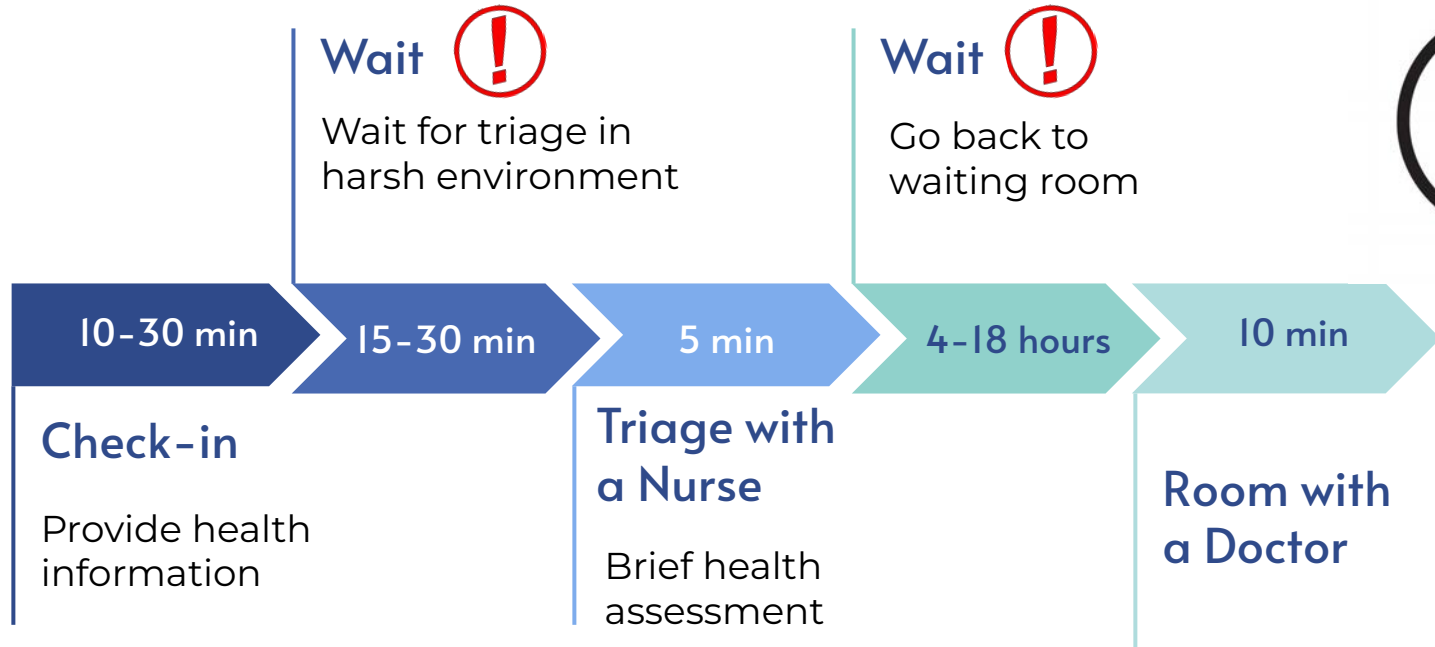




IMAGINE...

You are a parent rushing their child to the hospital in an emergency situation, only to experience...

The current system



UN Sustainable Development Goal:



Inside the Hospital Waiting Room: A Safety & Empathy Driven Reimagination

Mallika, Jackie, Lesly, Charlotte & Marilyn



TYPES OF RESEARCH



DESK RESEARCH

Findings

Much work on environmental psychology of a waiting room

- *Art*
- *Lighting*
- *Media distraction*



INTERVIEWS

- *Nurses*
- *Radiologist*
- *Patients' experiences*

Gap = Resources for Patients



FIELD OBSERVATION

- *Cincinnati Children's*
- *Montreal CHUM*

INTERVIEWS

"I usually see patients coming to ER for sicknesses that do not need immediate intervention which makes the room **crowded** when they could have gone to a pharmacist or a clinic"

