



Consumer Feedback in Stroke and Neurology Ward Design

Ms Katherine Clarke¹, Professor Karen Willis^{1,2}

INTRODUCTION:

The physical environment impacts on the healthcare experience and recovery of patients in our hospitals, however there is minimal empirical evidence about how patients feel about the acute hospital environment, or about involvement of consumers in healthcare design.

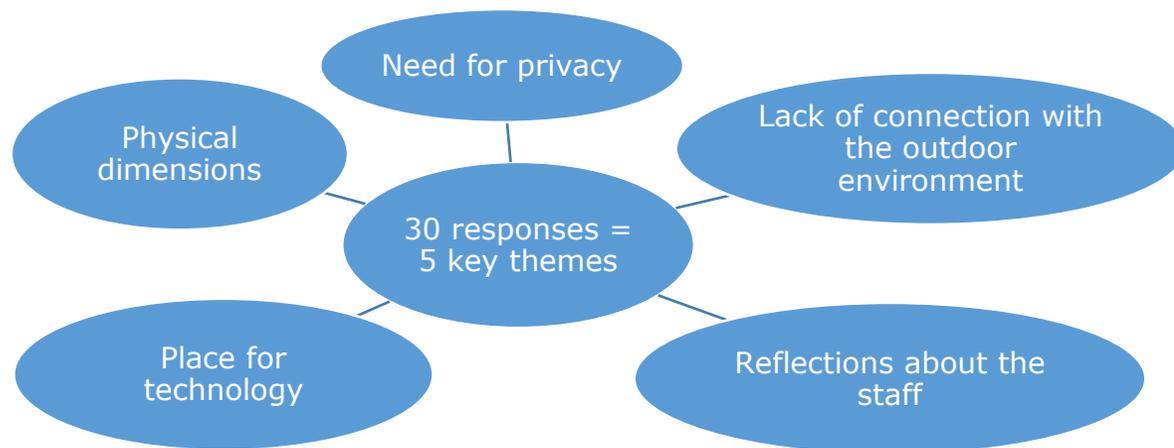
AIM:

To incorporate feedback from stroke and neurology inpatients and their families in the design and development of a new stroke and neurology ward at Melbourne Health.

METHOD:

30 patients and family members completed short structured interviews about the ward environment, with responses recorded verbatim. Thematic analysis was completed, with the results disseminated to the design team.

RESULTS:



Theme:	New Ward Design:
Positive reflections about the staff	Staff retention in ward transition
Need for privacy	67% single rooms (increase from 8%), 67% frostable glass
Place for technology	New individual monitors – TV, internet, games
Lack of connection with the outdoor environment	84% of beds next to large windows
Physical dimensions	Rooms and bathrooms large

OUTCOMES:

The results of this exploratory survey were disseminated to the ward design team, with many of the key themes addressed, including predominantly single rooms (67%), and larger windows with increased natural lighting.

SIGNIFICANCE OF FINDINGS TO ALLIED HEALTH:

Consumers should be involved in health environment design because of the perspective they can bring to improving the patient experience. Allied Health staff are ideally placed to advocate for consumer engagement in these processes, and the information generated may help shape not only environmental design, but equipment needs, models of care, and therapy opportunities.

1. Allied Health Department, Royal Melbourne Hospital
2. School of Allied Health, Human Services & Sport, La Trobe University
3. Contact: katherine.clarke2@mh.org.au

