

A photograph of a modern psychiatric care environment. In the foreground, there is a ping pong table on wheels. To the left, there are two beanbag chairs, one green and one yellow. The background shows a hallway with a person walking, and the walls are decorated with vertical wooden slats and yellow rectangular panels. The ceiling has recessed square lights.

# Collaboration to improve the psychiatric care environment in Sweden

Jos Stuyfzand, Philips Healthcare Transformation Services



We strive to make the world  
healthier and more sustainable  
through innovation

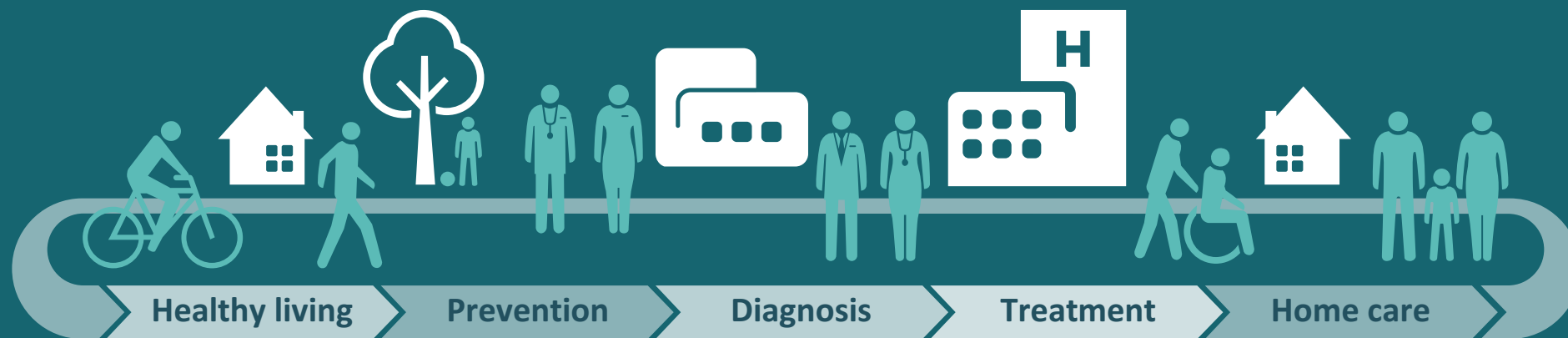
We're aiming to **improve the lives** of

**3 billion**

people a year

by 2025

# We seek to address people's health needs along the **health continuum**



Connected care and health informatics











**+1500 installations worldwide**

# Future trends in healthcare...

## Digitization



## Future-proofing



## New collaboration models



## Consumerization



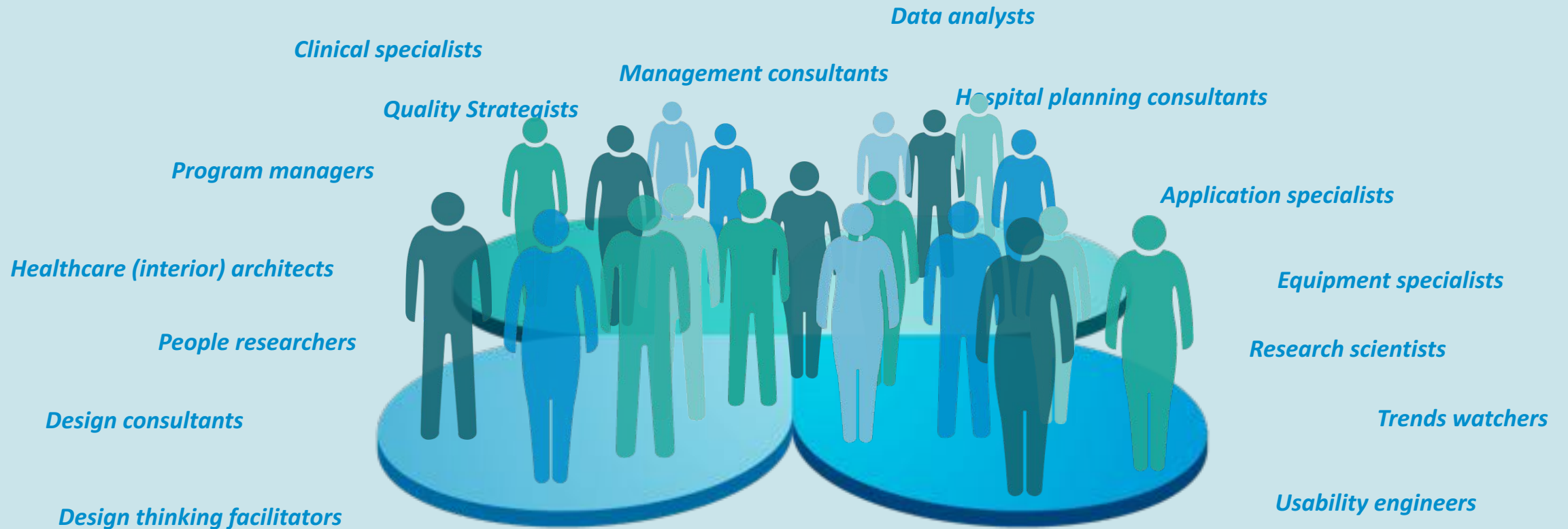
The paradigm shift ...