- Nurse at Pierre Boucher's Hospital



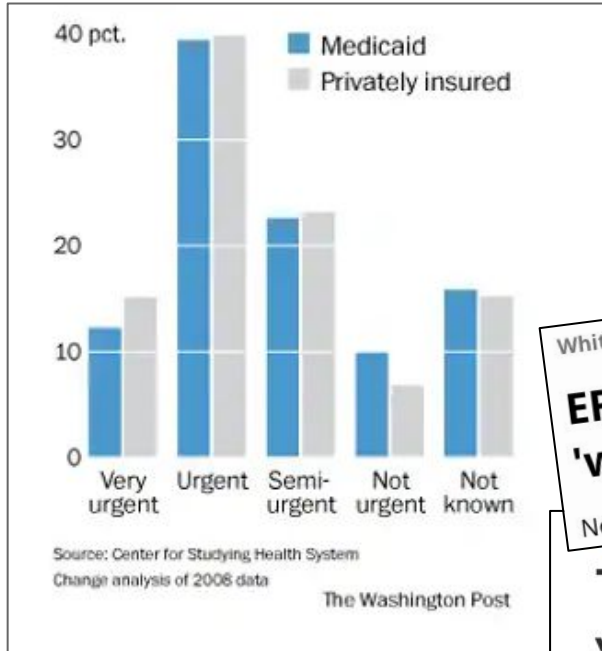
"Living in **uncertainty** and feeling stress because of **waiting is the worst feeling**"

- Kate Sweeny

"I went to the ER and they sent me home, I had to **insist to have access** to a doctor"

- Patient Elizabeth Lopez

DESK RESEARCH



New Brunswick

Fredericton ER doctor recounts weekend shift with only 2 nurses on staff

Health

Rural ER docs are struggling to do it all. Peer support programs try to lessen the load

Doctors say peer programs in B.C. and Ontario are 'critical' for supporting and retaining physicians

White Coat Black Art

ERs face worse wait-times this summer, as 'waiting-room' medicine gets creative

No easy answer to the ER crisis, doctors say, as they adapt to challenges

Toronto patient waiting for hospital bed watched for 48 hours as ER staff dealt with flood of sick patients

FIELD OBSERVATIONS

Whether private or public, hospital waiting rooms lack an empathetic environment for patients



Navigation to waiting room
↳ tree together from parking lot → these time w/ child
↳ no one at desk @ 7:15 pm to help
↳ so many QR codes QR code sign all english (check locks on way in)
↳ when we came in, admin was on phone, frustrated woman came up & said she's
↳ no paper towels or dryer in
↳ nurses look @ a screen before coming
↳ felt a little called out
↳ nurse looked frustrated shouting
↳ they do have text alerts when ready
↳ hard to sleep
↳ curved furniture/ergonomic
↳ outlets on floor
↳ 5 & 6
↳ 4+ on TV
↳ dim
↳ on to waiting room
↳ took
↳ so many QR codes QR code sign
↳ english
↳ felt a little called out
↳ nurse looked frustrated shouting & looking for
↳ they do have text alerts when ready
↳ hard to sleep
↳ curved furniture/ergonomic
↳ some outlets on floor
↳ masks & candy all over floor
↳ blankets for patients in wait

(medium busy) children's ER waiting room observation
ER & urgent care 1 cop 4 nurses
85% are hispanic/afican American pts
6 parents & kids
4 infants
3 guards
7:39 am
4-6 hr waittime
7:10 pm (seems to be a medium busy)
no spot for infants/no play area
↳ maybe to limit spread? last
↳ nurse looked frustrated shouting & looking for
↳ they do have text alerts when ready
↳ hard to sleep
↳ curved furniture/ergonomic
↳ some outlets on floor
↳ masks & candy all over floor
↳ blankets for patients in wait
no diapers in bathroom
no baby food in vending machine
Displays waitlist
estimated wait time on list
people cursing



WHO?



**HMW: redesign
the healthcare
system to be
patient focused**

Ideation Process

Overnight
food access

Pager for
patient

Re-designing
waiting room
interior

More
entertainment
options for waiting
patients



Which idea did we narrow on?

