

HAWORTH

A Surgery Center Reimagined

April 2020



Customer Story
Lighthouse Surgery
Center

Location
Hartford, Connecticut

Project Type
Healthcare— Outpatient
Surgical Center

Design Firms
SLAM Collaborative
Goldberg Design LLC

Dealer Partner
John Watts Associates

A photograph of a modern healthcare waiting area. In the foreground, there are several blue upholstered chairs and a light blue fabric sofa. The floor is covered in a brown carpet. To the left, a long, dark countertop with a light-colored top extends across the room. Behind the counter is a large window that provides a view into an operating room. The operating room is brightly lit and contains various medical equipment, including a large circular surgical light fixture, monitors, and a patient bed. On the right wall, there is a framed picture of a beach scene. The overall atmosphere is clean, professional, and comfortable.

Challenge

What happens when you
reimagine the experience at
a healthcare facility?

Overview

When partners at Lighthouse Surgery Center envisioned their new state-of-the-art ambulatory surgery center, they set out to design a space where healing takes place in a serene environment. There would be a comfortable lobby for patients’ families and friends, as well as places for staff to relax and recharge. Plus, they required that the facility be agile in order to adapt to the technology of tomorrow.

Drawing on elements from nature, spa settings, first-class airport lounges, and coffee shops, the new Center is a place where patients, their families, and staff feel supported in multiple activities and have places to reflect and rejuvenate.

Specifications



- Stories: 1 floor
- Area: 36,000 sq. ft.
- Occupants: 50+

Objective

Support the well-being of patients, families, and staff in a space that adapts to new technology.

Solution

Reconfigurable, experience-centered designs for lobby, recovery, care, and staff spaces.

Results

A medical center, with spa-like features, that promotes the well-being of patients, families, and staff—now and in the future.

Objective

Meeting the Needs of Patients and Staff

Surgery can be stressful for patients and their families. The partners at Lighthouse Surgery Center sought a flexible space that would put all people at ease. In addition to providing spaces focused on patient comfort and healing, they wanted to ensure families and individuals who are there to support a loved one have the spaces they need—to work, gather, reflect, or take some time alone.

The Center is a place where staff spends a majority of their time. They needed an environment that energizes them and provides places to relax. The partners also wanted a facility that will help attract younger talent as staff members retire.



Solution

A Setting of Serenity

From the large windows that allow natural light to flood the space, to wood tones and colors that invoke a connection with nature, the Lighthouse Surgery Center feels more like a spa or VIP lounge than a medical center—and that’s by design.

The goal for the Center was to create an overall space comprised of micro-environments that support a variety of activities. An environment akin to a first-class airport lounge where sometimes people visit for 10 minutes and other times, they spend hours. Design research showed that people use lobbies and transition areas in healthcare settings in numerous ways. To make this time more comfortable, the Center’s lobby uses furniture to create spaces for socializing, privacy, and working. Emotions had to be addressed too. People visiting healthcare facilities often feel worried or anxious. To alleviate these feelings, a soothing atmosphere was created, so people can experience calm and serenity wherever they move in the space—from the lobby, through the corridors, to the operating rooms, and in the recovery bays.

