

HAWORTH

# Healthcare Spaces Designed to Engage People

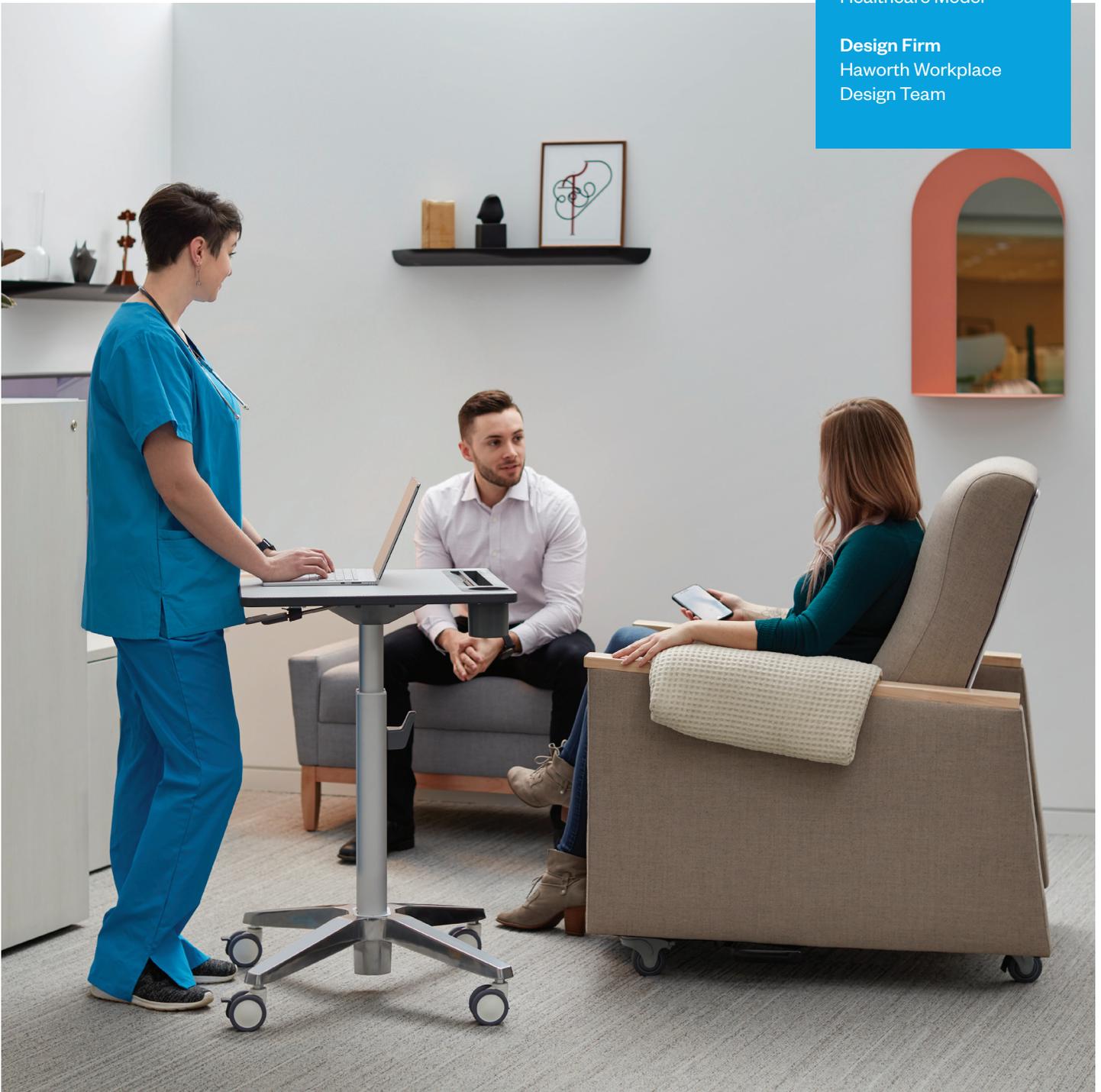
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