

Architecture
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Australia
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DESIGN MATTERS FOR NURSES

Main Reception

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HASSELL

A hospital is a workplace, and as with all workplaces people are a hospital's greatest asset

Without appropriately skilled and dedicated staff, a hospital cannot provide care for those who depend on it



Fiona Stanley Hospital, Perth, Australia

The nurse shortage

The current and projected global shortage of nurses will be a persistent problem for many hospitals.



In 2016, the UK will have a shortage of **47,000 nurses**

92% of acute hospitals have daily shortages of nurses

In 2016, Australia will have a shortage of **13,000 nurses**

By 2025, this could be **109,000** or 27% of the workforce



Source:
Health Workforce Australia 2012,
NHS 2015, Centre for Workplace
Intelligence 2013

The nurse shortage

Demonstrating how highly a hospital values its staff plays a major role in motivating, retaining and attracting staff



Penrith Health Campus Redevelopment, Sydney, Australia

How can design help?

**What role does hospital
workplace design play in
the attraction and retention
of nurses?**



THE UNIVERSITY OF
MELBOURNE



Australian Government
Department of Industry

HASSELL

What did we find?

- 1. DESIGN DOES MATTER**
- 2. NURSES NEED TO FEEL VALUED**
- 3. HOSPITALS CAN LEARN FROM OTHER SECTORS**

What did we find?

1. DESIGN DOES MATTER

**Workplace design factors that affect
nurses in their daily tasks:**

- _Space to work, learn and rest**
- _Proximity to storage, patients and staff**
- _Indoor environment quality**

Space to work, learn and rest

“You will retain nurses if the patients are comfortable, happy and easier to nurse.”



