

# Engaging Patients, Families and Frontline Staff in the Design of the New Inpatient Building

Michelle McGrory RN, MSN, EDAC, Sr. Clinical Operations Liaison, BIDMC

## Improvement Opportunity

As part of BIDMC's mission to provide extraordinary care supported by world-class research and education, we are building a new inpatient building on the west campus to better serve our patients and support our caregivers. Our current aging facility limits our ability to modernize and upgrade patient care and clinical environments to respond to the increasingly acute, complex needs of BIDMC's patients and BIDMC's capacity constraints. The new inpatient building will be designed to enable BIDMC to adapt to meet the needs of our patients and communities in a rapidly changing healthcare environment.

With this new inpatient building, we are committed to:

- Ensuring that our patients and families have access to modern, single-bedded, family-friendly rooms that facilitate healing recovery
- Designing spaces that can accommodate the sophisticated technology and team-based care needed to best support the increasingly acute, complex needs of our patients
- Providing caregivers and staff with the tools and resources they need to deliver extraordinary care, including operating and procedure rooms sized to incorporate the latest technologies and imaging so that we can offer the most advanced, effective treatments available, with the benefit of innovative research and space to train the next generation of physicians and allied health professionals
- Designing the building to be energy-efficient and environmentally sustainable, consistent with our commitment to a healthy community and the health benefits of environmental stewardship
- Engaging our patients, staff and the broader community throughout building design and construction.

This new building provides a unique opportunity to engage our patients, their loved ones, and staff early in the design to incorporate important design interventions linked to improved healthcare outcomes and increased patient and staff satisfaction. Their personal experience is invaluable.