## Re-thinking healthcare experiences outside-in





# The team



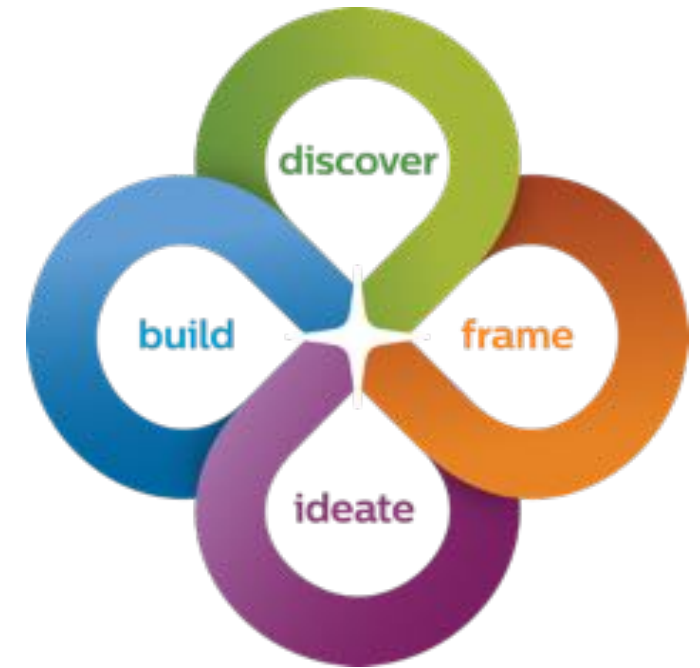
We offer a combination of innovative, efficient capabilities with **experts** who can **help you meet the challenges of a rapidly changing healthcare landscape**

# The approach

Our **integrated approach** fosters **excellence across all aspects of care:** Clinical, Operational, Technological and Experiential



# Co-creation





# Challenge

The psychiatric ward 2 in the University Hospital of Umeå was facing numerous challenges. The ward originally built in the 1970's was outdated and in need of a transformation to meet today's standards. As part of a Pilot project Philips was asked to help the Västerbotten county council with the transformation project by rethinking and re-designing the healthcare experience in psychiatric ward 2.

Location: Umeå, Sweden

Size: 800m<sup>2</sup> (redesign & renovation)

Planning: completed, June 2017



## Background

The psychiatric ward 2 in Umea is a closed psychiatric unit which treats psychosis patients. These patients are diagnosed with various psychiatric diseases like severe depression or personality disorders. The ward consists of 13 beds with a maximum capacity up to 21 beds.





