

# St. Thomas' Emergency Collaborative Art Program



Giving patients the “looked-after” effect

**Art in Site**

# ADP Architect's Map of The Emergency Department



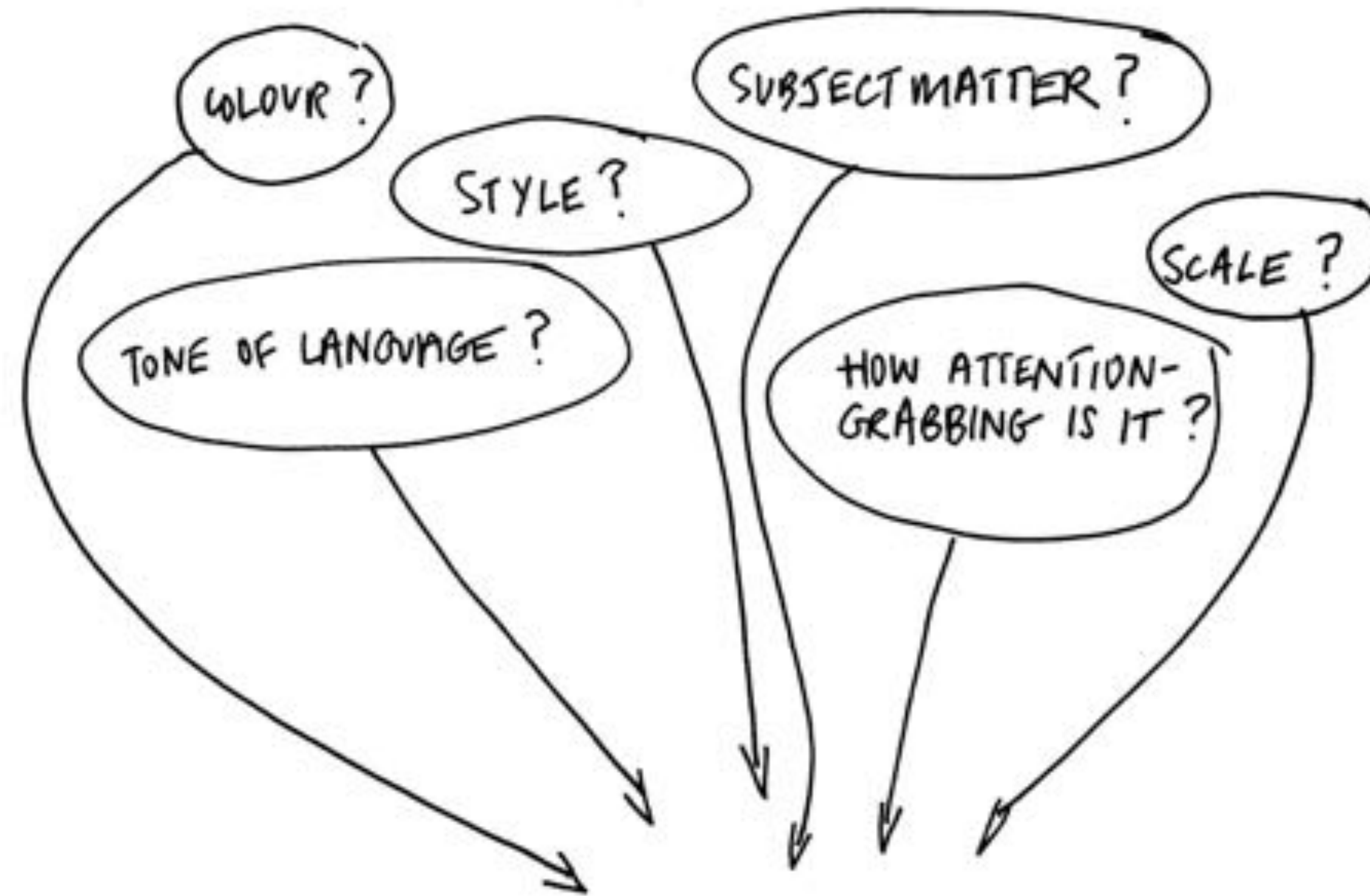
# The Looked After Effect



# An Organising Principle



Investigating the organising principle.



