

Consumer engagement in Stroke and Neurology Ward Design: An exploratory study.

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Physical environments impact on the recovery, and healthcare experience of consumers
(Andrade & Devlin 2015; Luker et al., 2015).

Aim:

- Obtain feedback about the environment from Acute Stroke/Neurology patients and their families.
- Incorporate this feedback into the design of a new Stroke/Neurology Ward

Method:

- 30 patients and family members interviewed (short, structured)
- Responses documented verbatim
- Thematic analysis completed

Results:

Demographic	
Patient	23/30n
Family member	7/30n
Gender	16n:14n M:F
Age	Av. 58.8yrs (Range 24-95 yrs)
Diagnosis	14/23n Stroke 9/23n Neurology

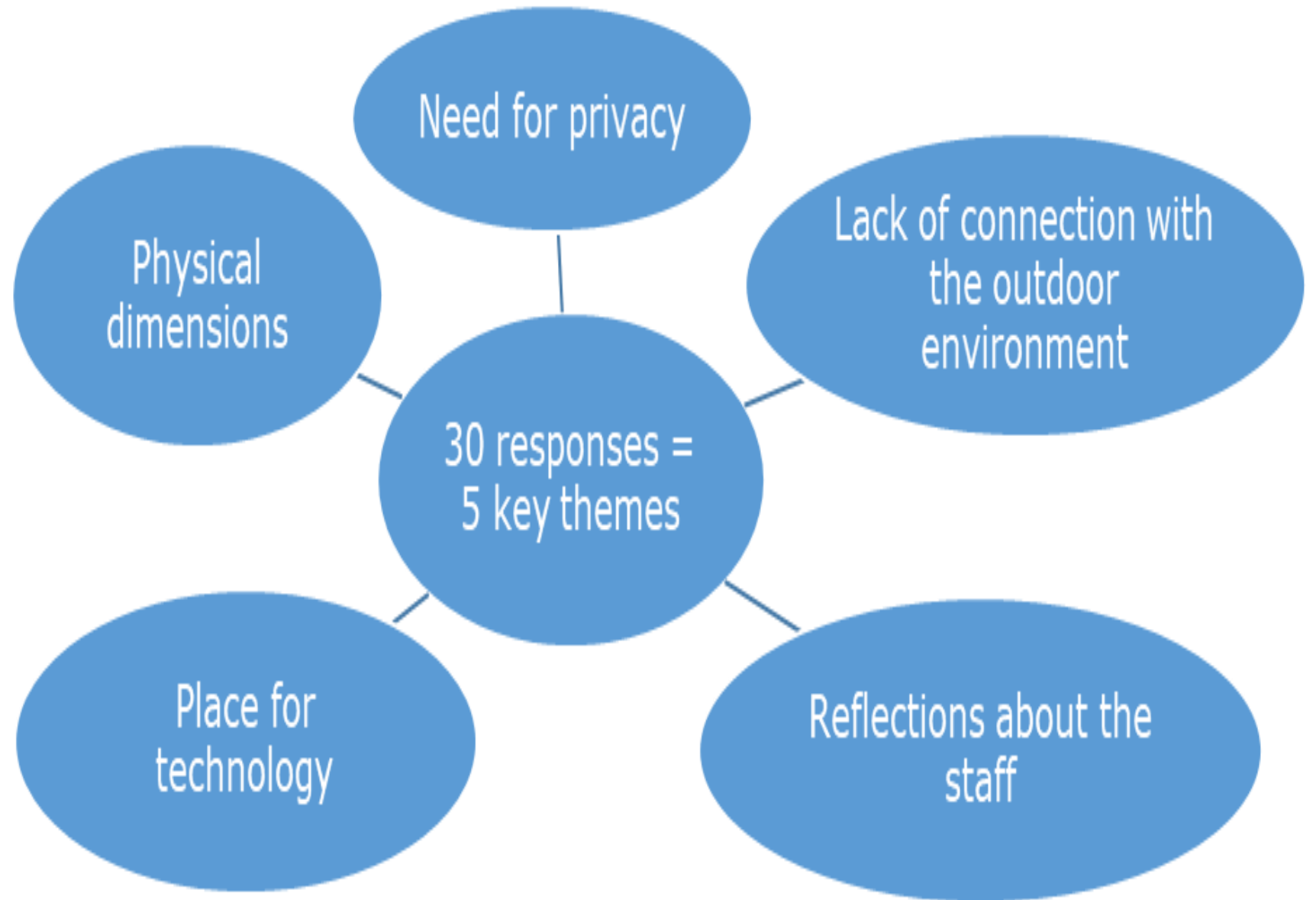
Patient quotes:

"Not shared rooms – it's like Flinders Street"

"Not a wheelchair accessible bathroom"

"Window views help with recovery"

"Décor is dated... Danish cool
– calm, clean, neutral"



Outcomes:

Theme:	New Ward Features:
Reflections about the staff (mainly positive)	Staff retention in ward transition.
Need for privacy	Frostable glass in 67% of rooms, 67% single rooms (increase from 8%).
Place for technology	New individual monitors with TV, internet, games, video conferencing, exercises.
Lack of connection with the outdoor environment	84% of beds next to a window, windows very large.
Physical dimensions	Rooms & bathrooms large.

