

The Evolving Waiting Experience: Creating Better Waiting Spaces



A Steelcase Health and LU Seminar

Designers

Units: 1

IDCEC Designation: HSW

Architects

Units: 1

AIA Designation: LU/HSW

How can healthcare environments support patients, families, evolving safety standards and system throughput, all without compromising performance?

Using mostly a primary research approach, the Steelcase Workspace Futures team interviewed patients and facilities management to understand how waiting has changed post-pandemic. With over 100+ patient interviews, the team was able to summarize patient needs and expectations of waiting spaces. In addition, we talked to 20+ facilities managers, including 7 in-person observation trips, the team synthesized the pressures and priorities that guide facility management when specifying for healthcare waiting spaces. With this data, we articulate five design principles and then demonstrate how to use these principles in outpatient and in-patient settings.