The "Looked-after" effect.

Investigating the organising principle.



The Design Council's Reducing Violence and aggression in A&E

# Investigating the organising principle.



# Investigating the organising principle.

## Psychological study

Dr Mercedes Freedman graduated as a teacher of English in South America before going on to study at Birkbeck College, London University, where she obtained her BSc and PhD in Psychology. Subsequently she lectured at London Metropolitan University for 16 years on cognitive and developmental psychology, neuropsychology. She is now doing research on individual differences and art preferences. In addition, having collaborated with Artinsite, she would like to research the benefits to well-being of good design and artwork.

### Research as a springboard for design

THE EMERGENCY CARE PATHWAY (ECP)  
This report focuses on factors to consider in selecting the most appropriate artwork for the Emergency Care Pathway (ECP), St. Thomas' and Guy's Hospital's Emergency Department (ED)/Accident & Emergency (A&E). The ECP refers to the "journey through ED/A&E", from arrival to either discharge after been seen to in ED or to admittance to hospital for further care. Two main points are taken into account: what patients expect and addressing what patients expect. This encompasses a whole range of issues, discussed here through the use of different disciplines such as medicine, psychology, art. Artinsite believes that the patient will benefit the most when contributions from different disciplines are taken into consideration.

### What Patients Expect

A review of the scientific literature on EDs shows that what patients expect is consistent across studies, even when these are carried out in different countries, mainly UK, USA and Australia. This is not surprising since these three countries have a similar standard of living and expectations. The point still applies, however, given that this consistency is evident across a very large number of studies.

For example, Naim, Whotton, Marshal, Roberts and Swann (2004) identify from several studies the following factors of concern: long waiting times, poor communication, poor quality of care and poor quality of the environment. Interestingly, these factors can all lead to dissatisfaction, even when the patient is in great pain and sees the pain as something that needs to be accepted. A further review of the literature by Gordon, Sheppard and Anaf (2010) concludes that competence and proficiency are key factors in gaining the patient's trust and in

reducing his/her anxiety. One way in which patients expect staff to show competence is in a proper explanation of reasons for admission to hospital, as well as any follow-up instructions. When this happens, satisfaction ratings of the ED goes up. One issue arising from these reviews is that there are not sufficient studies that address these expectations.

### Addressing What Patients Expect

Overall, it seems that anxiety is exacerbated by concern about two main points: lack of information and long waiting times. Evidently, Artinsite cannot control the latter, which is clearly dependent on what happens at ED on the day. Neither can it control the former in relation to each individual patient. However, it can contribute to designing artwork that takes into account a variety of elements to project a concept of an emergency pathway that is caring. This caring approach is based on understanding why, how and what to do to guide the

patients through ED in the best possible way. Emphasis is therefore given to such issues as providing general information about how the ED operates, including information about the different sections in ED and about what steps need to be followed from arrival to discharge, as well as the possible reasons for delays.

