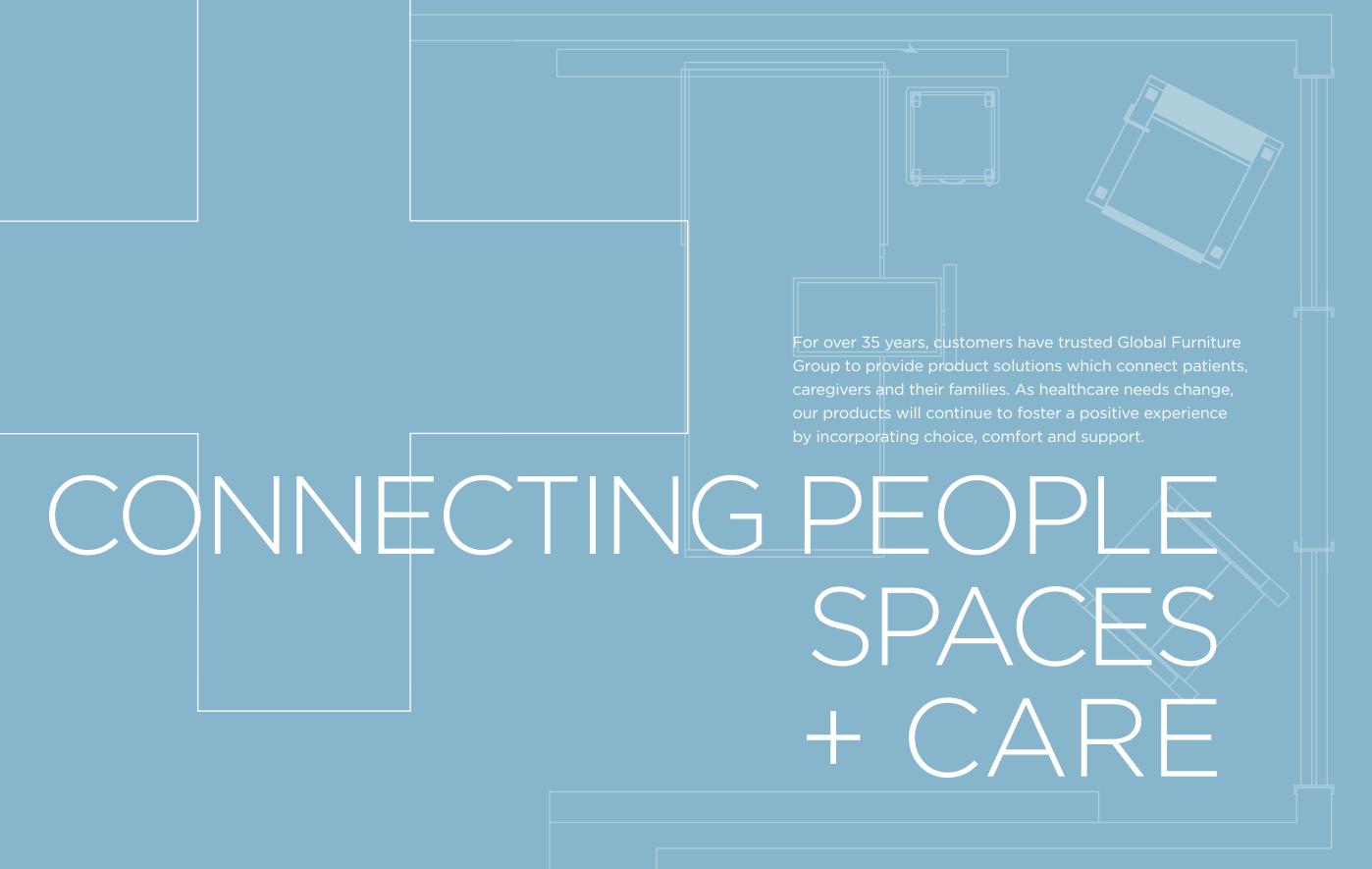




community patient caregiver





Community spaces play an essential role in shaping the experience within healthcare environments. Designed to encourage connection and offer choice, these spaces comfortably support individuals, families or small groups over long or short-term visits.