Natural Light as a Design Element

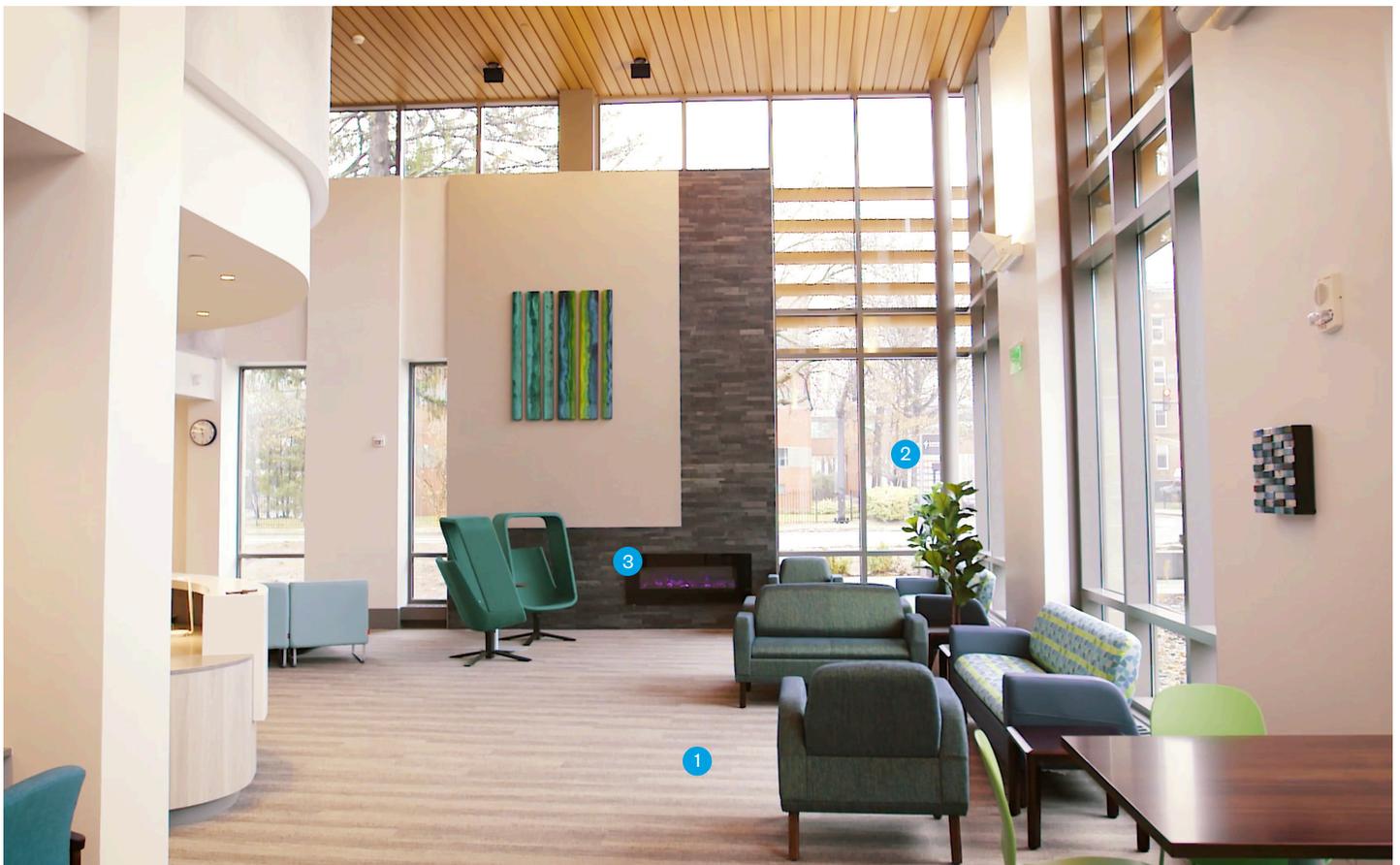
Daylight fills the Center’s spaces, giving people a soothing connection to nature and an opportunity to de-stress via large windows to the outside.



Elements of Nature

An organic look and feel are directly influenced by the Center's name. Just as lighthouses are surrounded by waters of calming hues, the color palette reflects the serenity of water. Soothing, soft tones of blue and green are used in patient and transition areas. These colors create a sense of calm for patients as well as staff.

- 1 Driftwood is reflected in the soft gray, wood-plank pattern on the floor, in textured wall coverings, and the fireplace surround. Stained wood surfaces, from natural hues to dark espresso, also play a role in creating a feeling of Zen.
- 2 Daylight is incorporated into the lobby, recovery rooms, and the staff break room. Infusing these areas with daylight and views of the outside buffers against the negative effects of stress and supports the wellbeing of patients and staff.
- 3 Other natural elements include a fireplace with color-changing ambient lighting in the lobby, setting a mood that feels more residential than medical.