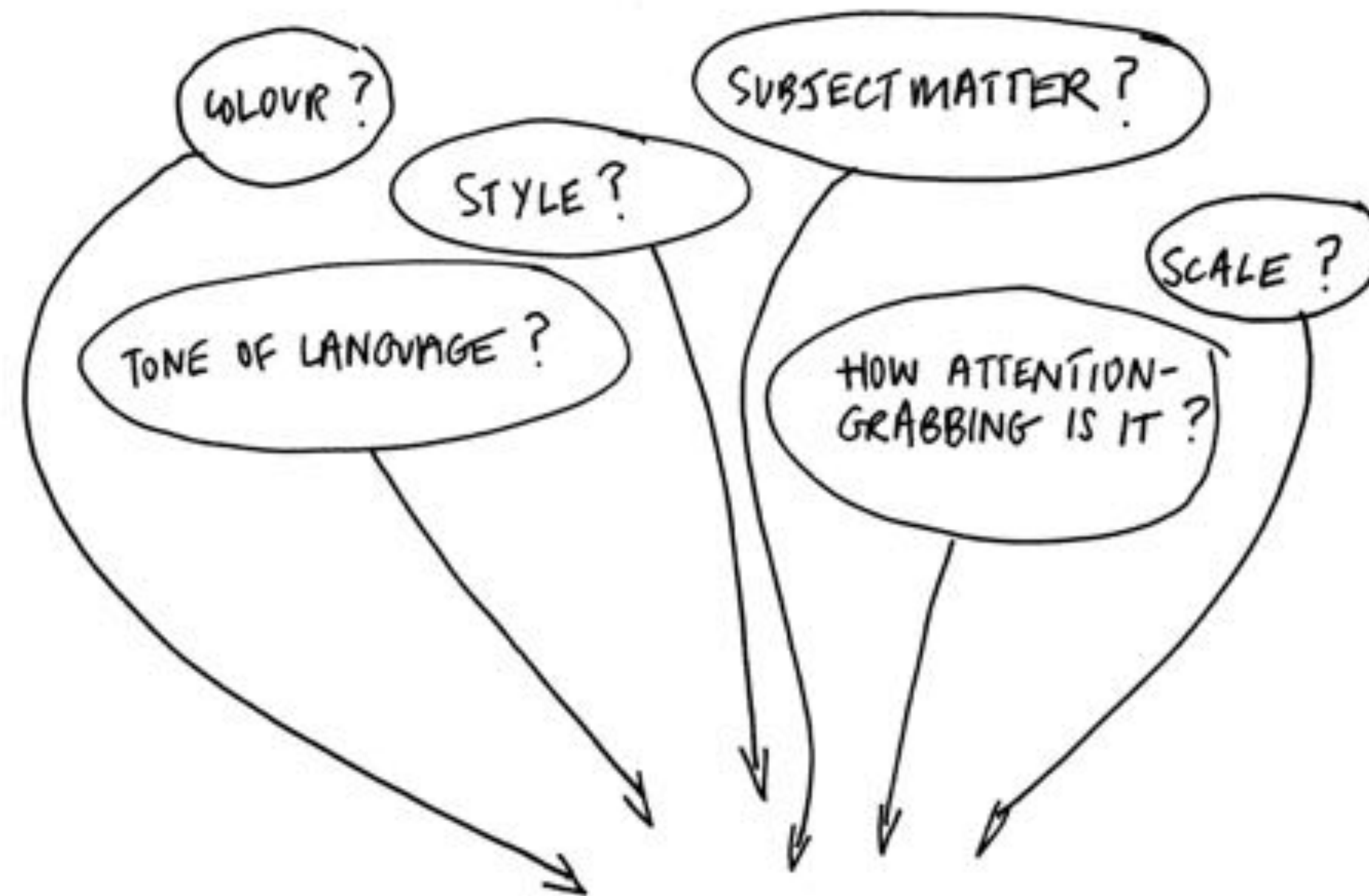


Investigating the organising principle.



Patients feel less anxious if they understand where they are, and have a clear idea of what they are going to experience.

## The final organising principle.



Patients feel less anxious if they understand where they are, and have a clear idea of what they are going to experience.

## Selecting the artist with key stakeholders and users




Varham Muratyan was selected from a shortlist in a workshop session with senior clinical staff, hospital patient governors, and members of the patient advisory user group.

## Selecting the artist with key stakeholders and users



# Selecting the artist with key stakeholders and users


**Vikram Murthy**  
Artwork in the Emergency Floor at St Thomas' Hospital



**Messages to Vikram and comments on his work**

- Vibrant work, make it relevant to the context
- Concise images would work well for both images and wards
- Close communication and multiple proof stages would be vital as the work must have longevity
- Very bold and very straightforward, everyone will be happy to look at this work
- The finest and most sophisticated artists. Make sure the images used for the work communicate to the audience
- Nice and beautiful decoration but there is nothing to link the pictures to the hospital environment
- Obviously functionality is important but it gets to the point of where you need to go beyond that and Vikram seems like the most likely artists to be able to do that.
- Difficult to see how this would translate within the ED environment given the examples provided by the artist. Its distracting in that the images do not reflect the staff or people that work in this service but it looks like art you would have at home which has little impact.
- The art is beautiful but he hasn't responded to the brief so difficult to score highly