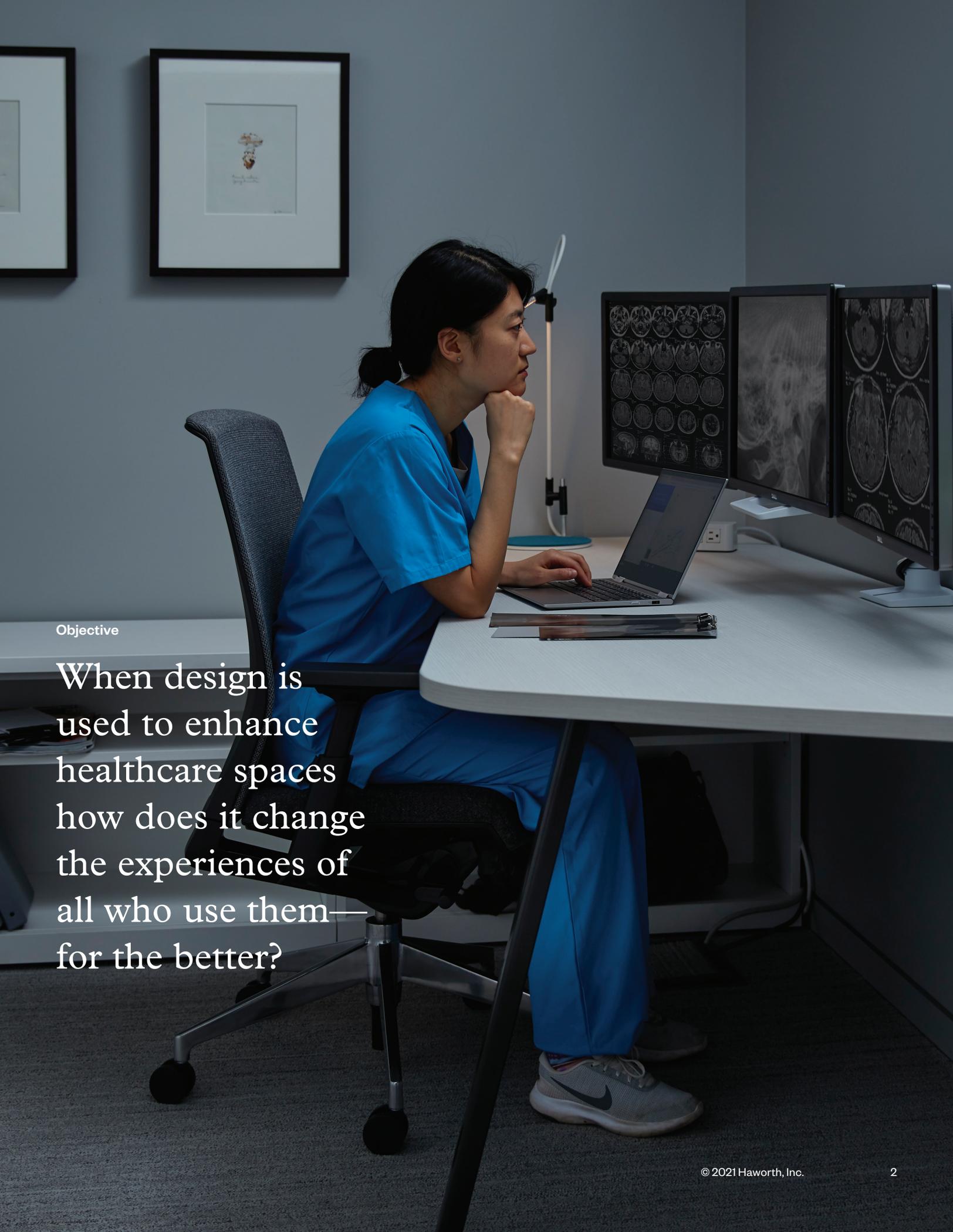
**Case Study**  
Health Pavilion, Haworth  
Global Headquarters