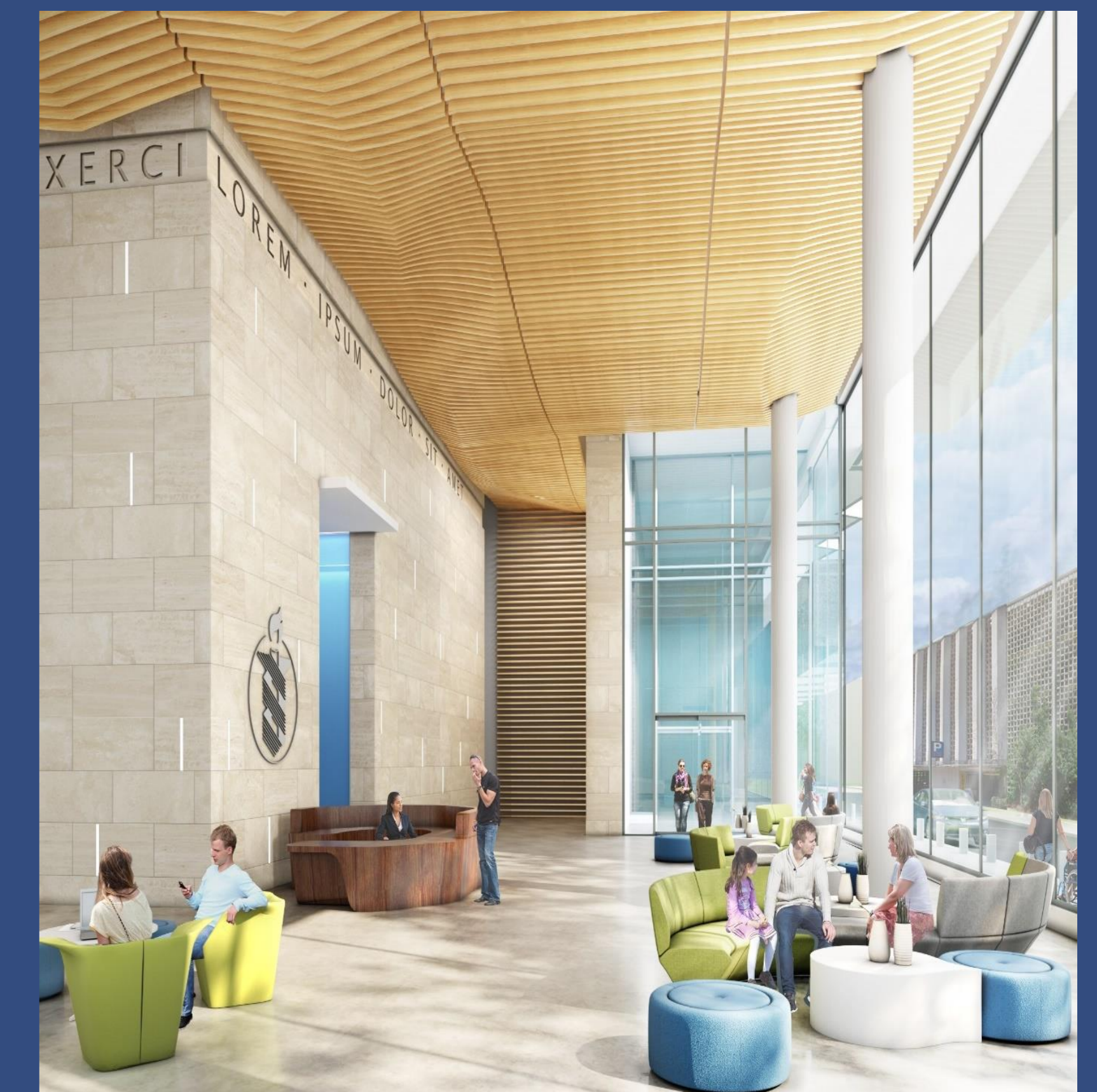
## Aim/Goal

- Our overall goal is to engage our patients, patient's families and frontline staff in the design of the new inpatient building to maximize opportunities to improve staff workflow, patient safety and create patient-centered environments.
- User engagement allows us to design a building that truly meets the needs of patients, families and, staff, the very people who will experience it, a building where patients and staff together have specifically designed the service so that it provides the best experience possible.
- We will strive to create a collaborative approach to design an environment that can help improve patient outcomes, create a safe, nurturing, and positive work environment for caregivers, and help achieve organizational and business objectives.
- Engaging our patients, families, and caregivers in the design is one of the guiding principles of the project and very much in line with our commitment to patient and family-centered care.

## The Team

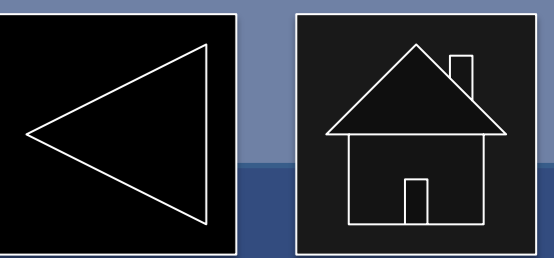
- Sarah Holton, Sr. Facilities Space Planner
- David Flanagan, Sr. Director of Capital Facilities
- Walter Armstrong, SVP, Capital Facilities and Engineering
- Emily Ryzak, Facilities Office Engineering Manager
- Cindy Phelan, RN, MS, ACN
- Michelle McGrory, RN, MSN
- Susan Blomquist, Senior Associate, Payette
- Stuart Baur, Associate Principal, Payette
- Ching Hua Ho, Associate Principal, Payette
- Millie Baker, Senior Associate, Payette