	Patient Average	Staff Average	Overall Average
Initial response to how well the artist's style could work in the ED	3.5	2.9	3.2
Rate how work communicates and explains process of key stages in journey within ED (scale 1 (lowest) to 5 (highest))	3.8	1.8	2.8
Rate how work makes each space distinct (scale 1 (lowest) to 5 (highest))	4.1	2.7	3.4
Rate how work helps to orientate patients (scale 1 (lowest) to 5 (highest))	3.0	1.8	2.6
Rate how work emphasises human kindness of care in ED environment (scale 1 (lowest) to 5 (highest))	3.0	2.3	2.9
Rate how work is welcoming as well as informative (scale 1 (lowest) to 5 (highest))	4.0	2.2	3.1
Overall rating of work in hospital and meeting the brief (scale 1 (lowest) to 5 (highest))	4.0	2.4	3.2
Average score for artist	3.8	2.3	3.1
Task 1 first preferences (1 point each)	2.0	6.0	
Task 1 second preferences (0.5 point each)	0.5	0.5	
Total task 1 score	2.5	6.5	4
TOTAL/10 (Average score = task 1 score)			7.1

Guick and St Thomas' 

Ongoing patient feedback on direction and artist selection

## Outcomes from the artist's dialogues with clinicians and users



# Outcomes from the artist's dialogues with clinicians and users



Majors  
Waiting  
Area



Urgent  
Care  
21



Urgent  
Care Wait



Registration



Resuscitation



X-Ray  
Waiting  
Area



Welcome  
to the  
Emergency  
Department









Emergency  
X-ray  
Reception

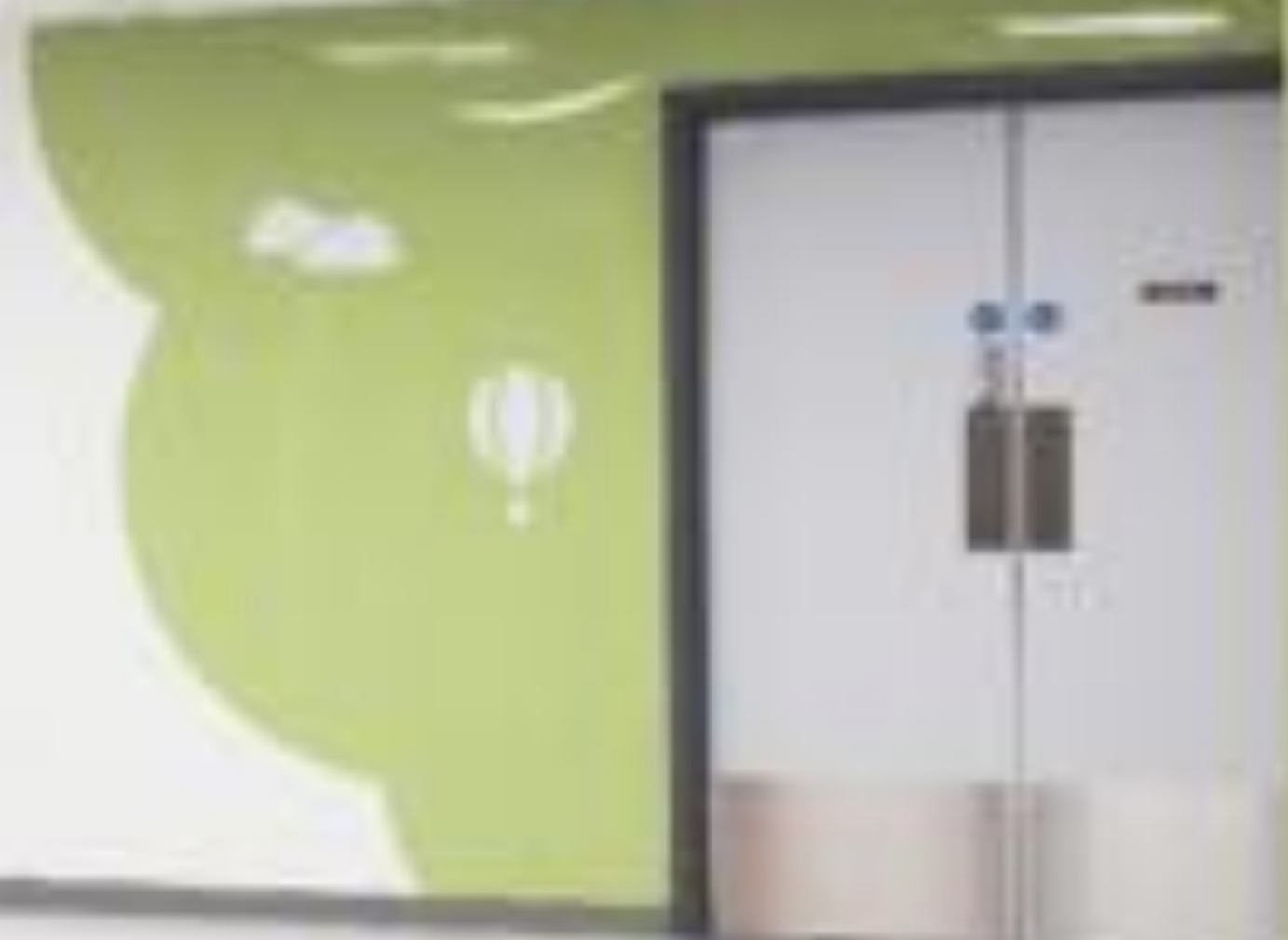
Emergency  
X-ray





Resuscitation

← Resuscitation

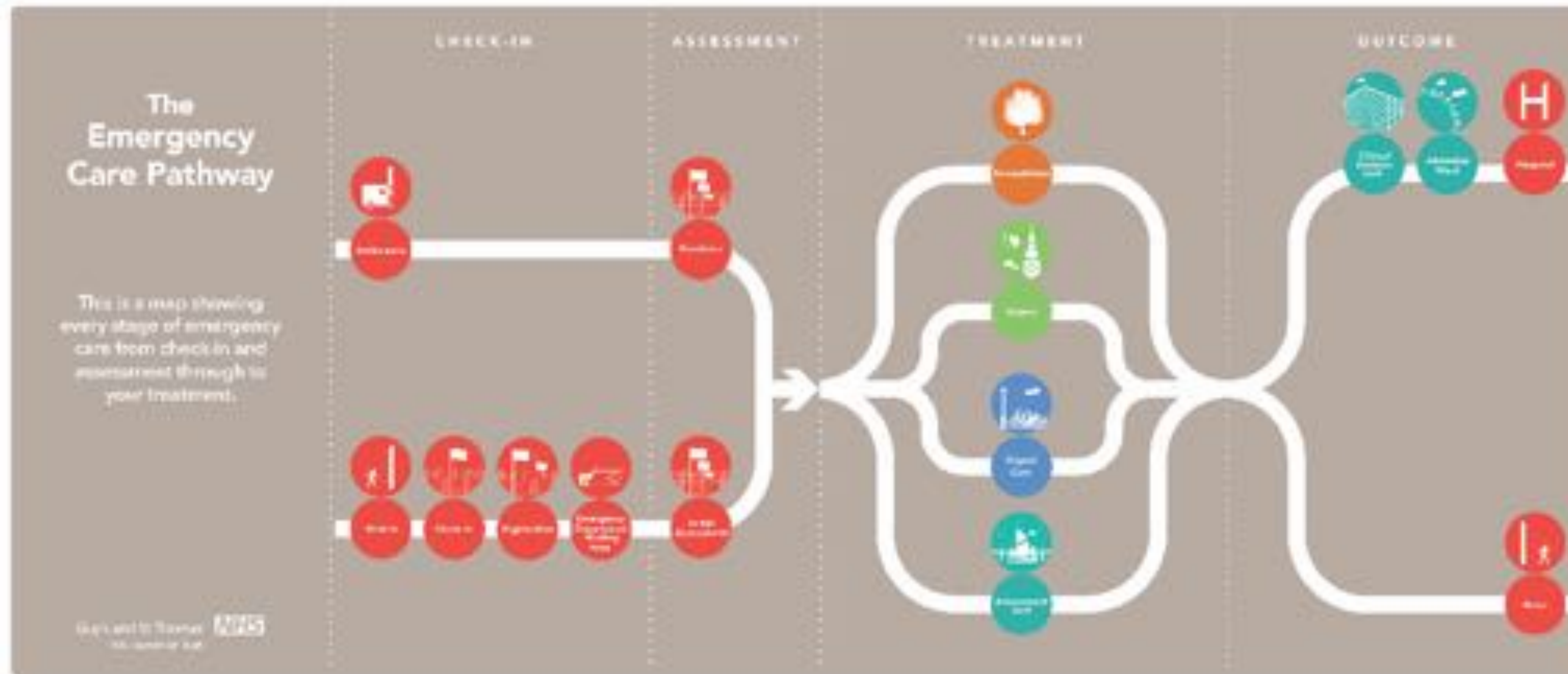


Two parts to the organising principle.



