



Experience flow optimization with floor plan analysis

Philips Ambient Experience

Today's healthcare environment combines an intensified focus on the quality of patient satisfaction and the patient experience with continued attention to efficacy, outcomes and economic pressures. These complex, sometimes competing issues, demand methodical analysis and ongoing prioritization – and sometimes trade-offs. Through Philips, you have access to professionals who specialize in the high tech, high touch healthcare environment from both a design and technology perspective. We combine technical innovation with design strategies to optimize the patient experience and enhance the staff work environment. Whether you are an architect working to define client priorities or a hospital project director managing requirements for a new build-out, Philips offers a portfolio of assessment strategies and technology solutions to complement your internal resources.

PHILIPS
sense and simplicity

Global resources, local perspective

Our Experience Consulting Team brings experience from hundreds of sites around the world and consults with clinical and technical experts throughout our organization to offer strategies to help you define floor plan approaches that address clinical requirements for the staff and the technology they use. We never lose sight of the human factors that impact the patient and staff experience – privacy, traffic flow, storage and way-finding. When your project begins with a clear, agreed upon definition of the desired human experience and the things that impact it, your planning team is best able to prioritize features within the built environment and identify those changes and adjustments that have the biggest impact and add the most value for you.

The Process

Our Experience Consulting Team lead will meet with key stakeholders – clinicians, patients, executives - to define the scope of the assessment and key customer objectives and issues. Typically, a two-day on-site evaluation, including interviews, stakeholders meetings and reviews of existing documents, is followed by definition of approaches to the floor plan, including patient and family areas, staff workspaces and equipment surroundings. We identify areas for improvement and opportunities for maximum impact on the overall human experience.

Deliverables

Experience Assessment Report

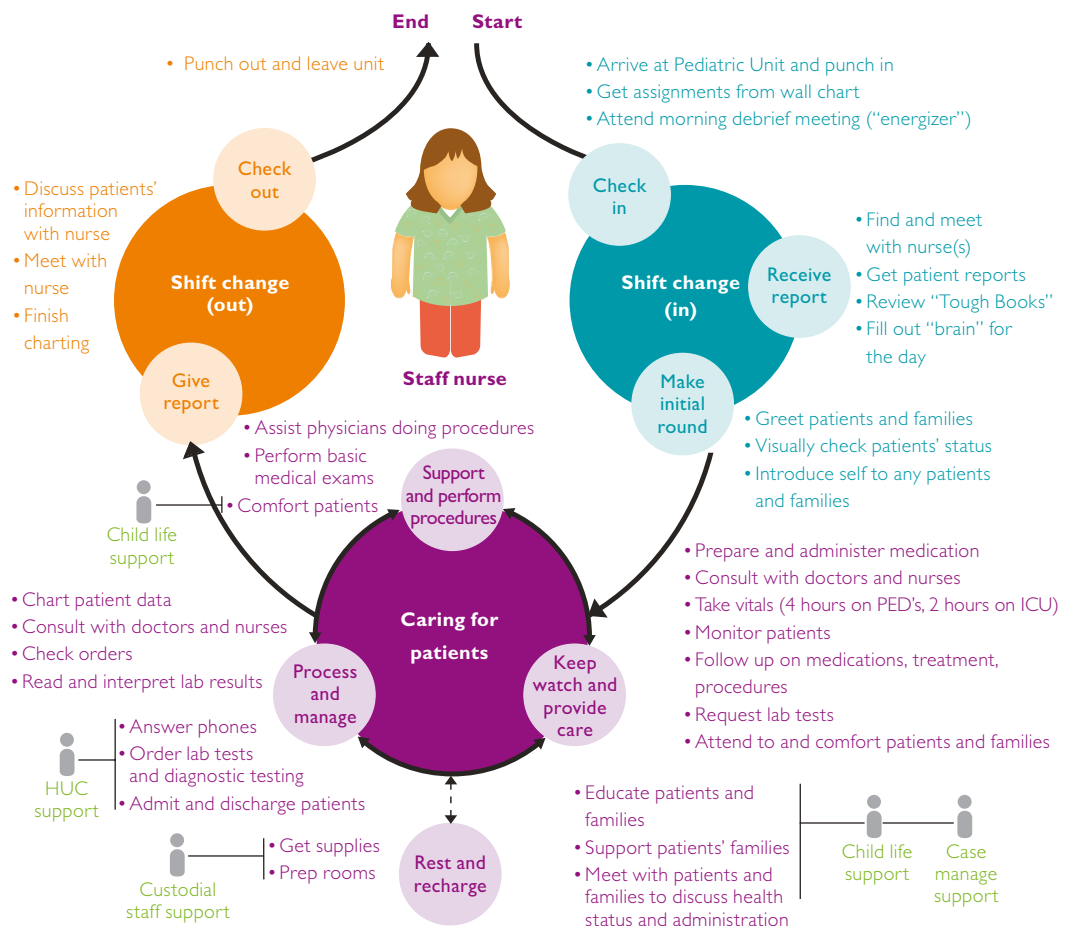
Includes a methodical summary of our findings with priorities, issues and recommendations for key stakeholder groups.

