Inclusive Design in Health Facilities

Example

When we look at a health facility from the patient's perspective, we can begin to identify where inclusive design can be integrated to create more inclusive and accessible health environments.

1. Example

Let's walk through the process of a patient with limited mobility navigating a physical therapy office.



Inclusive Design

Describes methodologies to create services, experiences, and products that understand and enable people of all backgrounds and abilities. Inclusive design may address accessibility, age, culture, economic situation, education, gender, geographic location, language, and race.



Introduction

Why it matters

ease and comfort

All patients need to enter and

navigate health facilities with

Everyday places that play a significant part of our life are typically designed as one-size-fitsall. This includes health care settings. When patient experiences are absent from the design of health settings, the result is anything but patient-centered. These settings exclude, promote barriers to health access, and can contribute to poor health outcomes.

Arrival

A patient with limited ability arrives at a physical therapy office. She likes her providers, but dreads the visit due to access issues. The problem starts before she enters; there is no accessible door button.





The entrance and reception areas are narrow and crowded. The patient has to wait to check in, even though she can't stand for long.

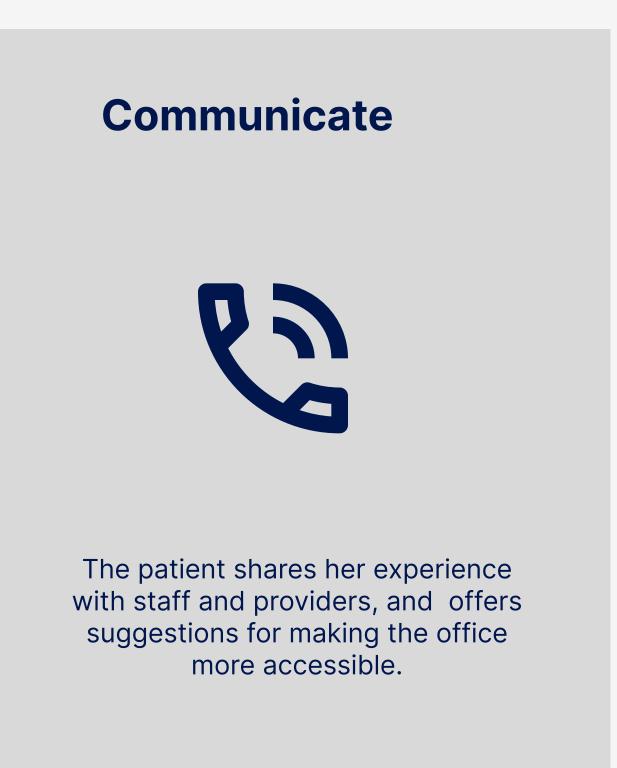
Navigate



The patient has challenges navigating and accessing common spaces. Halls are narrow, the waiting area is poorly configured, and the bathroom is lacking grab bars and other supports. She notes additional accessibility issues that other patients may face.

About

This storyboard illustrates the mismatch between a health facility's existing design and the specific needs of patients with limited mobility, how inclusive design can inform brainstorming and solutions, and help facilities to better meet the needs of patients.



Involve



The health facility listens to the patient's recommendations and then solicits feedback from other patients to better understand access challenges other patients face.



Application

Inclusive design is an important design approach that leads with empathy and and aligns with the principles of patient-centered care. Listening and *learning* from **all** patients are both critical to ensure everyone's health care needs are met and that they receive the highest standard of care.