or socializing — and vice versa. Flexible zoning along with easy-to-move screens and furniture ensures a layout that can accommodate a range of activities and needs. Flexibility also means providing options that can be modified by the user, for example recliners and seating with ergonomic adjustments.

Biophilia

An evidence-based way to reduce stress and promote a sense of comfort and calm. Adjustable lighting, nature-inspired art, colors and motifs, and sound-dampening "white noise" are all experiential elements that can satisfy people's innate need for contact with nature. If possible, exposure to natural light and outdoor views is ideal.

Proximity

A powerful determinant of whether or not a clinician team will consider a respite space "theirs" and, correspondingly, if it actually gets used. Ideally, every unit should have

its own respite space, preferably near to where staff is working but out of the patient and family footpath to maximize opportunities for rejuvenation. In addition, consider ways to create settings for micro breaks within work settings, such as a shielded enclave adjacent to the nurse station.

The ROIs of Wellbeing

More than ever, healthcare is a profession of overburdening demands that take extreme human tolls—physically, mentally and emotionally. In today's environment, attracting and retaining staff has become a major challenge as dissatisfaction and burnout collide with an aging-out workforce, creating serious shortages that threaten an organization's ability to deliver optimal patient care.

Turnover carries substantial expense to health care organizations. For example, according to leading physician wellbeing researchers, the cost to replace a physician is 2 to 3 times their annual salary due to the direct costs of recruitment, as well as lost revenue during recruitment, onboarding and the time it takes for a new physician to reach optimal efficiency.*

Yes, addressing such threats requires investments, ranging from short-term improvements to longer-term solutions such as adding a chief wellbeing officer to the C-suite to tackle challenges systemically. However, investments offer substantial returns. For example, according to one calculation, assuming a 20% reduction in risk of physician burnout, investments in interventions could conservatively offer a 12.5% ROI.**

**Shanafelt, T. D., Goh, J., & Sinsky, C. A. (2017). *The Business Case for Investing in Physician Well-being*. *JAMA Internal Medicine*, 177(12), 1826–1832. <http://doi.org/10.1001/jamainternmed.2017.4340>

Putting a new priority on healthcare workers' need for respite by providing appealing, thoughtful settings where it can occur is one of many steps healthcare organizations can take now to meet their benchmarks by improving the work lives of those who deliver care.

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“Space is a way to demonstrate respect. An inviting, accessible respite space that meets a range of clinicians’ needs sends a message that we value you and want to make sure that you are able to function at your very best.”

Patient Room

Welcoming patient rooms provide a hosted environment that considers the fundamental needs of friends and family members and helps them partner with clinicians. When families are invited to move beyond a visitor role, and participate in care as they are able, their involvement can lead to better patient health, higher customer satisfaction and improved outcomes.



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CONVEY



PATIENT ROOM

Meeting Family Needs in the *Patient Room*

Promoting Family Involvement

Family members need an intuitive, welcoming and hosted environment to support fundamental needs (such as their activities of daily living) as well as an environment that helps cue behaviors that help the care partner to productively partner with clinicians.

Socializing

Creating an environment where social needs are met and encouraged shows a commitment to the well-being of both the patient and the family member.

Eating

Family members have a place for their meals and drinks, and the sliding swivel table can be positioned for a shared meal with the patient seated at the in-room recliner.

Sleeping + Resting

When it's time for resting, high-recline arms, ambient light and a full sleeper enable comfortable rejuvenation and sleeping postures.

Teaching + Learning

Patient-visitor-clinician interactions are better supported when there's a place for conversation and companionship.



WIELAND
COVE RECLINER



Steelcase®
SURROUND



plural:

ROCHESTER





WIELAND
SOUL SOFA, SOUL MATE





WIELAND
SOUL SOFA, SOUL MATE



interwoven
BEHNTI



carolina
an OFS company
SAVEN, SENSO





carolina
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RETROSPECT SLEEPOVER SOFA



interwoven
EZZERI



krug
AMELIO





CAMA FAMILY CHAISE SLEEPER



Lab Space

Combining multiple studies ranging from epidemiological research to clinical care, the health industry plays a key part in our society. Symbiote products add easily cleanable and chemical resistant stations to assist in health research and testing.



LAB SPACE

SYMBIOTE

CHOC LAB





SYMBIOTE

Children's Health of Orange County or CHOC is a pediatric healthcare system based in Orange County, California.

When CHOC's flagship Orange campus relocated their pharmacy to a new location, they engaged clia ARCHITECTS. Because they wanted a single partner that they could use for both dependable lab and office furniture, Tangram was brought onto the project to provide a wide range of products from Steelcase and Symbiote. Symbiote has been creating innovative lab spaces for 40 years, with solutions for all lab types and sizes. Therefore, they were an ideal partner for Tangram and for CHOC's new pharmacy space.

Benefits of Symbiote lab solutions include:

- Durable frames and surfaces for guaranteed quality through years of vigorous use
- Wide variety of surface materials and finishes available for meeting safety and sanitization expectations
- Complete cabinet and lab accessories catalog to fully furnish your space with all the