A clearly readable environment, and clear, simple communication

# Helping patients to create a positive schema.



## ASSESSMENT



## TREATMENT



## OUTCOME





Werkzaamheid en  
productiviteit

Deze werkhouding  
is een combinatie van  
efficiëntie en creativiteit.  
Het is belangrijk om  
te weten dat er geen  
eenvoudige oplossing is  
voor deze problemen.

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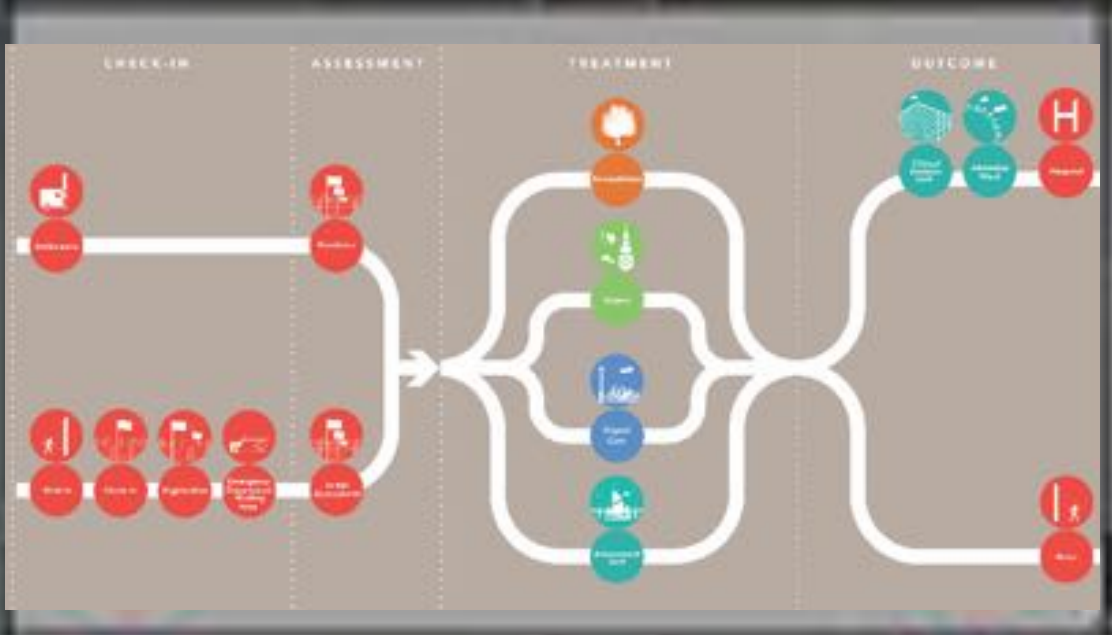
Co-editing information slices with staff and patients.





11/11/2023

11/11/2023 11:11 AM  
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**NHS**  
Guy's and St Thomas'  
NHS Foundation Trust



**Ayo**

Junior doctor

Hi, my name's Ayo. I'm a junior doctor, in my second year of training.