## The New Inpatient Building



**For more information, contact:**

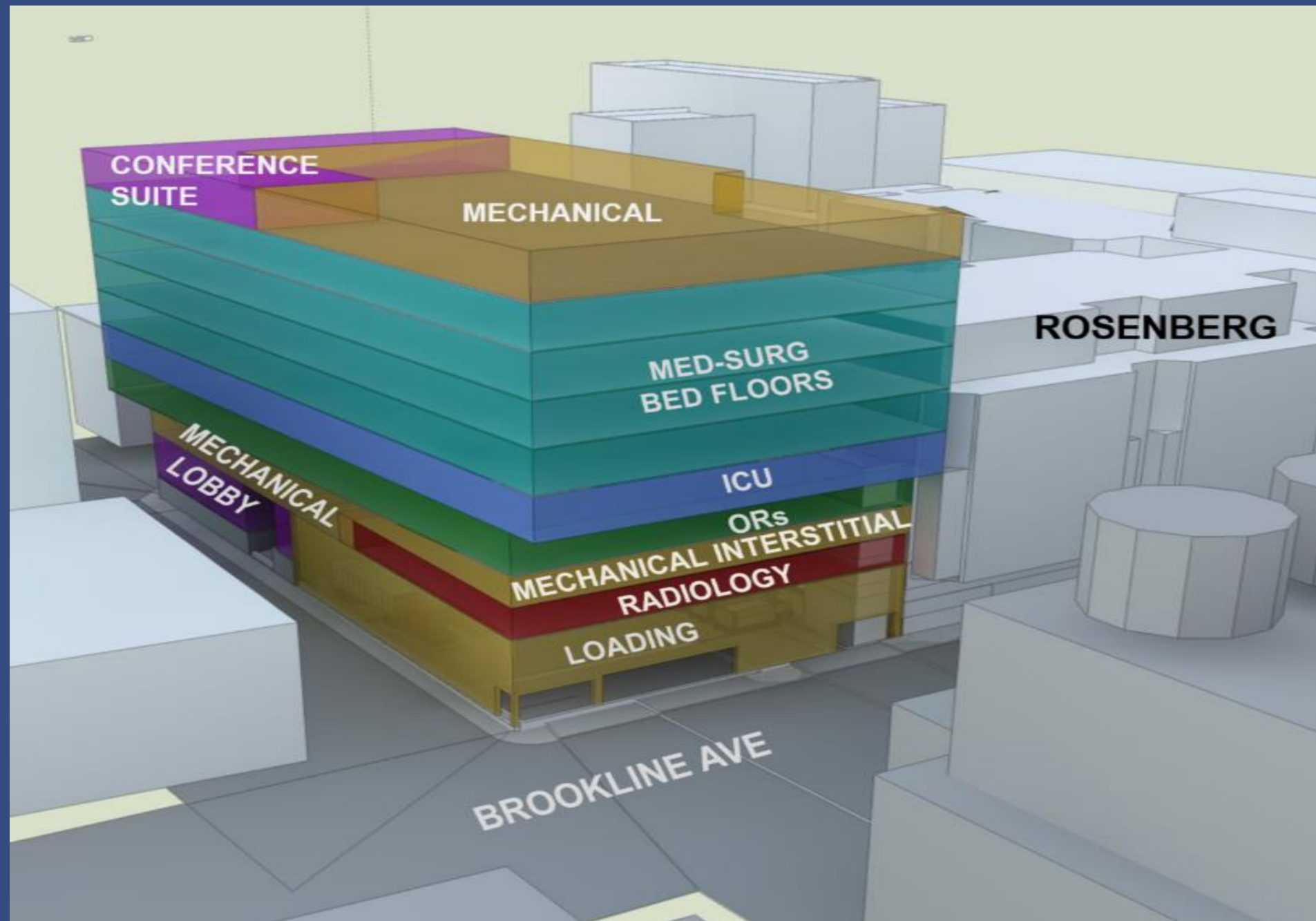
**Michelle Mc Grory, Sr. Clinical Operations Liaison, [mmcgrory@bidmc.harvard.edu](mailto:mmcgrory@bidmc.harvard.edu)**