A Comfortable, Supportive Experience for All

The lobby and reception areas succeed in meeting the needs of patients and their families. Comfortable seating areas for individuals are integrated throughout the space. In addition to providing ergonomic comfort, the seating meets Healthier Hospital Initiatives (HHI) requirements. Flexible and moveable lounge seating can be easily configured to accommodate larger families, including those with young children.





Workspaces blend seamlessly into the lobby area. Modern pieces with unique architectural features offer both privacy and comfort. Seated and standing-height desks give people options and allow them to change postures as desired.

Cozy nooks offer privacy and Wi-Fi, with easy access to power outlets for remote working.



A Patient-Focused Surgical Center

Patient chairs have arms and firm seats engineered to make them easy to get into and out of. Some low, some high—all designed to support patients on their journey toward wellness. Cushions are constructed without top seams and durable upholstery that resists stains and stands up to healthcare cleaning standards.

Orthopedic patients come into the Lighthouse Surgery Center with a broad range of spine, shoulder, hand, hip, knee, ankle, and foot issues. They require furnishings that support movement and rest throughout their visit. For patients with spine, hip, or other joint problems, sitting can be uncomfortable. Tables where they can stand and rest, check their phone, or just look out the window provide support. Furniture is sized to be comfortable, allows for easy access, and provides support for all patients, including bariatric patients. Corridors, doorways, and furniture are positioned so patients can access all areas of the Center using crutches, walkers, or wheelchairs.

Designed with the future in mind, The Center's flexible operating and procedure spaces can be easily adapted for new uses and new technology. For example, Medicare recently approved hip and knee replacements to be done in freestanding surgery centers for the first time. The Center doesn't need to make any renovations to provide these surgeries because operating rooms have no built-in cabinets. Instead, carts move in and out of the rooms, allowing doctors to quickly change the equipment, processes, and even procedures.





Areas for patient procedures and technical support don't often get the same attention to design that lobby areas get. At the Center, design elements are used to blend a patient's experience from one area to another seamlessly.