Gold Coast University Hospital, Southport, Australia
HASSELL

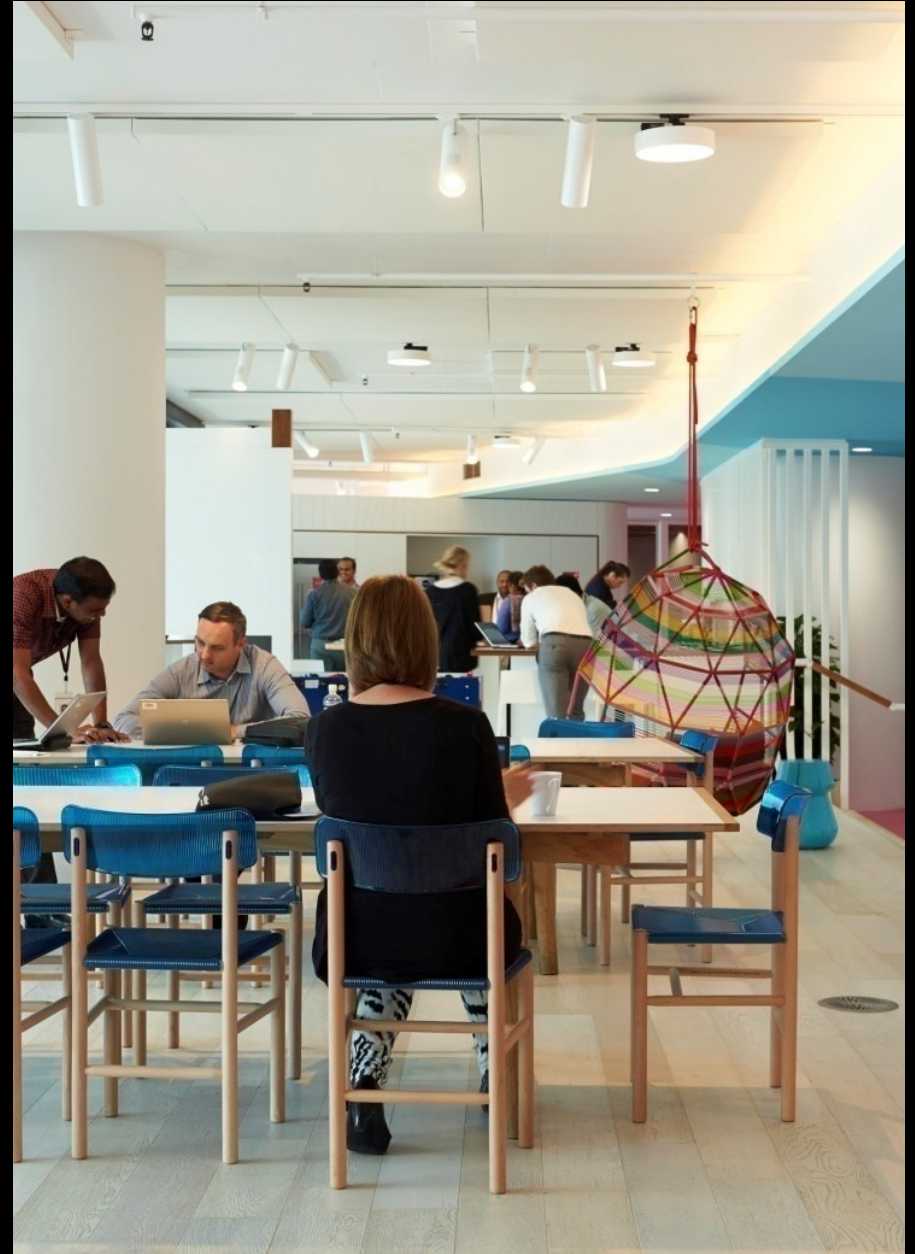
Space to work, learn and rest

“There’s not a designated teaching space so we use our staff room.”



Spaces to work, learn and rest

“We haven’t got any special area to go for a break. The girls just have to sit on the desk sometimes.”



Proximity to storage,
patients and staff

“In my department we have no
storage for equipment at all.”



Proximity to storage,
patients and staff

“Storage by the bedside would save
nurses’ time going to get things then
coming back to the patient.”



Proximity to storage,
patients and staff

“We can only see one bed from the
nurse’s station. That’s it - just one bed.”



Indoor environment quality

“We have a brand new space which has been a big attractor for staff.”



Midland Hospital, Perth, Australia
HASSELL

Indoor environment quality
_Attraction versus retention

“I certainly applied for a job based on environment.. It wasn't the only factor, but it definitely was a contributing factor”

CLINICS



Western Australian Comprehensive Cancer Care Centre
HASSELL

What did we find?

2. NURSES NEED TO FEEL VALUED

_ Symbolism

_ Effective workplace design

_ Involvement in the design process

“I wouldn’t have a ferret in a box without a window, so why would you have an employee in a box without a window?”

Nurse focus group participant

Nurses need to feel valued

“It is really critical that patients and staff have access to natural light.”



Western Australian Comprehensive Cancer Care Centre
HASSELL

Nurses need to feel valued

“When it first opened, they took me to the staff area, and it was absolutely massive... A lot of the staff said that for the first time they actually felt valued because they’d been given this area.”