Picking up from nursery  
New coat, old boots  
Soft shadows  
River running to sea





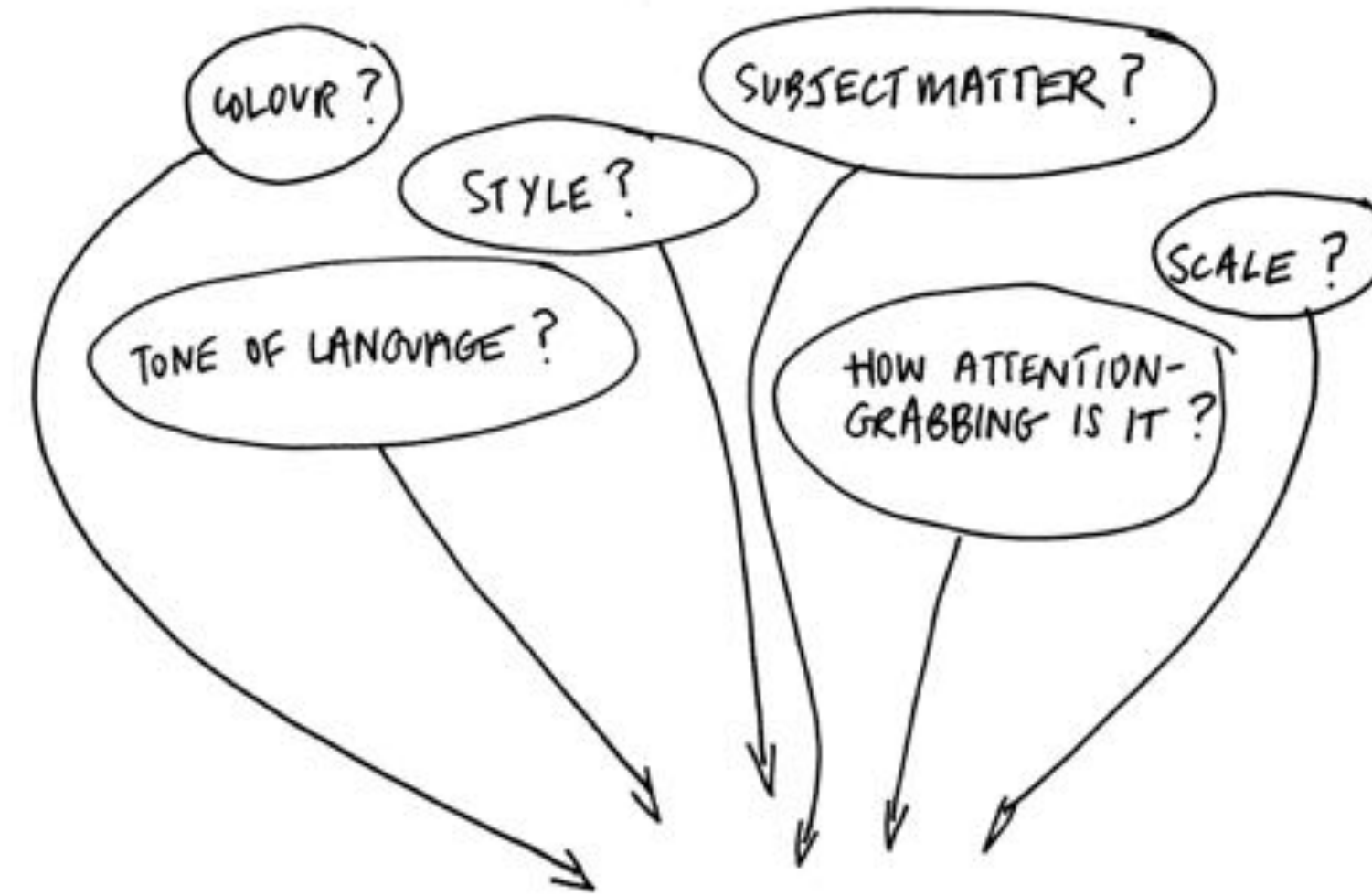


“The moving image piece brings a very calming feel to waiting areas and to the relatives’ room (where people sit having been told the worst news possible). I am sure the artwork is one of the reasons we are seeing reduced violence and aggression”

Dr Simon Eccles, Chief Clinical Information Officer for Health and Care, DHSC, NHSE, NHSI



# The result



Patients feel less anxious if they understand where they are, and have a clear idea of what they are going to experience.