Solution

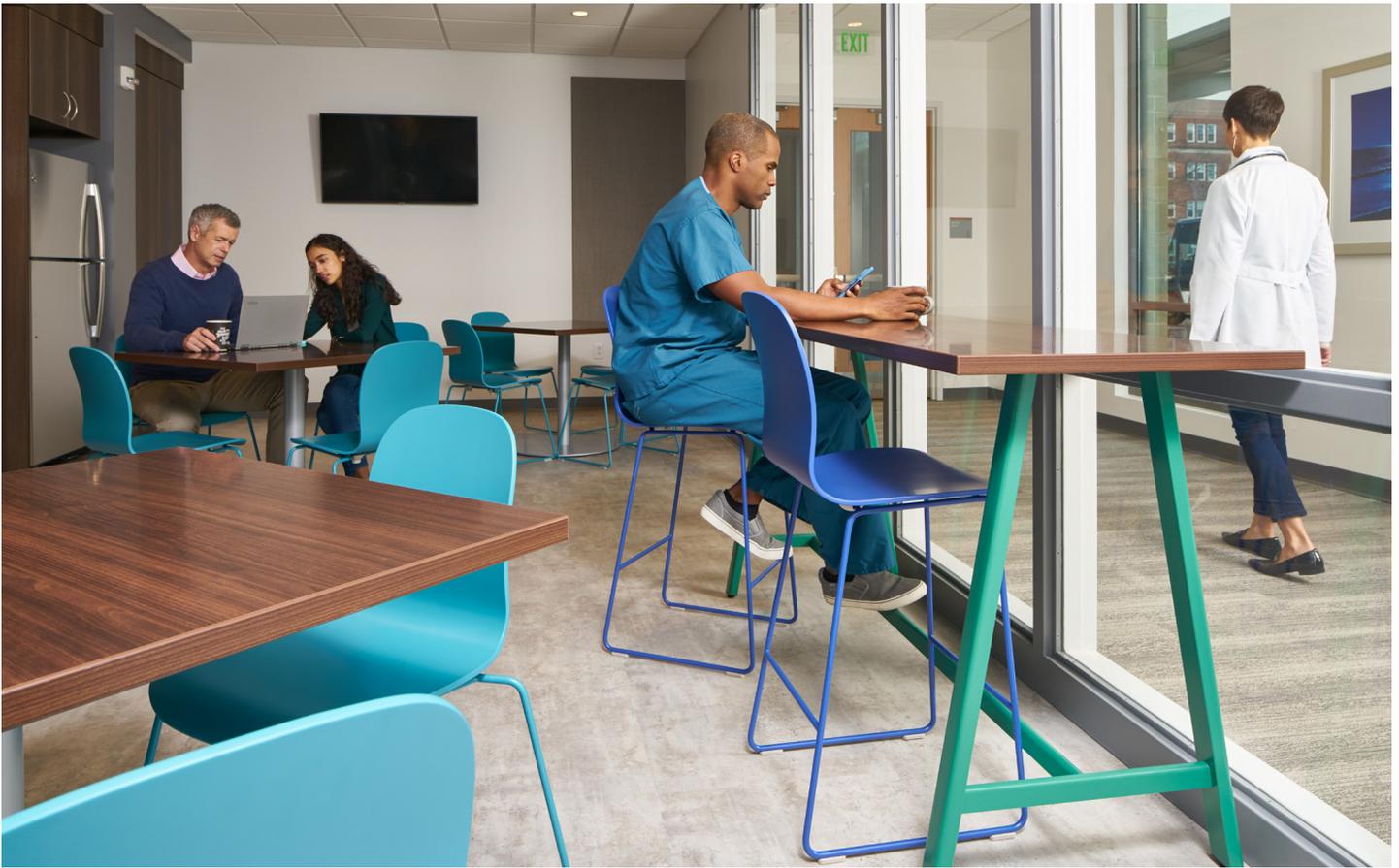
A Supportive Workspace for Staff

Staff members were involved during the design process to make sure the new space would allow them to move around freely, have access to patients, and provide spaces for them to relax and recover from the stress of caring for patients.

Workspaces are flexible, and furniture is adjustable for the comfort of each staff member because everyone doesn't work the same way. Desks allow people to either sit or stand. Ergonomic, adjustable chairs provide staff members with all-day support and comfort regardless of size, posture, or work mode.

Mobile furniture in the training room and offices allows staff to move desks, chairs, and meeting tables as needed.