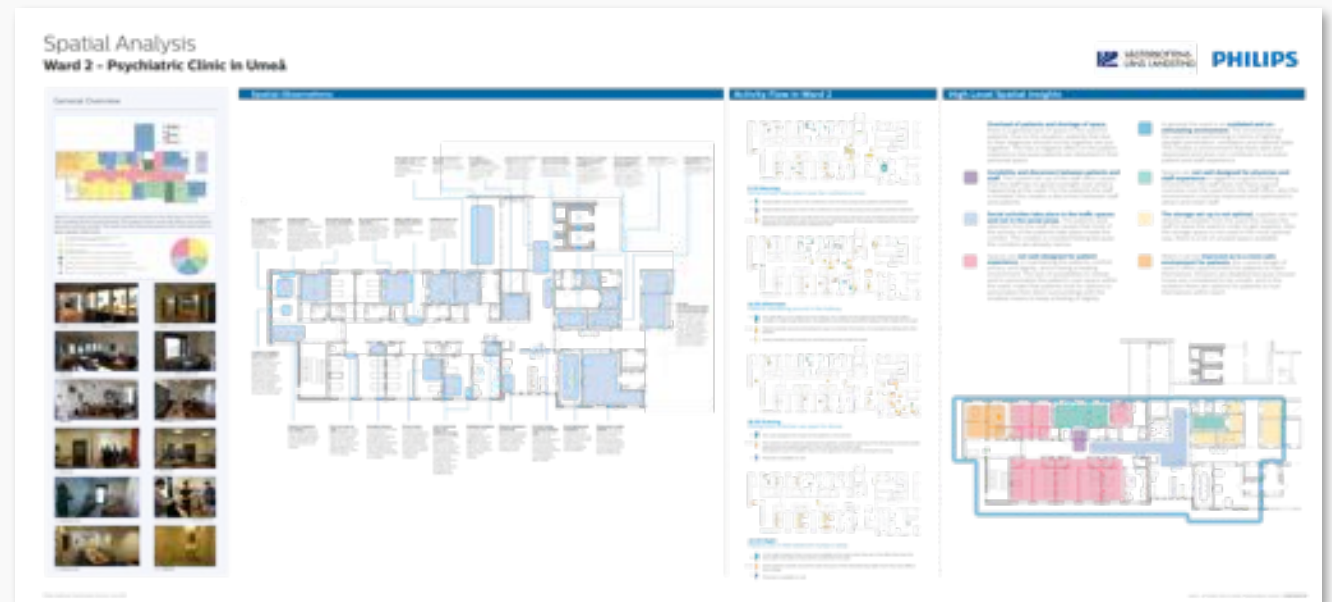
# Approach

In the process of coming to the design of the ward we start from a human centric approach. Human centric means that you that the experience of patients and staff as starting point. We start by getting a deep understanding of what is happening in side the ward, afterwards we validate our understanding with the people involved. Then we co-create together with the staff and patients to develop a design and solutions that can improve the care experience. We develop the design and validate at each stage this together with the stakeholders involved.



# Analysis

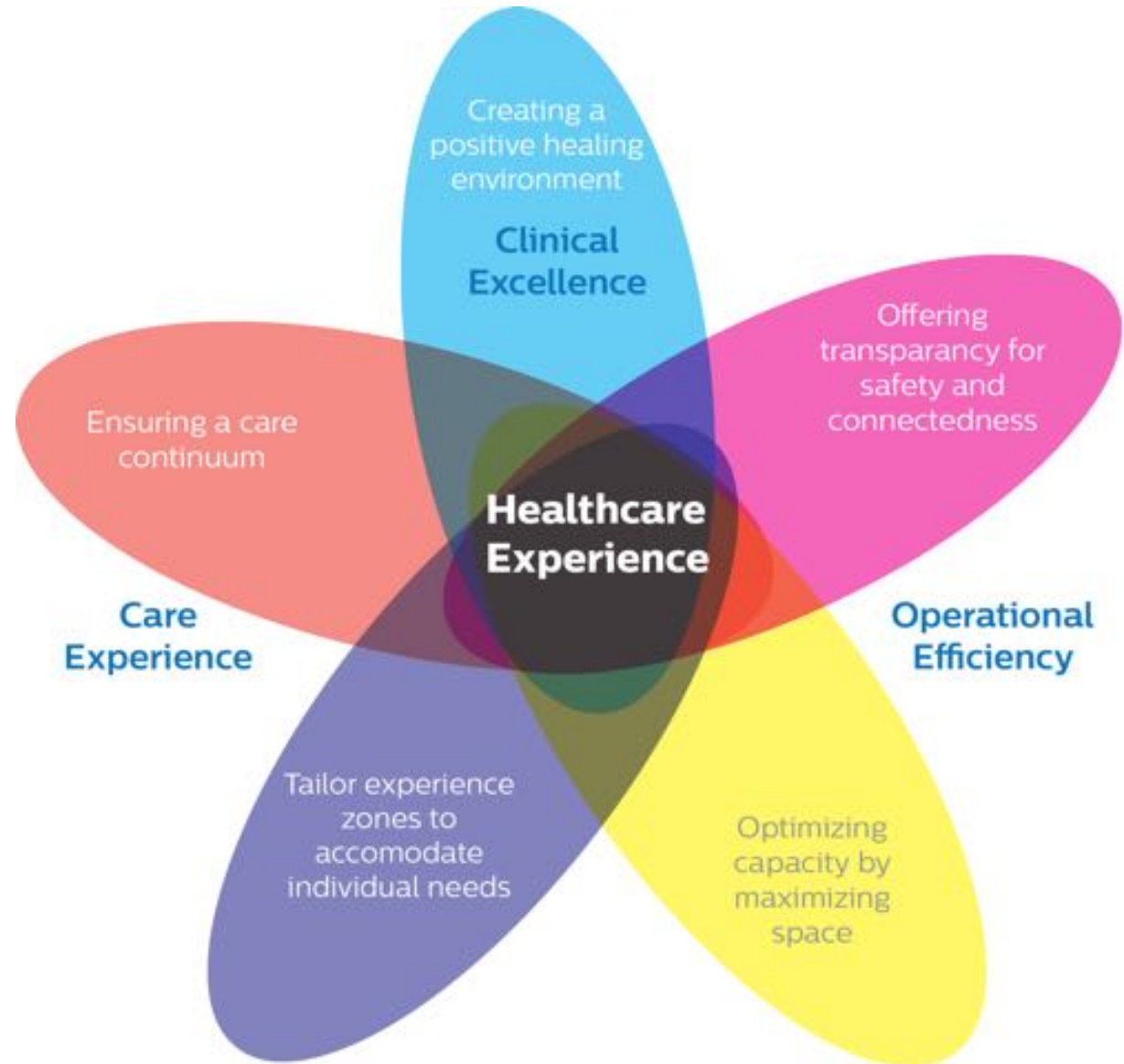
In the analysis phase 50 stakeholders were interviewed, observations on the ward were done, roleplaying was performed and a deep data analysis was executed. This provided substantial data for the experience flow study, which focused on the whole care journey of the psychiatric patient.



