Inclusive Design: Seeing Health Care From the Patient's Perspective

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FRAME

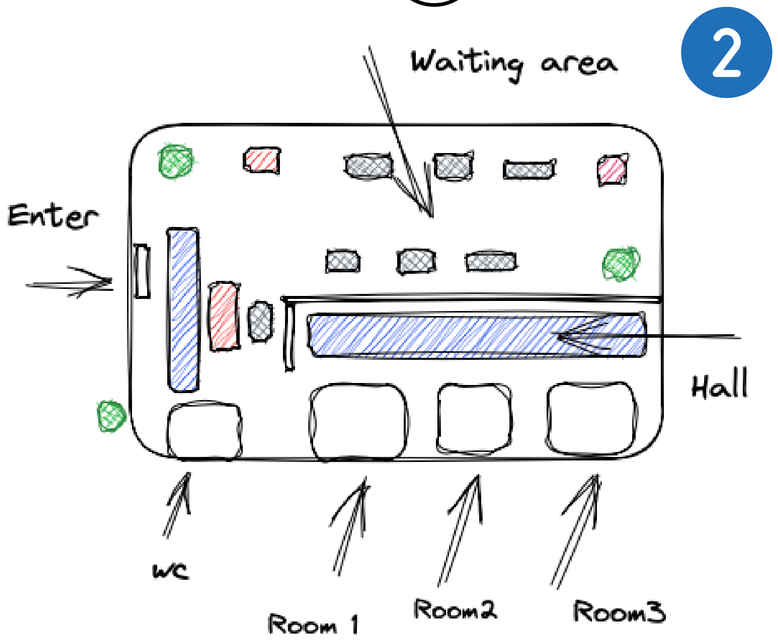
FOCUS: How can health providers integrate the values of DEI and inclusive design into their clinical environments?

- How do patients navigate clinical environments
- How does a clinical environment create barriers to access for certain patients or make others feel excluded?
- How can a provider create clinical environments that are inclusive and accessible to a wide range of patients?
- How can a provider learn more about DEI, inclusive design, and their importance to clinical environments?
- How can providers include patients in the design of their clinical environments?

FRAME

What's this about?

1



Inclusive Design

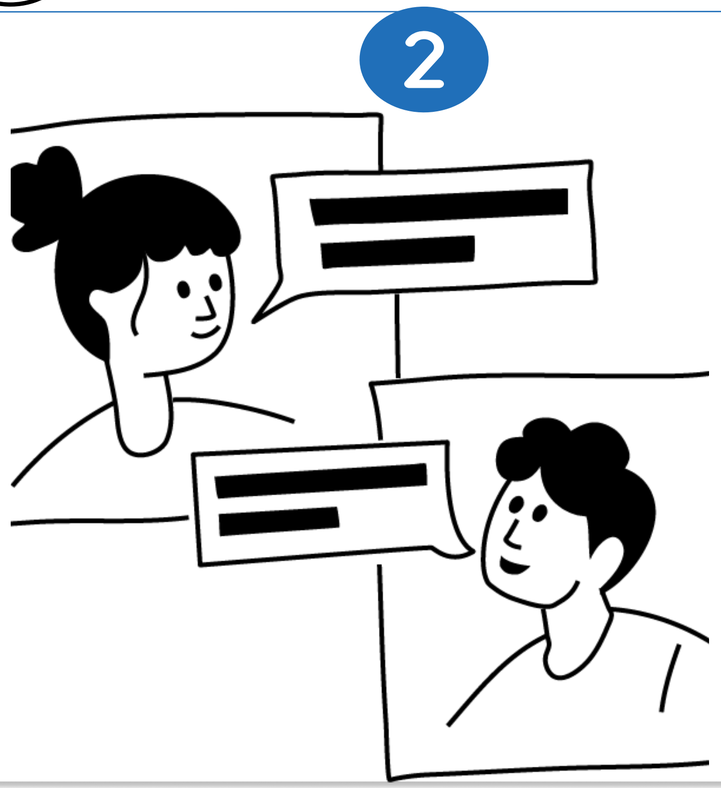
3 4 5

Refers to an approach to health care design focused on creating environments, services, products, and experiences that are safe, equitable, and inclusive.

Keywords: ***physical space, care, health experience***

SENSE

1 2 3 4 5



Courtney: Are there ways the clinical environment made you feel included or excluded? For your last visit

Max: Ok great. Yeah there's a few ways it made me feel both

Courtney: Can you tell me about it?