Floor Plan Recommendation

Includes scale illustrations of recommendations for the clinical space with documentation of strategy and the relationship to objectives. The floor plan strategy provides a basis for collaboration with architects during preparation of construction drawings.

Our recommendations include review by site planning experts as appropriate.

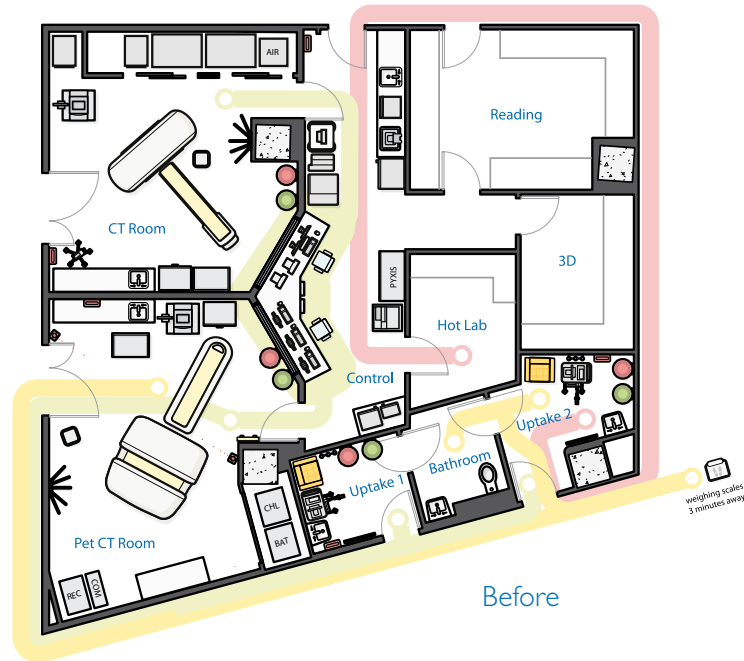
This *example* diagram represents a portion of an actual customer Experience Assessment report-out.



Before and after floor plans in a pediatric CT and PET/CT Suite

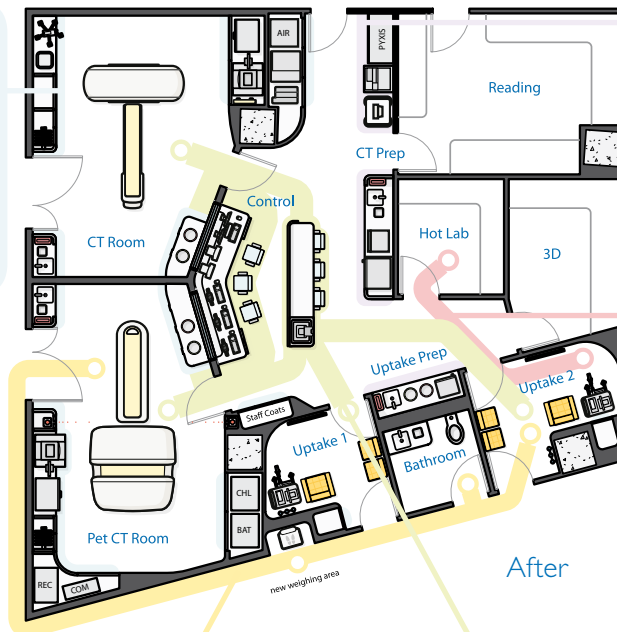
Based upon an actual customer engagement that included Experience Flow Assessment and Floor Plan Optimization Consultation

Our Experience Design specialists worked with the customer and project architect to address both the staff workflow and patient experience. The revised floorplan integrated technology requirements and clinical process considerations to enhance the overall project.



Improved layout and storage solutions

- Reduced clutter and improved equipment placement
- Efficient workflow with good access to equipment
- More usable workspace around key work spots
- Calm and professional appearance
- Better patient trolley access for the right side of CT bed



Dedicated CT and PET/CT prep areas

- Better staff control of supplies and equipment
- Increased prep space, more convenient to treatment area
- Direct crash cart access to the CT exam room
- Reduced clutter in patient uptake rooms

Improved Hot Lab supply flow

- Shorter path for radioactive materials transport
- Better access for radioactive deliveries
- Simpler workflow pathways for staff
- Improved approach to radiation safety

Improved patient experience and flow

- De-cluttered Uptake Rooms
- Calm environment
- More parent-friendly approach to Uptake Room
- More bathroom privacy
- Convenient weigh station
- Positive distraction with Ambient Experience in clinical rooms

Improved workflow for staff

- Additional technologist station to support training and observation
- Clearly defined work zones (preparation, monitor and storage)
- Reduced distance between key caregiver zones
- Direct access doors for Uptake Rooms
- Better patient access and observation

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