

T7.2

Towards Excellence in Hospital Planning and Design

09:00 Theatre 1

## People First: Human-Centred Hospital Design in an Era of Digital Diagnostics, Robotics and Data

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Research shows that the design of hospitals can have a positive or negative effect on patient satisfaction, recovery times, readmission rates, staff productivity and family comfort. As the healthcare industry prepares to spend \$200 billion on healthcare facilities between now and 2020, architect John Lyon argues designers and their clients should take a balanced approach in the creation of new facilities, one that values aesthetics and LEAN processes without wasting precious resources on superficial elements. Using case studies of hospital designs for Massachusetts General Hospital in Boston and Seattle Children's Hospital in Washington State – plus research into how big data, robotics and the rapid pace of technological innovation effects healthcare and hospital design – Mr Lyon will outline five design strategies hospitals should implement to ensure their environments support performance, healing, comfort and experience.

From the advent of electronic medical records to personal health monitoring devices, technology is changing the look and feel of hospitals, and how care is practiced inside of them. But as more digital devices are integrated into care regimens, could we lose sight of the importance of human decision making and interaction? International healthcare architect John Lyon investigates current trends shaping the industry and how hospital design can better enable patients and providers in their quest for health.