Critical Treatment Hospital, Hampshire, UK
HASSELL and Stride Treglown

Nurses need to feel valued

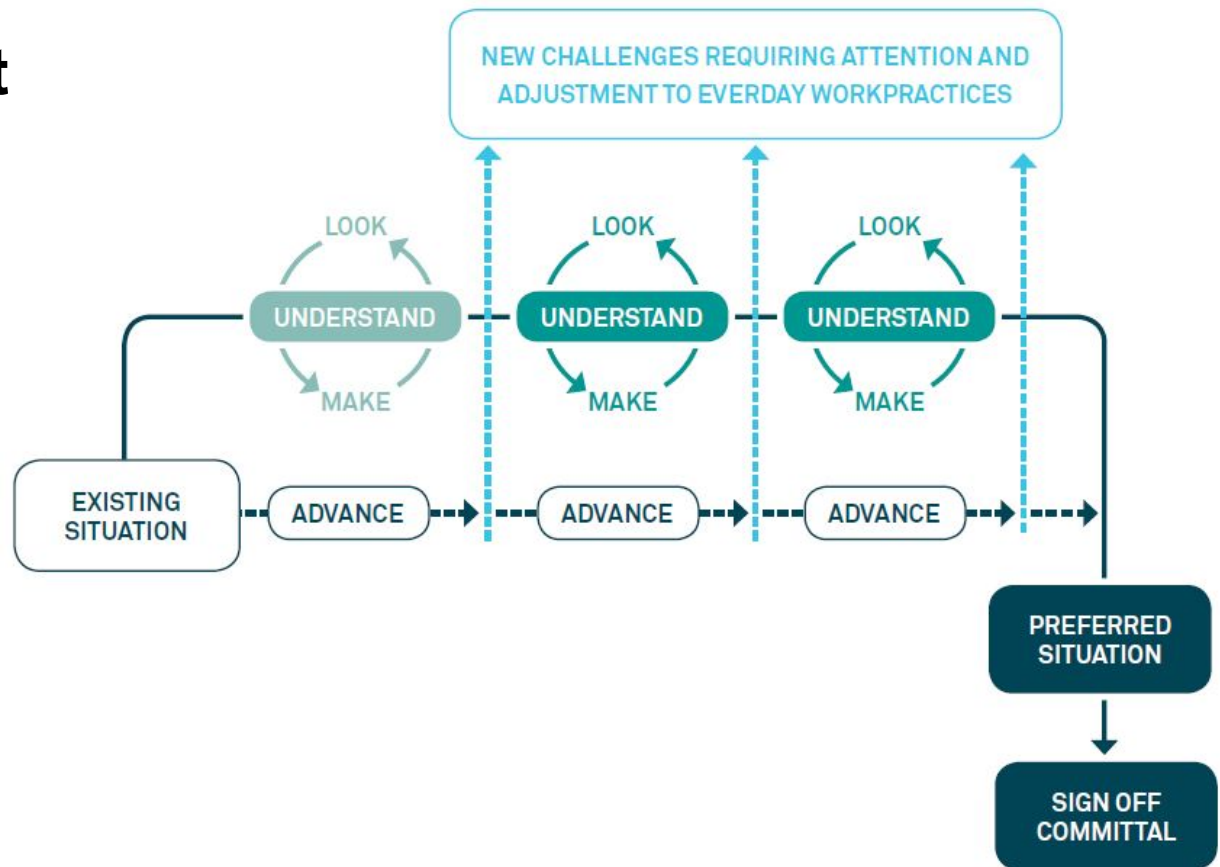
“We need personal space, debriefing space to acknowledge that staff matter.”



Westpac Kogarah, Sydney, Australia
HASSELL

Involvement in the design process

Strong organisational culture coupled with good design will produce the best outcomes.



**Involvement in the
design process**

**“It is very hard for nurses to read
architectural plans. That’s why we did
a lot of mock-ups.”**



Mock-up for Critical Treatment Hospital Hampshire, UK
HASSELL and Stride Treglown

**Involvement in the
design process**

“The hospital went into their basement with cardboard and paper and fitted out the environment and we worked in it for a while. They actually changed the configuration of the birthing suites.”



Mock-up for Addenbrookes Hospital

What did we find?