# Vision

On basis of a thorough analysis we developed a vision on the transformation of the psychiatric ward, this vision was based on 5 pillars.

- Creating a positive healing environment
- Offering transparency for safety and connectedness:
- Optimizing capacity by maximizing space
- Tailor experience zones to accommodate individual needs
- Ensuring a care continuum





# Future Experience

The vision was the basis for the future experience journey, this future experience is the ideal patient journey and explored several service concepts and environmental touchpoints along the care journey of the psychiatric patient.

# Design

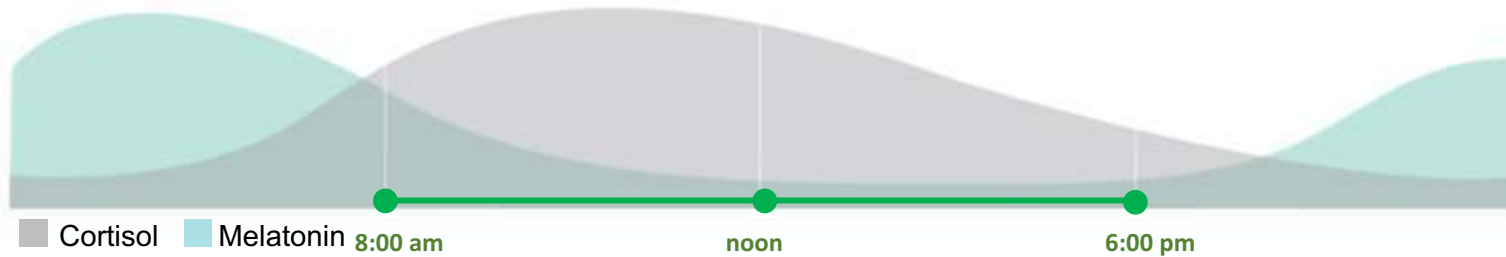
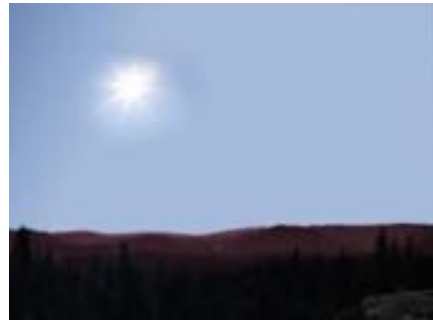
The Future experience was the starting point for optimizing and refining the floorplan and making sure all needs of patients and staff were accommodated. The floorplan together with the future experience journey was the basis for the interior design and change management plan of the ward.



## Experience touchpoints

- A** Arrival **Entrance**
- B** Intake **Intake room**
- C** Looking around **General Areas**
- D** Retreat in your own room **Patient room**
- E** Being active and creative **Activity room**
- F** Eating together **Dining area**
- G** Relaxing in a quiet setting **Relax living room**
- H** Separate when needed **Isolation area**
- I** Retreat in your own environment **Comfort room**





## Influence of light on experience

Light has a big impact on the experience and behavior of people. It influences the way we perform, are we energetic, do we see clearly. It also influences are emotion and well being. But foremost light has a biological impact and influences our ability to concentrate, our mood and our sleep.



## Circadian light system

In order to create a positive effect on the day and night rhythm of psychiatric patients . We introduce the circadian light system. The light system mimics the natural day and night rhythm through artificial lighting within the wards. By for example giving a boost of 1000 lux in the morning and slowly set the light to warmer colors in the evening.



Arrival



Intake and Consult



General areas





Relax living room



Dining area



Activity area





Patient room





Room 12

Separation area



Comfort room

## Outcome

Based on three months of usage the following observations have been done by the staff of the ward:

- Patients are calmer in general, due to more spaces for privacy.
- The calm room is used by 1 or 2 patients a day.
- With full occupation (18 patients), patients do not feel that the ward is overcrowded due to the open layout.
- Patients are very pleased with the new environment and activities.



*“The staff thinks the new ward is fantastic. It is an energy boost to come to work”*

*Ann Larsson, Head of Ward 2*





Thank you!

Please meet us also at poster gallery

**P47 - How design can be a tool for healing**

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