

Listening to patients

Listening to what our customers and patients have to say is central to Mercy's strategy for expanding our health care services. After all, we want to ensure that our services meet the needs of our patients. This is a major reason why we sought input from our community advisory group prior to designing our new rehabilitation hospital. The feedback we received was instrumental in helping us develop a patient-oriented facility that promises to restore not only our patients' functional independence, but also their quality of life.

Following are some examples of how we used this input to improve the design of Mercy Rehabilitation Hospital:



Parking

The advisory group emphasized the importance of appropriate handicap parking with wide spaces. As a result of this input, these parking spaces, as well as the entrance from the main roadway onto the property, were widened.

Building entrances

After reviewing initial designs the advisory group determined that a single entrance at the front of the facility was insufficient to ensure patient privacy and dignity during transfer from the main hospital. Acting on this input, Mercy designers incorporated a second, and more private, entrance for patient transfers.



Patient rooms

In an effort to design rooms that meet the needs of our patients, we asked our advisory group members to evaluate prototype rooms, which we created using cardboard and masking tape. Based on their feedback, Mercy designers increased the size of bathrooms and doorways, and we installed doors that swing inward and outward to better accommodate patients and their families.



Family spaces

Rehabilitation patients and their families spend a great deal of time in the hospital. Because of this, the advisory group felt it was important to develop dedicated spaces where families can find privacy and spend quiet moments together. Our designers incorporated several such areas throughout the facility.

Peaceful views and sounds

Considering the many hours rehabilitation patients spend in the hospital bed, the advisory group felt it was important that patient rooms offered peaceful views onto natural settings. Also, the group suggested that soundproof walls be used between the end rooms and the nurses' station. This feature allows nurses to do their work while helping patients get the rest they need.

Communication boards

Rehabilitation patients spend their days working with therapists in activities that will return them to life at home. Because family members typically visit in the evenings, the advisory group suggested the use of communication boards next to patient rooms to provide information about how therapy went that day as well as the next major goal in a patient's recovery.

Therapy services and classes

The advisory group offered many suggestions on the types of classes to offer patients. They also suggested offering evening classes, which would permit family members to attend. This helps them understand what the patient is learning and it gives family members the opportunity to practice some of the important skills they'll need to use after the patient returns home.