3. HOSPITALS CAN LEARN FROM OTHER SECTORS

- _ Commercial workplace**
- _ Tertiary education spaces**

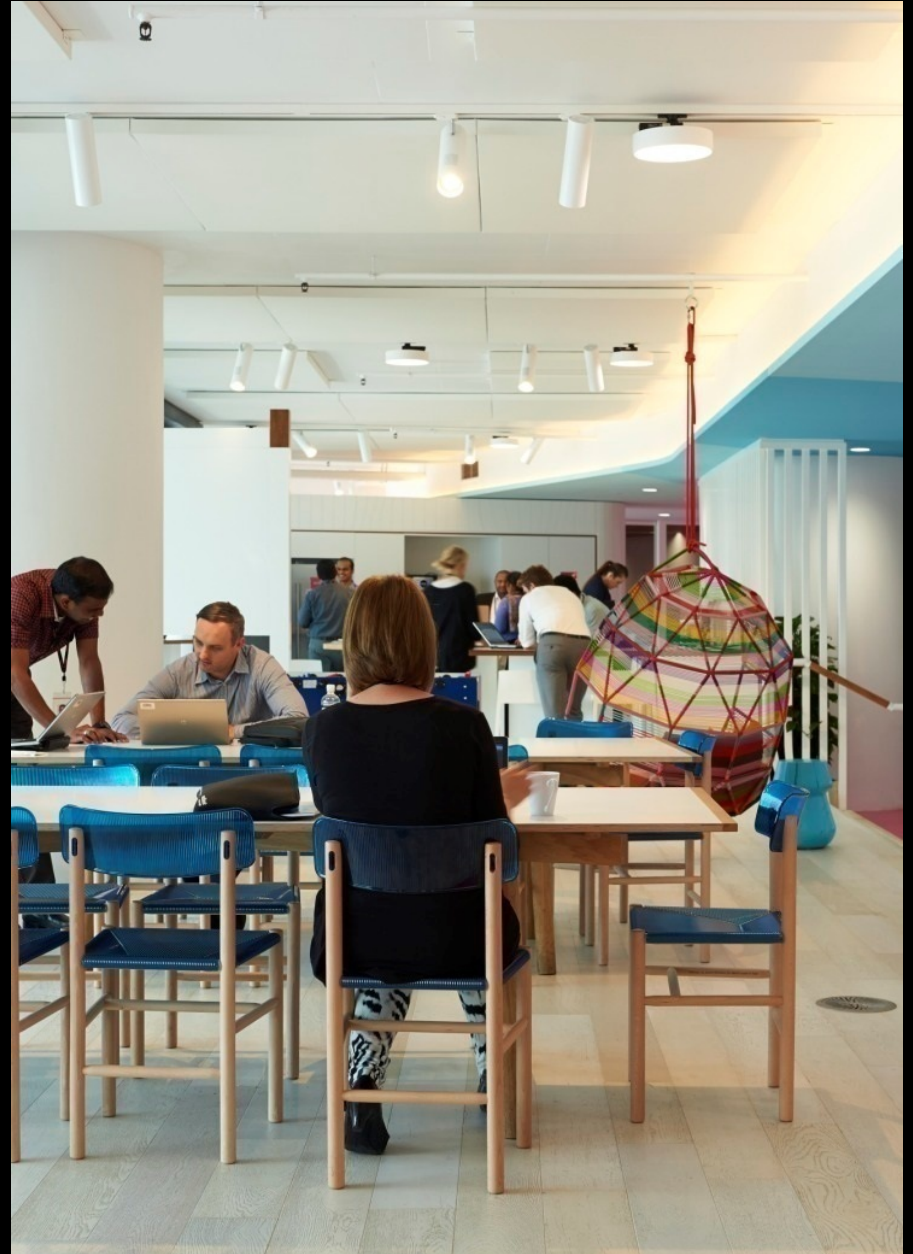
Learning from other sectors

“I would love to see spaces available in the local areas (of the wards) to provide and deliver education.”



Learning from other sectors

“Having a staff tea room is of huge value and it’s something we haven’t got in most areas... What the hospital tells us is that it will just not fund tea room facilities.”



In conclusion

We discovered two separate but related issues that effect how nurses feel about their workplace

**_ Functional design and,
_ Symbolic expression of the value of nurses**

In conclusion

The **three design features that matter most to nurses**
in their daily tasks

_ **Space to work, learn and rest**

_ **Proximity to staff, patients and equipment**

_ **Indoor environmental quality**

In conclusion

Attraction factors generally relate to the appearance of the workplace

whilst

Retention factors relate to how design supports efficiency and effectiveness

In conclusion

An **inclusive design process** demonstrates that staff views are valued

A strong organisational culture will contribute to the **effectiveness** and **longevity** of the workplace design, and to a **happy and sustainable** nursing workforce.

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