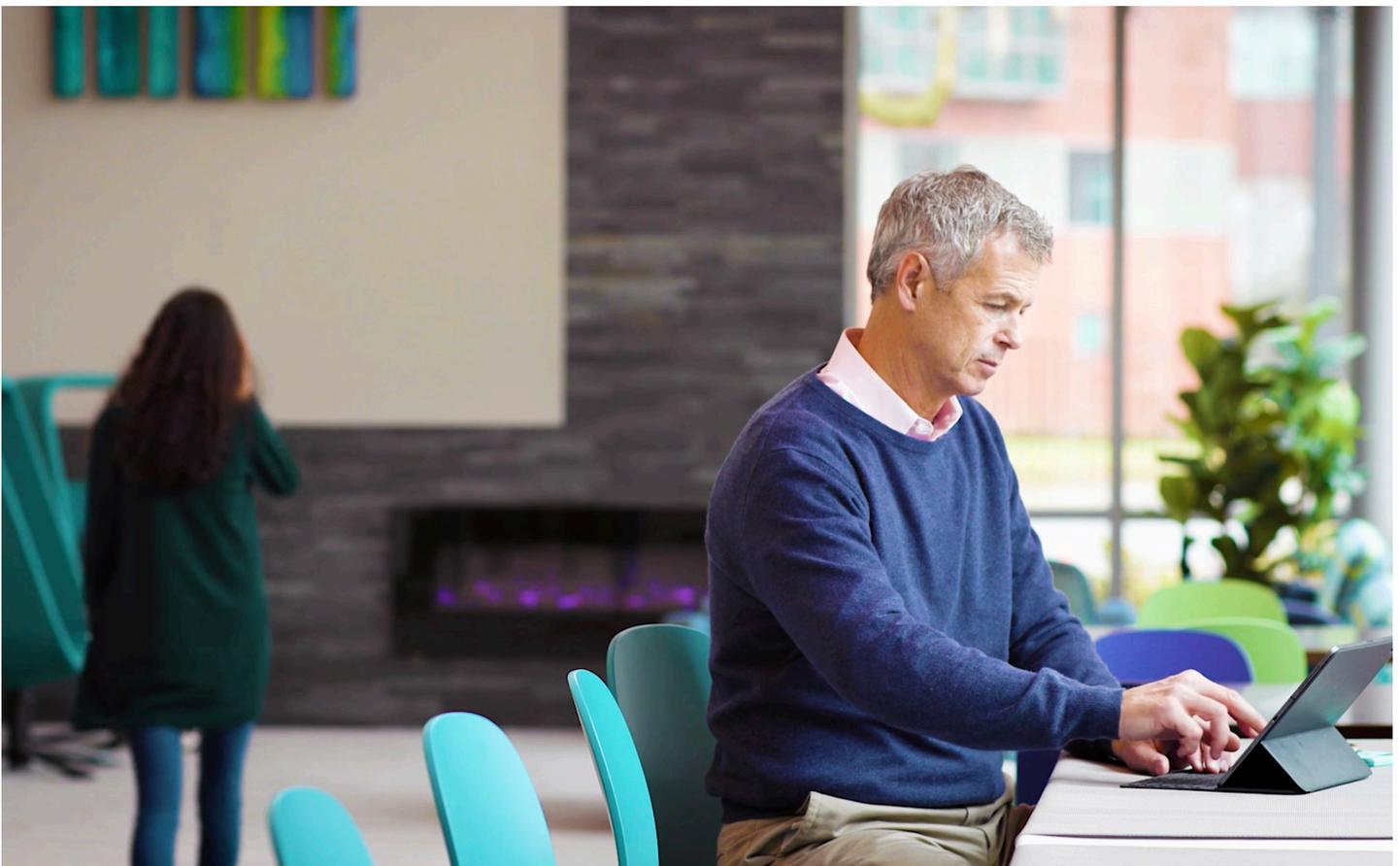
“When you build something that’s going to last a long time, you have to build into it the potential to change, expand, and move into wherever we go. So instead of building into the Center a lot of things that would become permanent over time, we combined open spaces with less built-in spaces so that the ideas we have can change.”

Dr. Michael Joyce
President, CEO and Orthopedic Surgeon
Lighthouse Surgery Center

The break room, where large windows provide natural light, was inspired by a local coffee shop. Staff can relax and chat at a high-top or find solitude at a table in the corner. These elements create a work environment that supports productivity but does not lead to burnout.

A Balance That Serves Patients, Families, and Staff

Experienced in its entirety, the design of the Lighthouse Surgery Center makes people feel better while they are receiving care, waiting, or working. Natural elements, ergonomic furnishings with finishes that are easy to sanitize, and attention to the experience of patients and staff truly make the Center a place that promotes health and well-being. A combination of products from Haworth, Haworth Health, and Haworth Collection were selected for aesthetics as well as function and flexibility to create a healing environment for patients, solace for family members, and support for staff, now and as needs change in the future.





Customer Profile

Lighthouse Surgery Center is a state-of-the-art ambulatory orthopedic and spine surgery center designed for comprehensive outpatient surgical procedures. The Center is a joint venture between 16 orthopedic surgeons who specialize in joint replacements, spine and sports-related injuries, as well as Woodland Anesthesiology Associates and Saint Francis Hospital and Medical Center (part of Trinity Health of New England). Six orthopedic operating rooms, one room for procedures that don't require sedation, and on-site physical therapy create a patient-centered experience where people can get all the services they need under one roof.

Featured Haworth Products

- Soji® Seating
- Masters Series®
- Jive® Table
- Riverbend™ Lounge
- Pebble® Ottoman
- Very® Seating
- Poppy® Seating
- Openest®
- Pip™ Table
- Atwell™ Seating and Tables
- Conover™ Collection Seating and Nightstands
- Encompass Physician Stool
- Orla Seating
- Tate Color™ Seating
- Windowseat® Chair