**Location**  
Holland, Michigan

**Project Type**  
Healthcare Model

**Design Firm**  
Haworth Workplace  
Design Team



A healthcare professional, likely a radiologist, is seated in a modern office chair at a white desk. She is wearing blue scrubs and is looking intently at a laptop. The desk is equipped with three large monitors displaying medical scans, including a grid of small images and larger detailed views. A desk lamp is positioned behind her, and framed artwork is visible on the wall in the background.

Objective

When design is used to enhance healthcare spaces how does it change the experiences of all who use them—for the better?

## Overview

The Health Pavilion at One Haworth Center, our global headquarters, reflects the latest trends in the design of healthcare spaces and furnishings. It provides customers with an opportunity to see, feel, and experience spaces tailored to enhance the patient journey, support caregivers, and build stronger ties with the community.

The Haworth Health Pavilion showcases waiting areas; patient exam and treatment rooms; and caregiver spaces, including offices. Most healthcare facilities also include break rooms, locker rooms, and places for respite. Our space was rebuilt from top to bottom to incorporate our research findings, reflect a greater emphasis on caregiver teamwork, and address well-being, health, and safety concerns for patients and staff members.



## Objective

Create a healthcare space that enhances the patient journey, supports caregivers, and fosters the health and well-being of all who use the space.

## Solution

Integrate flexible design with technology and adjustable furnishings that require frequent disinfecting.

## Results

An adaptable healthcare space that engages patients, caregivers, and the community to meet contemporary and future needs of healthcare organizations.

## Objective

# Put People at the Center of the Design

The Haworth Health Pavilion is designed to engage three groups of people: patients, caregivers, and the community. It reflects a new approach to the patient journey, a heightened focus on safety and well-being, and the need for healthcare organizations to strengthen relationships. Plus, it provides flexibility for changes in the face of future healthcare space needs.

## Creating Connection

Adjustable stools and tables support healthy postures and allow caregivers to position themselves where they can maintain eye contact while gathering patient data.



## Patient-Centered Spaces

A key element in delivering healthcare that engages patients is guiding their journey through the health system. In facilities with dedicated registration and waiting areas, patients and their families take a seat and staff come to them. Even though registration takes place in an open space, conversations remain private because of high-tech acoustical materials that absorb sound and are durable to disinfection. Monitors on adjustable arms allow staff to maintain eye contact while collecting patient intake data. Staff have the ability to accommodate someone who is in a wheelchair.

In patient rooms, overbed tables, recliners, chairs, sleep sofas, and sleep chairs feature surfaces that are easily disinfected. Plus, they're durable with repeated cleaning. Bench and lounge seating are provided in infusion rooms for care partners who are there to support the patient.

Family lounge spaces are equipped with informal furnishings that provide comfort as people wait. Ottomans and poufs soften the space while biophilia elements contribute to a relaxed atmosphere.

### Treatment in Comfort

Infusion rooms are equipped with treatment recliners that move completely into the Trendelenburg position for patient comfort and to support medical procedures. Storage provides privacy and a place to stow personal items.





**Multi-Functional Furnishings**

For family members who accompany patients, a sofa that easily converts to a bed provides a place for needed rest.



With very specific needs for patients as well as the healthcare process, inpatient spaces require cleanability and disinfecting. These areas where the patient recovers after treatment may be adaptable between ICU and standard patient rooms.

#### Durable Surfaces

Overbed tables, chairs, and bedside tables are designed with durable surfaces and upholstery that stand up to repeated cleaning with disinfectants.





## Support for Caregivers

The Haworth Health Pavilion is designed to empower caregivers by creating spaces where they can flourish as well as be safe and healthy. Caregiver and provider offices are created with the use of moveable walls, configured to support focus work and telemedicine. For those directly caring for patients, decentralized satellite stations allow computer work at the point of patient care. Other elements that bring caregivers closer to patients are bedside monitors on adjustable arms, sit-to-stand tables mounted on walls, and lighting that they can control themselves.

Huddle spaces accommodate teams with places to meet before and after rounds, and at shift changes. In these collaborative spaces, technology and whiteboards are used to enhance communication.