We observed:

HARSH WAITING
ENVIRONMENTS

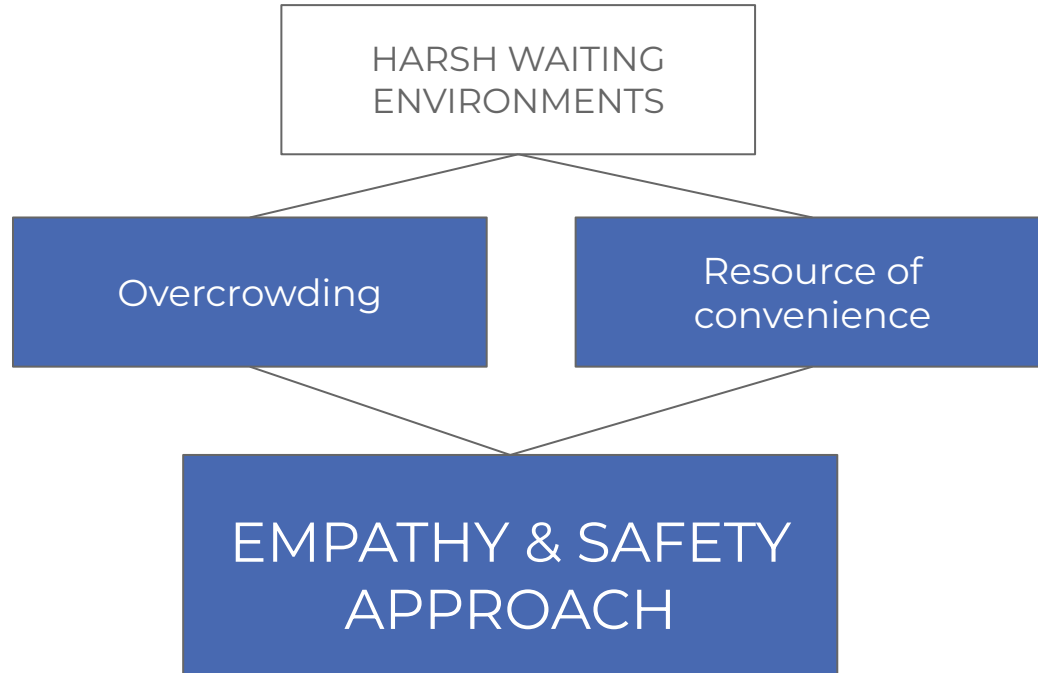
Possible drivers:

Overcrowding

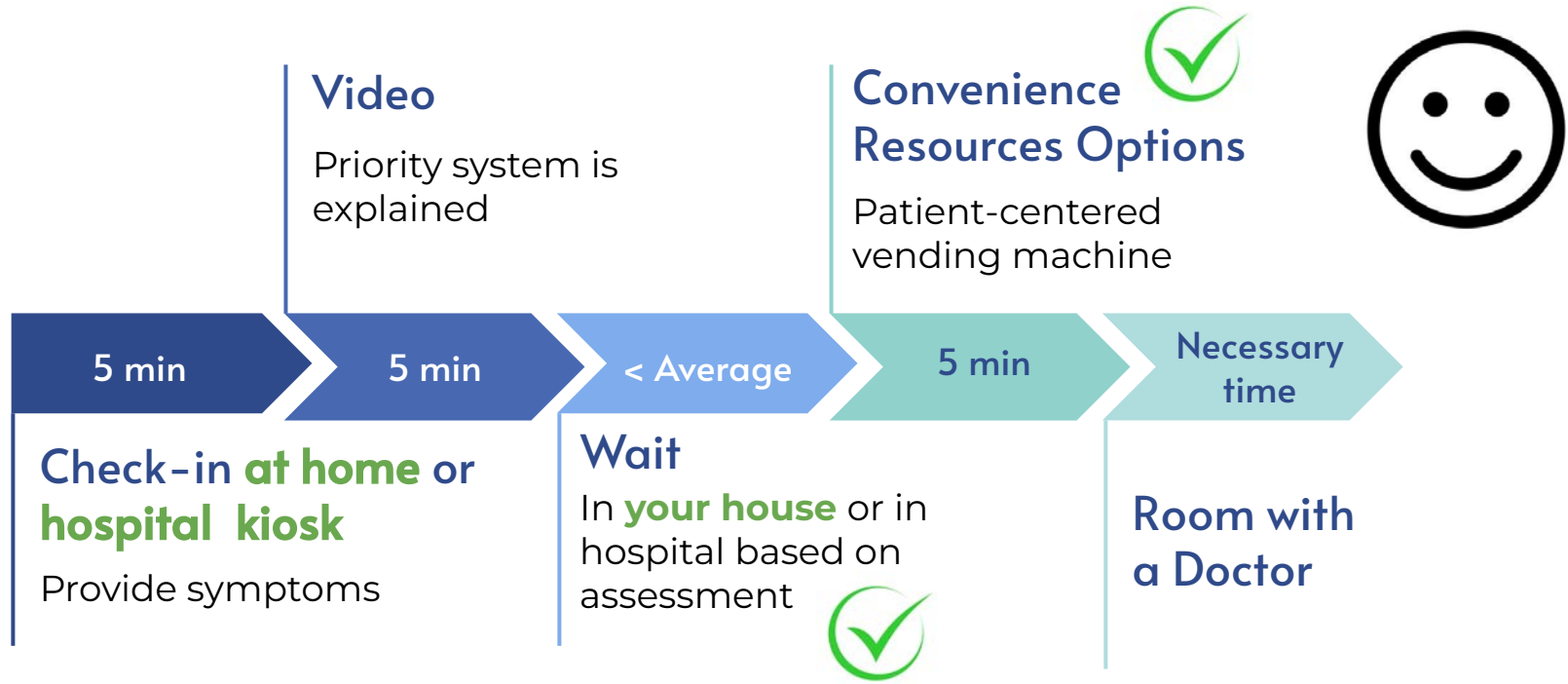
Resource of
convenience

Our approach:

EMPATHY & SAFETY
APPROACH

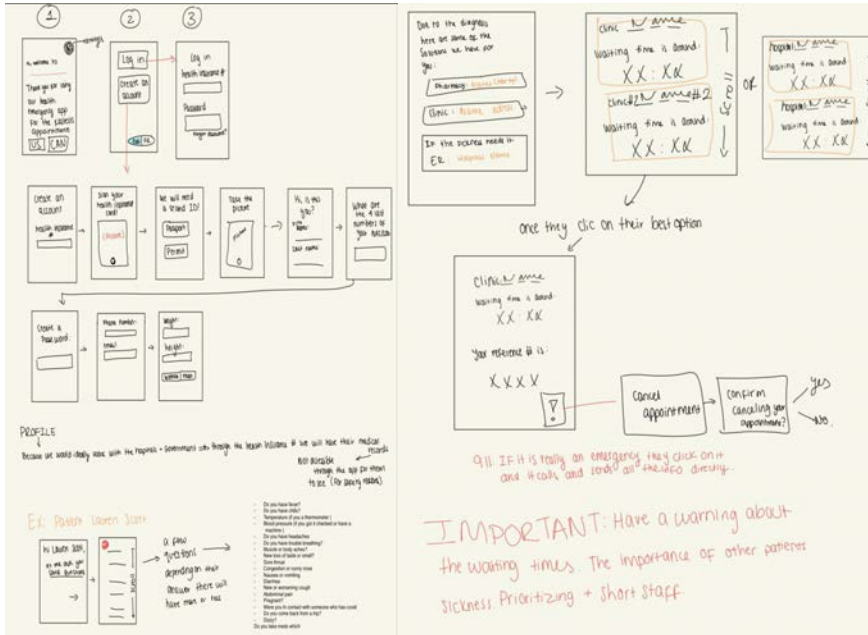


Our empathetic system



Prototyping

Application



Vending machine



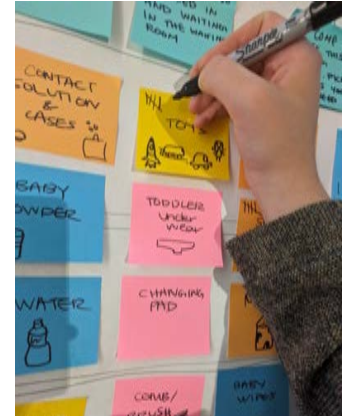
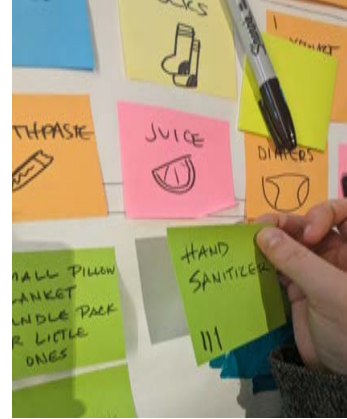
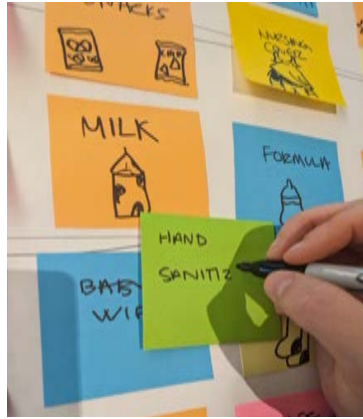
What did we learn?

Application:

- Redirection of patients to clinics

Vending machine:

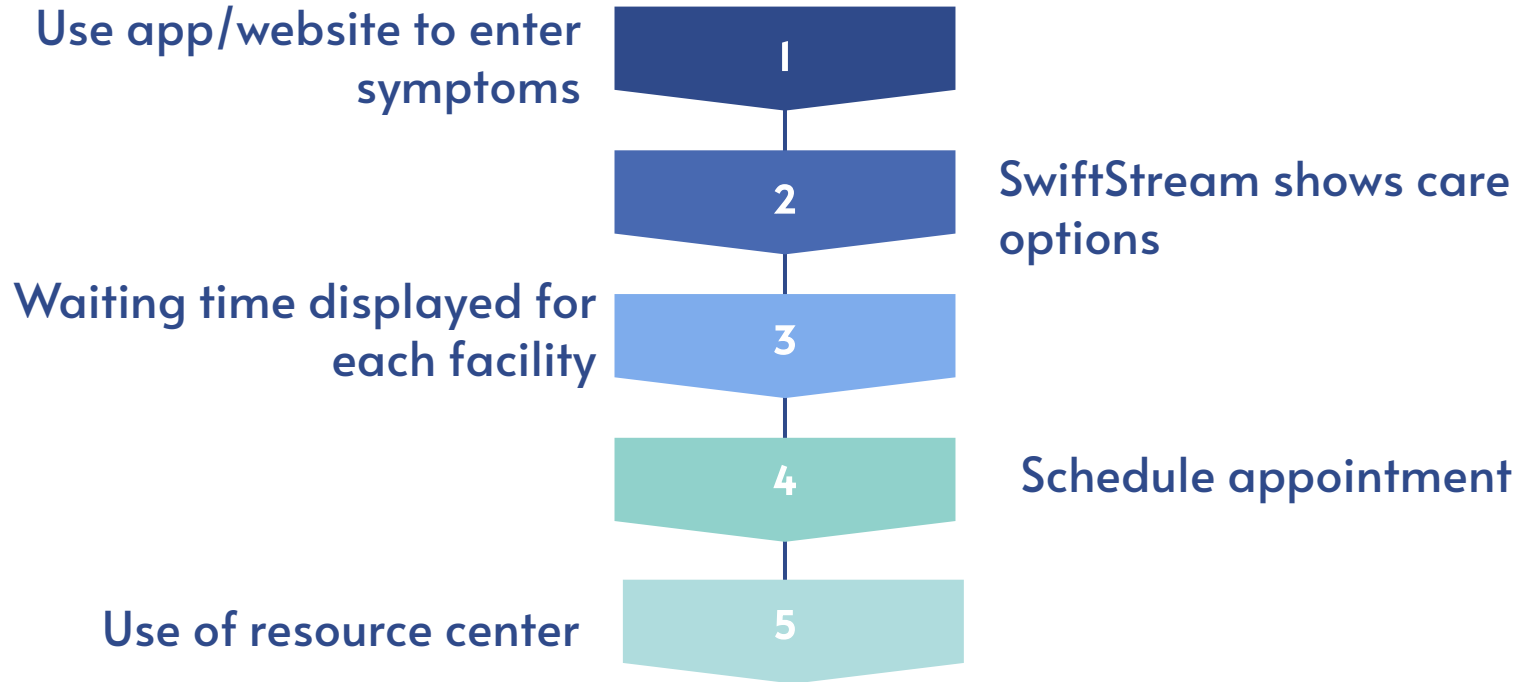
- Traditional vending machines do not fit needs