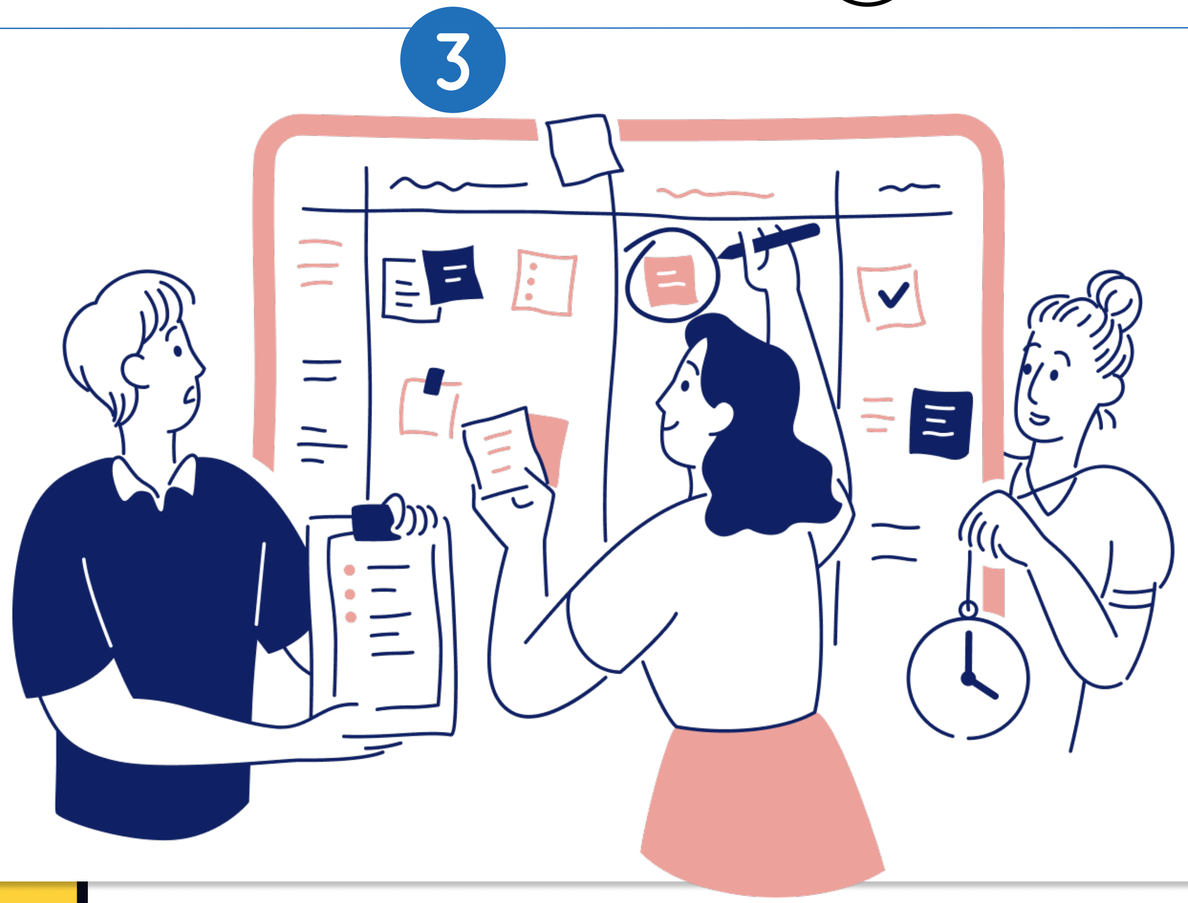
Max: Ok so I'm in physical therapy for a torn meniscus and I use a cane currently. It's a bit difficult to enter the doorway (ground floor though) while using my cane and feels awkward from the start.

Courtney: Ah yes that makes sense!

Max: The bathroom also does not have any hooks or anything you hang the cane from and it's frustrating to find a way to keep it upright

MAKE

1 2 3 4 5



REFLECT

1 2 3 4 5

Iterate

Note

Solicit feedback from other users:

- [ ] Content of storyboards
- [ ] Compare/contrast
- [ ] Next steps

DELIVER

1 2 3 4 **5**

WELCOME

Improved design concept
--> Improvements to physical space & care experience based on input
--> updates to access to facility and check-in
--> rely on technology and disability access
--> Include others to make process inclusive and representative