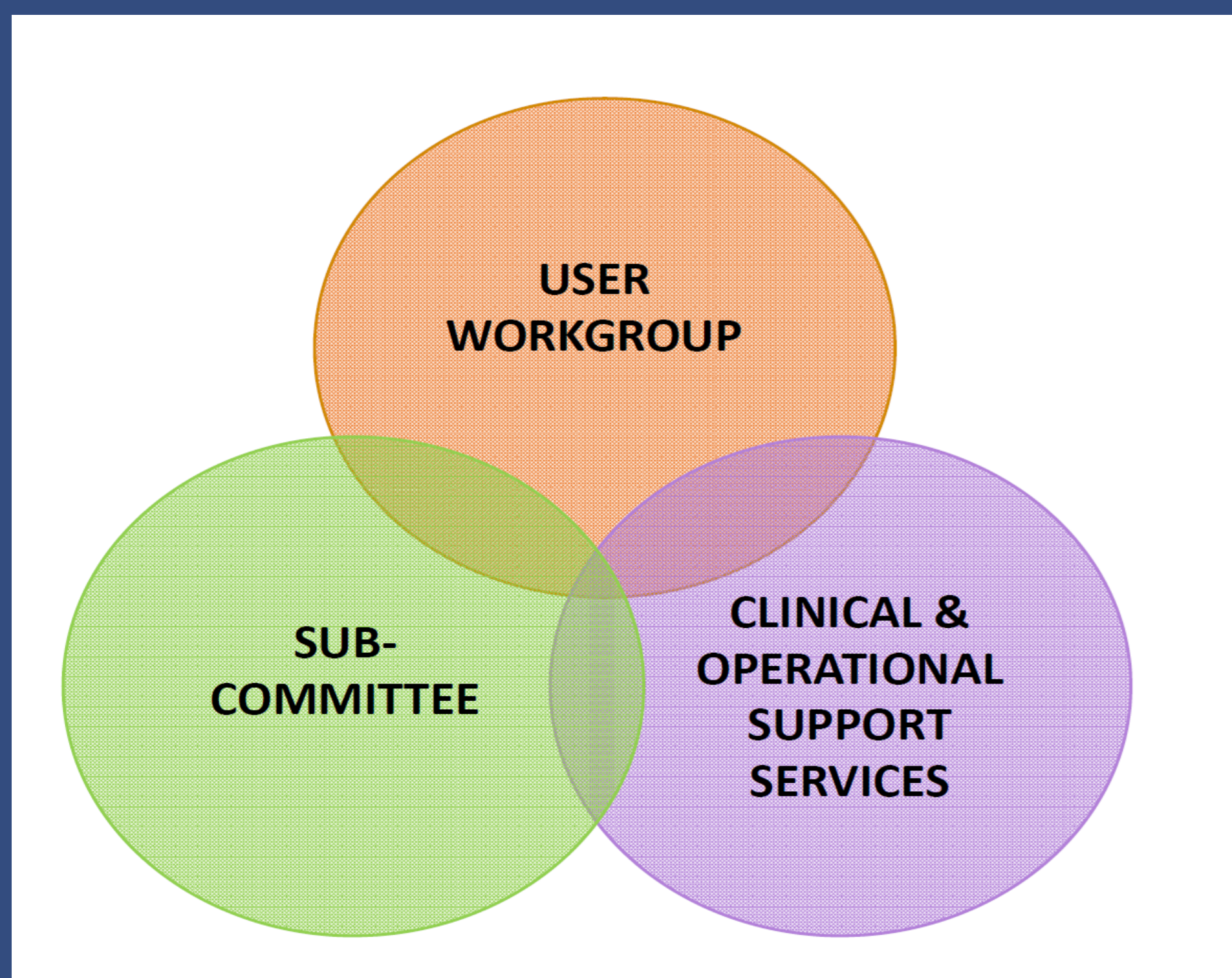
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