Height-adjustable tables, desks, and chairs at workstations provide comfortable support, enabling a variety of postures for those who sit or stand for long periods.

- 1 Ergonomic task seating with height-adjustable arms support caregivers.
- 2 Locking file cabinets provide security within the workstations.
- 3 Durable surfaces and upholstery that can be disinfected help protect health.
- 4 Task lighting provides warmth and illumination right where it's needed.
- 5 Lockers provide a place for caregivers to store personal items.
- 6 A bench offers a place for respite or simply changing shoes.

In addition to workstations, desks, offices, and patient rooms, caregivers need spaces to tend to their own needs. When not in use for team activities, huddle spaces provide places of respite for caregivers. Staff rooms, cafés, and outdoor spaces provide alternate places for care teams to build camaraderie and rejuvenate.

#### Supportive Space for Caregivers

Creating space within a space defines a break area, offering a boundary for respite space. Natural light floods the overall environment, allowing connection with nature and supporting circadian rhythms.





## Community Spaces That Strengthen Relationships

Lounges and cafeterias—the spaces that community members are most likely to experience—provide healthcare systems an unparalleled opportunity to demonstrate their commitment to health and well-being. Demonstrating the power of design at these touchpoints, healthcare spaces can better support patients as well as their caregivers. Great attention is given to creating a balance between spaces for families and workgroups to gather and spaces for individuals that provide privacy.

The cafeteria is an especially visible place for healthcare systems to convey leadership. By providing nutritious food, daylight, and views of nature, healthcare organizations model a setting that supports health and well-being. When cafeterias and lounges are used to host events that educate, inspire, and teach community members how to integrate health and well-being into their lives, it creates opportunities to develop and strengthen the healthcare system's relationships with the community.

## Responsive Healthcare Spaces

Caregivers are working in teams to a greater degree than before, but most existing healthcare spaces aren't designed for teamwork. The Haworth Health Pavilion design at our global headquarters supports the new workflow of caregiver teams while integrating spaces that promote well-being and provide respite. It showcases design that is responsive to the needs of patients, caregivers, and the community. The hallmark of this space is that while it excels at meeting today's needs, it's flexible so that it can be quickly adapted to new scenarios in the future.





## Organic Workspace

Haworth partners with customers, dealers, and influencers to create spaces that result in effective people and efficient real estate. We call this Organic Workspace, our perspective of space design built on research and knowledge. It's also our process for creating spaces with our partners for our clients' organizations—environments that align people and space for optimal performance. Our Organic Workspace approach ensures this flexibility for the future of our customers' investments.

Schedule a site visit through your dealer or Haworth sales representative to fully experience the Haworth Health Pavilion at our global headquarters. See how it helps healthcare professionals work effectively while enabling healthcare systems to maximize their real estate.

## Featured Haworth Products

- Atwell™ Seating (HH)
- Beside® Storage Lockers
- Bola Disc Lighting (HC)
- BuzziMirage Mirror (HC)
- BuzziPuzzle Pouf (HC)
- Circa Lighting (HC)
- Contour Lighting (HC)
- Compose® Storage
- Conover™ Metal Patient Chair (HH)
- Conover Metal Bedside Table (HH)
- Cultivate™ Table
- Danbury™ Sleeper (HH)
- Ergotron Technology Support
- Exam Stool (HH)
- Gates™ Recliner (HH)
- Hop® Height-Adjustable Table
- Jive® Disc Base Table
- Maari™ Seating
- Openest® Seating
- Overbed Table (HH)
- Pip™ Table
- Patterns™ Architectural Elements
- Power Exam Table (HH)
- Riverbend™ & Pebble® Seating
- Saluda™ Bariatric Side Chair (HH)
- Selma™ Bench (HH)
- Soji® Faux Leather Fully Upholstered Seating
- Sprig™ Side Table
- Superlight Lighting (HC)
- Very® Task Chair
- UMA Lamp (HC)

*HH indicates Haworth Health products.*

*HC indicates Haworth Collection products.*