Public spaces like lobbies make up only

2%

of total space within a hospital, yet designing them with a human-centered approach can yield tremendous impact on the healthcare experience





A patient's experience with the

registration process

sets the tone for their entire healthcare journey²

outpatient settings[®]







50%

of Americans surveyed have tried some form of alternative medicine such as herbal remedies, acupuncture or chiropractic treatment²⁵



40%

Nearly 40% of physicians are more likely to refer patients to non-hospital locations for procedures and surgeries⁶







Emergency departments serve as

the entry point

into healthcare for many Americans who have nowhere else to go³





Millennials can comfortably wait for half an hour if they have access to amenities like

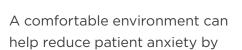
cafés,
power
& Wi-Fi



O Waiting rooms experience some of the

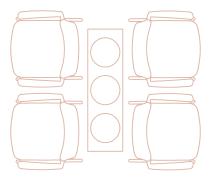
highest traffic





2.8 times

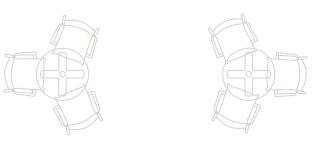




Connection to the

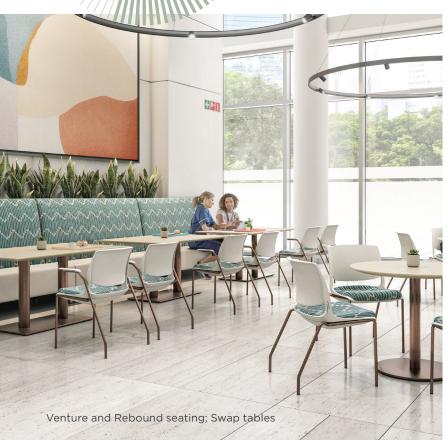
natural environment

creates positive health outcomes for all hospital users



62%

of hospitals surveyed offer cooking demos, nutrition-education programs or other community engagement services¹⁰







Patient spaces serve
multiple functions in today's
healthcare environments, not
only providing space for safe
delivery of clinical services,
but facilitating consultation,
learning and sharing. These
spaces empower patients, while
supporting their individual needs
for comfort dignity and care.

Well-designed hospital environments can reduce patients' anxiety and stress, accelerate recovery, shorten hospitalizations, reduce medication use, lessen pain and promote

a sense of well-being









To balance operating efficiency with patient satisfaction, the optimal utilization rate for an exam room is

80-89% occupancy¹⁸

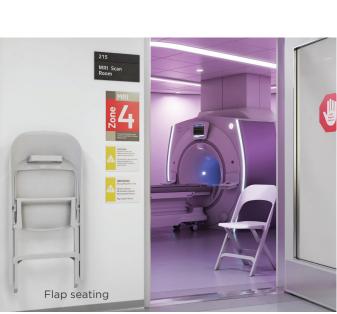


On average US women stay in the hospital for two days after childbirth

Creating patient spaces that offer a sense of

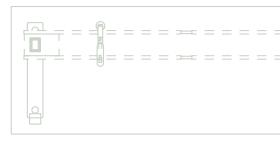
comfort, safety & control

are key to providing an elevated healthcare experience









Collaboration across hospitals improved

the quality of care

and reduced complications, hospital readmissions, costs of care and death¹⁴

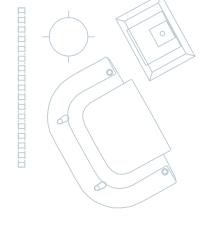






Caregiver spaces support the critical role of the healthcare team. Enhancing workflow and engagement, these spaces accommodate a range of tasks including administrative, focused work, peer-to-peer collaboration and patient and family consultation. Creating a positive and supportive work environment enhances the caregiver's health and wellbeing.





1 in 3

physicians is experiencing burnout at any given time¹⁶

60%

reduction in staff stress after 15 minutes in a respite room¹⁸





spent annually on administrative healthcare costs represents 15%-20% of the total national healthcare spend in the US¹⁹



mental health services

were received by 26.5 million people in the US in the past year





growth in telehealth services in the US over the past 5 years²¹







In the US, there are 1,000 teaching hospitals offering



state-of-the-art research and highly specialized clinical care²³



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