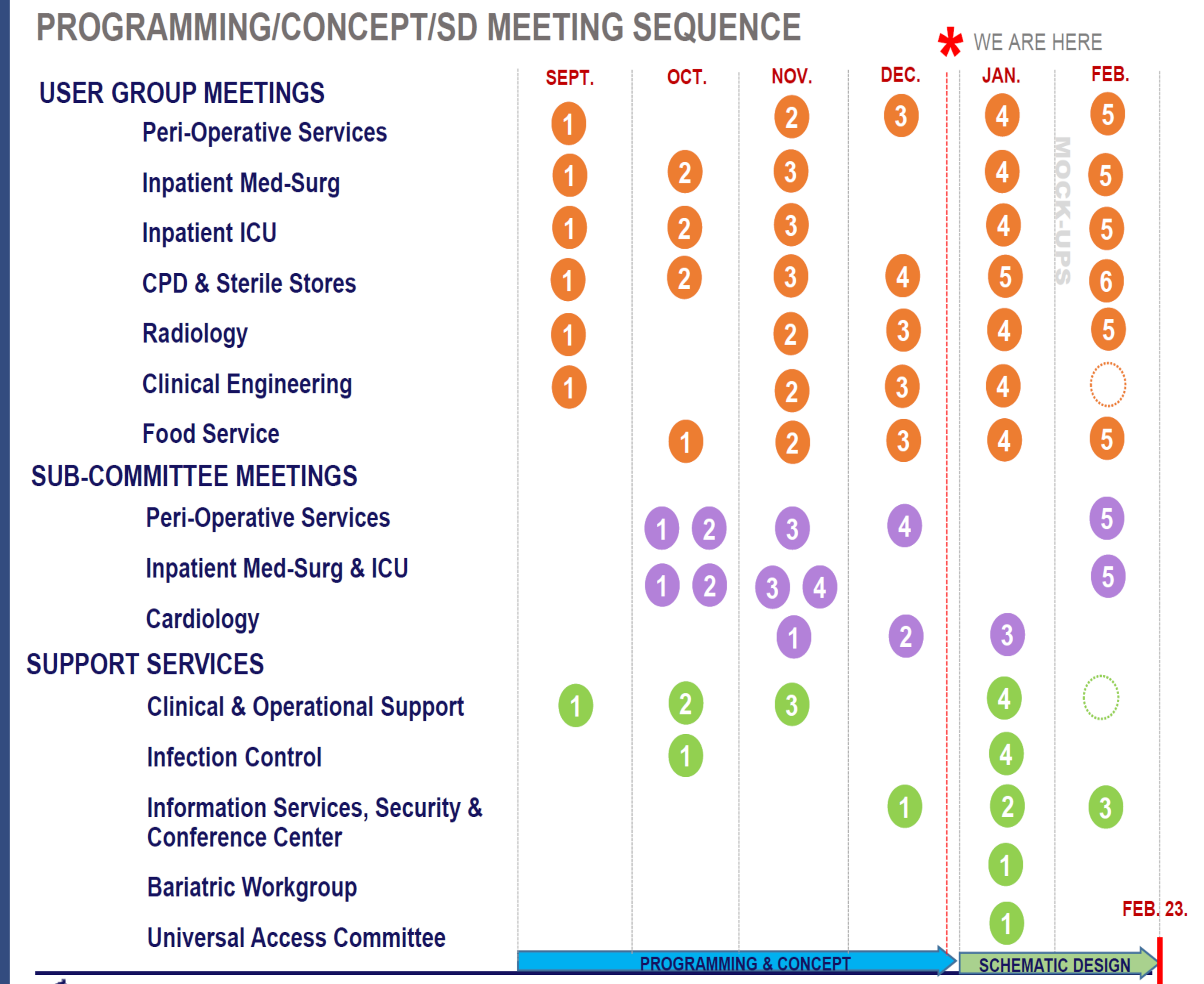
## Building Stacking