Optimal resource need categories:

Entertainment | **Nourishment** | **Comfort**

Overview of system



SwiftStream Digital Access Points



Hospital kiosk



Smartphone



Tablet or computer



EMERGENCY BUTTON

FR AN

SWIFTSTREAM EMERGENCY

Getting you the right care at the right time

[START CARE ASSESSMENT](#)



HEALTH ASSESSMENT

Select what applies to you



1. Are you currently experiencing any pain or discomfort?
2. Do you have a family history of chronic illnesses (e.g., heart disease, diabetes, cancer)?
3. How would you describe your overall stress level?
4. Are you currently taking any medications or supplements?
5. How would you rate your quality of sleep?
6. Do you engage in regular physical activity? If yes, what type and frequency?
7. How would you describe your typical daily diet?
8. Have you noticed any changes in your weight recently?

SERVICES WE PROVIDE

Discover a new level of comfort and empathy during your time in the emergency room with our services. We provide you access to amenities designed to make your wait more bearable and considerate. From cozy waiting areas to thoughtful support services, we strive to enhance your experience during challenging moments. Our commitment is to transform your emergency room waiting time into a more empathetic and comfortable journey, ensuring you feel supported and cared for throughout the process.

TALK TO A
DESK NURSE

[Learn More](#)

WAITING TIME

14 hours

[Learn More](#)

ACCESS TO
VENDING
MACHINE

[Learn More](#)



Overall benefits of our system



Reducing **overcrowding** & **contamination**



Getting patients **faster** care



Improve workflow **efficiency** for hospital staff



Creating an **empathetic** waiting room environment



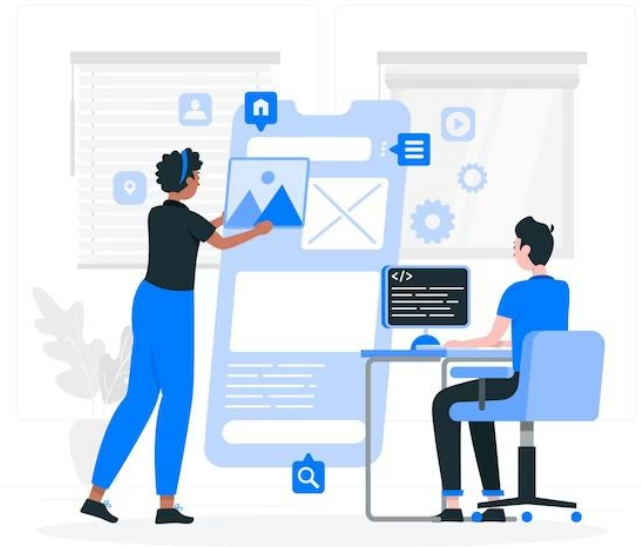
Next Steps

Partners:

- App developers
- Nurses
- Vending machine resource distributors

Resources:

- Network resources
- App & website
- Physical kiosk & vending machine
- IT support



Local & Global Impact

Local

- **Quebec** has public health care without much technology
- **Cincinnati** has many sophisticated technologies
 - But inaccessible to all and unstandardized

Global

- Creating an equitable, customizable system
 - Leveraging both physical & technological benefits



ESG UQÀM

University of
CINCINNATI

Thank you!

Charlotte , Jackie, Lesly, Malika & Marilyn