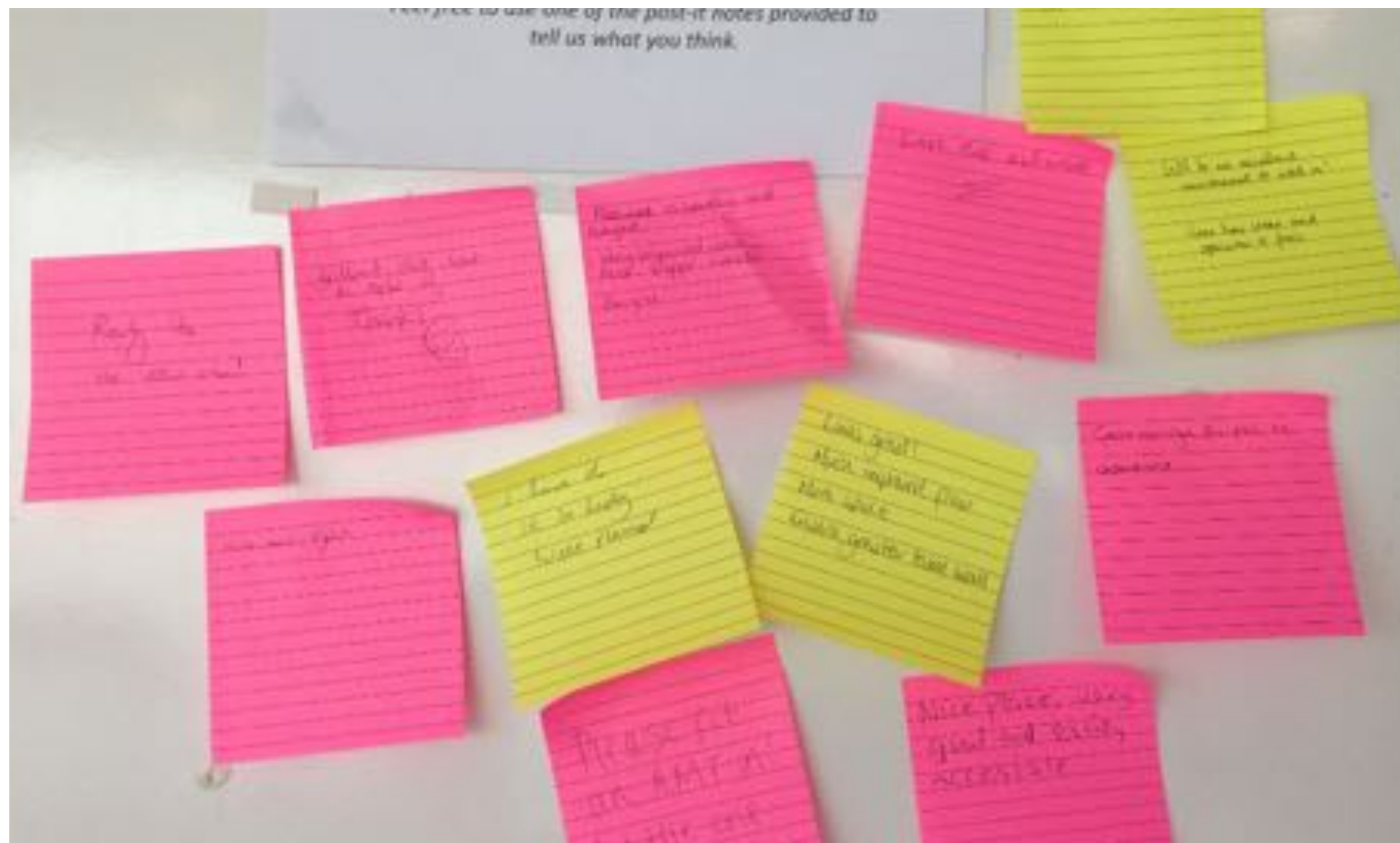


A unified design



The "Looked-after" effect.

# Final feedback from staff & patients: very positive about interior



Handwritten notes on a yellow sticky note, including the words "The world" and "The world is full of people".

Handwritten notes on a pink sticky note, including the words "The world is full of people" and "The world is full of people".

Emergency Department (A&E)