## Team Structure



## User Group Schedule



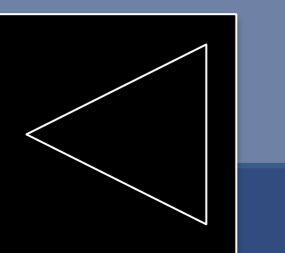
## Guiding Principles Word Cloud



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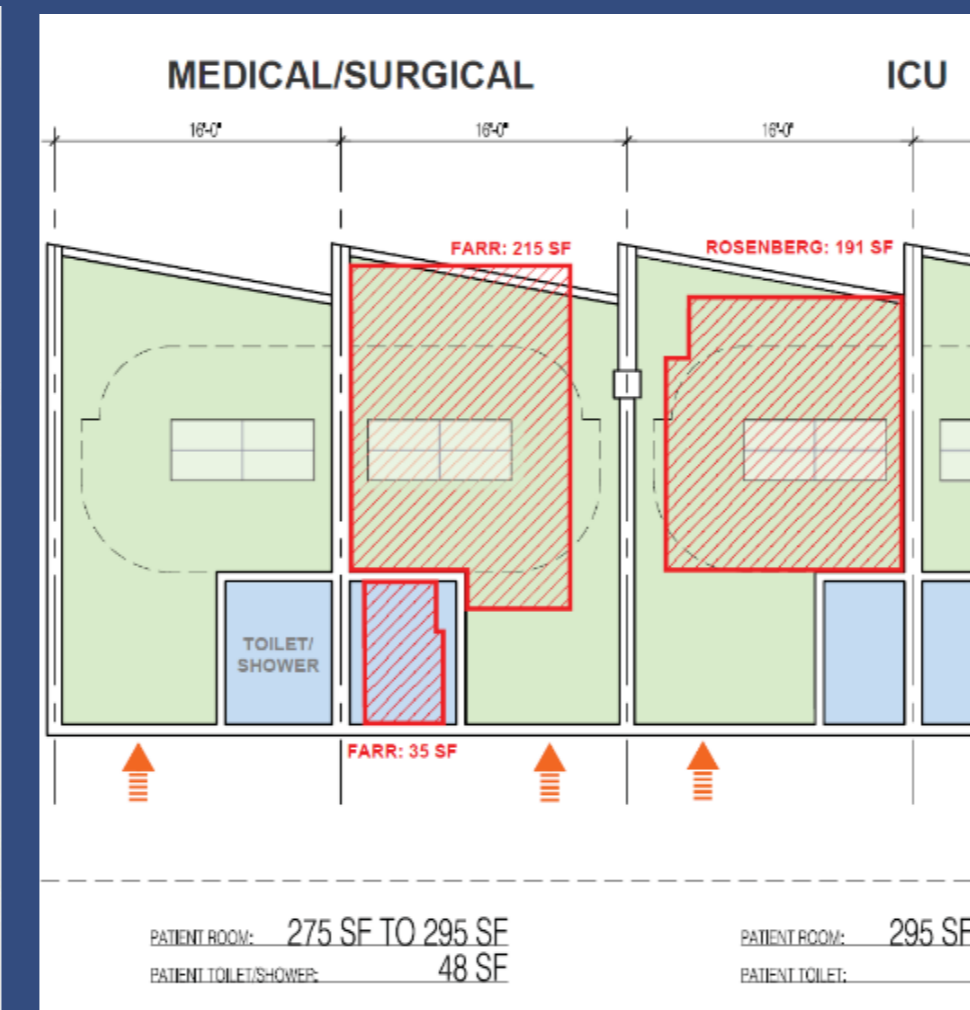
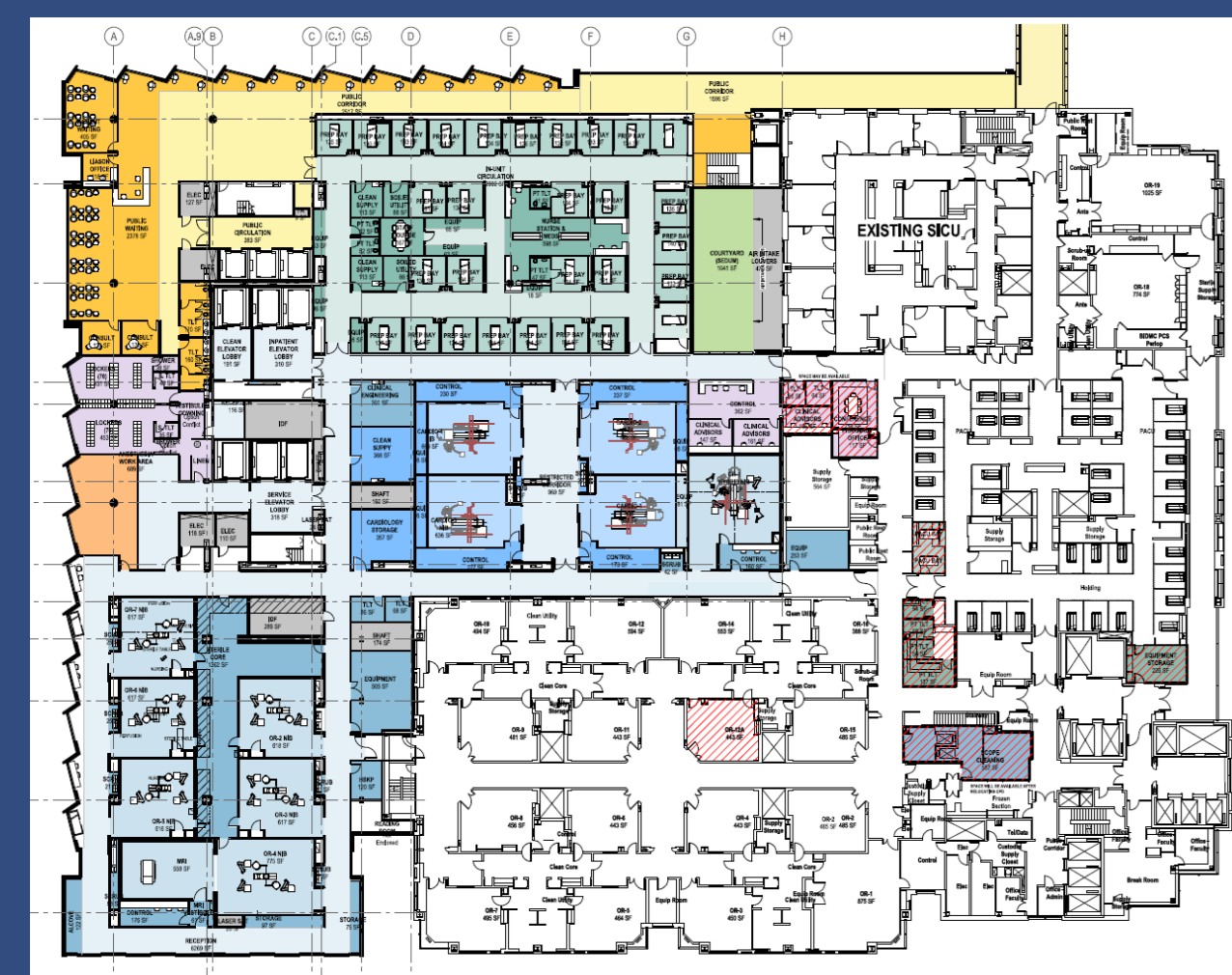
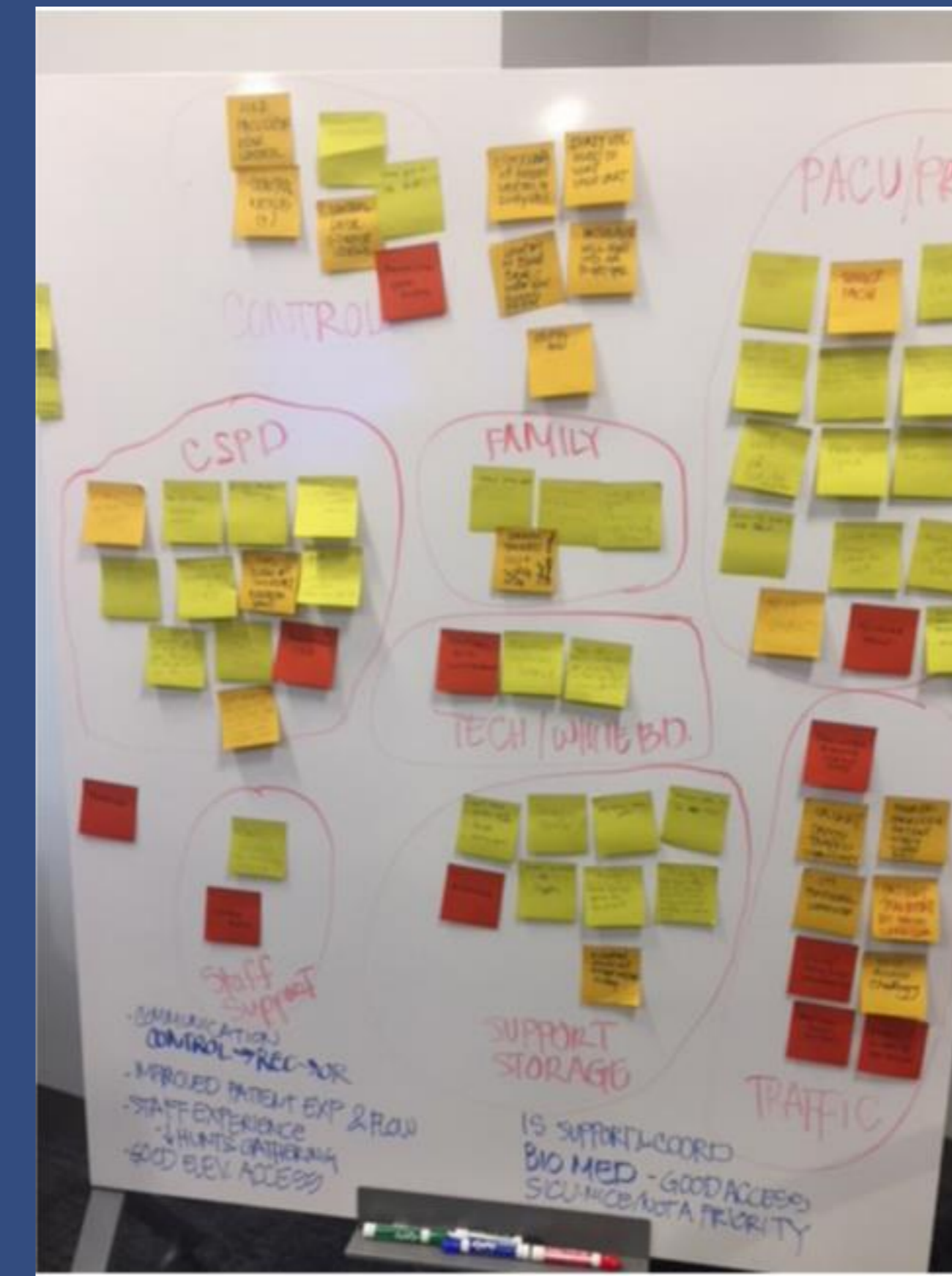
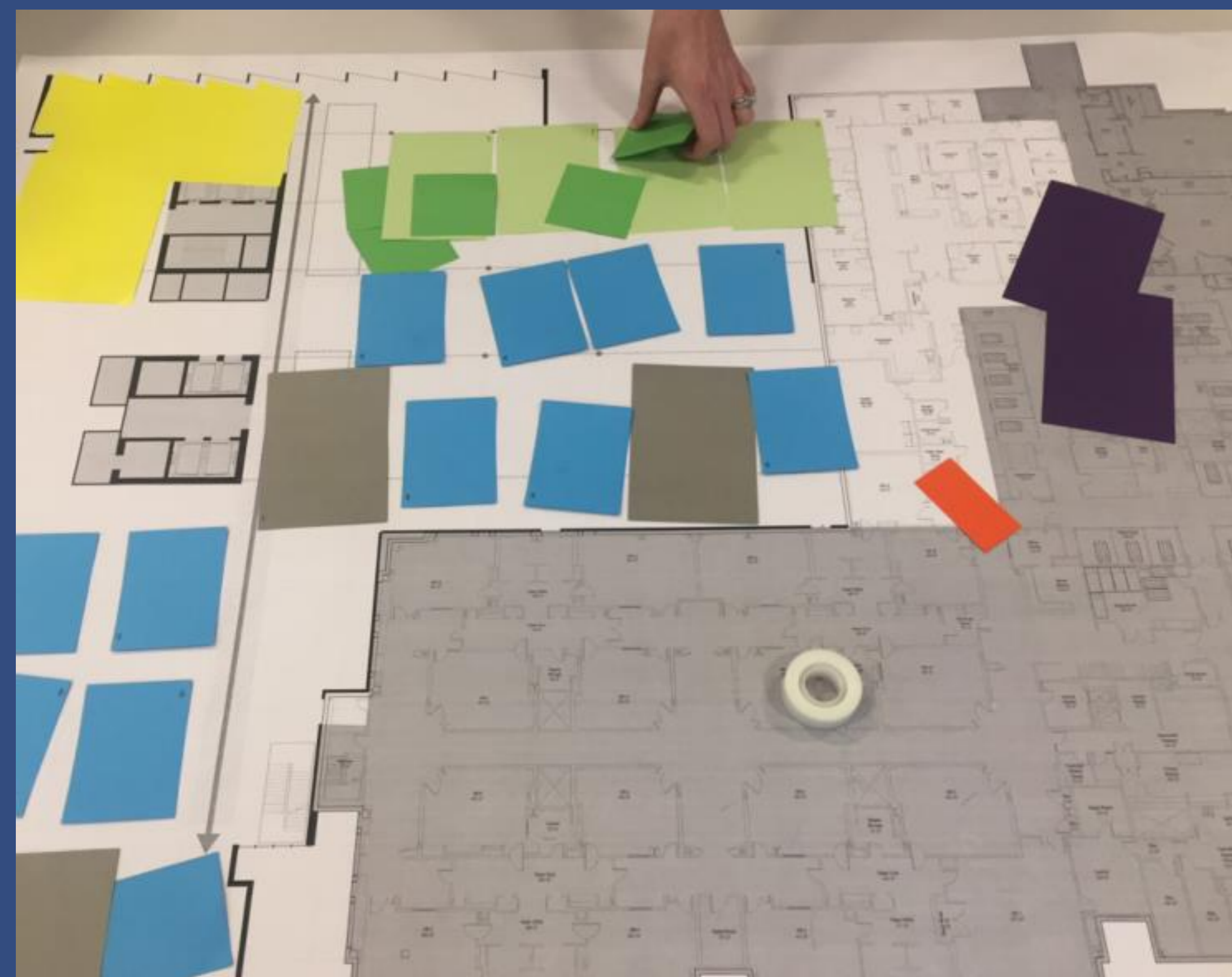




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## NIB Brainstorming & Gaming



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## Cardboard Mockups



## Next Steps

- Continue to engage patients, their families and clinical staff in the next phase of the project which is design development. Design Development (DD) consists of the detailed room by room drawings which can be viewed through the users' eyes and is an excellent way to elicit valuable feedback.
- Construct hard wall mockups to allow participants to test the design and secure their feedback and input.
- The detailed documents in DD will create the basis for the drawings and specifications for the contractor to build the facility.

*For more information, contact:*

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