V2

INSIGHTS, APPLICATIONS + SOLUTIONS

TIME FOR CHANGE: NEW SOLUTIONS FOR HEALTHCARE SPACES

Steelcase
HEALTH

We work with leading healthcare organizations to create safe and efficient spaces that deliver greater connection, empathy and wellbeing for everyone involved in the experience of health.

02 **An Introduction: Insights**

22 **Insight-Led Applications**

24 Exam Spaces

40 Clinical Team Spaces

56 Patient Rooms

72 Infusion Treatment Spaces

86 Transition Spaces

104 **Product Solutions**

THE EXPERIENCE OF HEALTHCARE IS RAPIDLY EVOLVING

Today's healthcare is an enormous enterprise undergoing massive change as it simultaneously tackles multiple challenges: improving the health of the population, providing better patient experiences and outcomes, and reducing costs—all without sacrificing the dedication, engagement and wellbeing of the people who comprise the healthcare profession.

Yet for most organizations, improving healthcare value remains a complex undertaking. New realities, tensions and expectations place significant strains and burdens on existing business models, processes and facilities. As new administrative tasks and technologies redirect clinical practice, care providers' stress increases and their wellbeing suffers.[5] As patients and their families take on higher out-of-pocket costs[6] and become more informed as consumers of care, their expectations keep rising.[7] And, despite growing evidence that clinician/patient/family interaction is key to patient and clinician outcomes,[8] many healthcare spaces aren't designed to support their mutual participation.

To address the challenges, leverage opportunities and advance healthcare's mission of excellence, forward-facing organizations are reassessing every aspect of their operations and retooling their strategies for success.

MOUNTING EVIDENCE CONFIRMS THAT IMPROVEMENT IS IMPERATIVE:

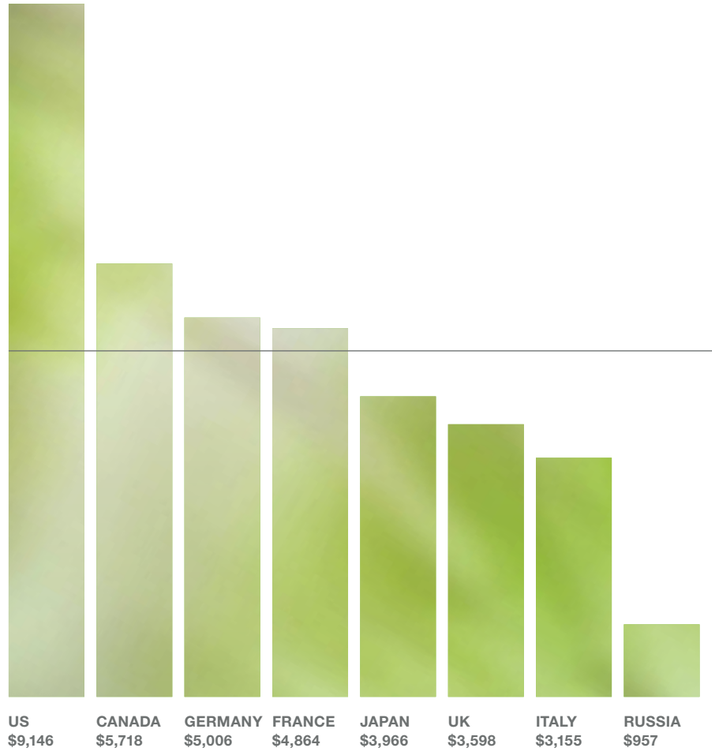
Despite expert clinicians, advanced treatments and technologies plus expanding patient involvement, at least 60 percent of the U.S. population fails to meet baseline metrics of good health, and at least 40 percent report they lack a connected relationship with their primary care physicians.

Worldwide, more than one in three patients think providers do not spend enough time on their care.[1]

Among the advanced economies of the world, the United States spends the most on healthcare—$2.9 trillion annually—with the worst outcomes.[2]

While the rate of health-cost growth has slowed in every high-income country during the past decade, many people are paying higher out-of-pocket costs.[3]

Nearly half of U.S. physicians experience symptoms of burnout.[4]



$4,551

Average spent per capita over the course of one year (2013) on health expenditures in highly industrialized nations (shown in USD).[9]

1 PRNewswire (March 13, 2012). HawkPartners/ICARE Global Patient Pulse reveals U.S. patients conflicted about future of healthcare system, despite high satisfaction. Cambridge, MA.
2 Davis, K., Stremikis, K., Squires, D. & Schoen, C. (2014). Mirror, mirror on the wall: How the performance of the U.S. health system compares internationally. New York: Commonwealth Fund.
3 Organization for Economic Cooperation and Development (2015). Focus on health spending: OECD health statistics.
4 Peckham, C. (2015). Physician Burnout: It just keeps getting worse. Medscape, January 26, 2015.
5 Chaudhury, H., Mahmood, A., & Valente, M. (2009). The effect of environmental design on reducing nursing errors and increasing efficiency in acute care settings: a review and analysis of the literature. Environment and Behavior, 41(6), 755-786.
6 Collins, S., Rasmussen, P., Doty, M., & Beutel, S. (2014). Too high a price: Out-of-pocket health care costs in the United States. Findings from the Commonwealth Fund Health Care Affordability Tracking Survey, September–October 2014. Commonwealth Fund pub. 1784 Vol. 29.
7 Sadler, B. (2009). Letter to the editor. Health Environments Research & Design Journal, 3(1), 102-104.
8 Street, R., Makoul, G., Arora, N., & Epstein, R. (2009). How does communication heal? Pathways linking clinician-patient communication to health outcomes. Patient Education & Counseling, 74(3), 295-301.
9 World Health Organization Global Health Expenditure database.

A RADICAL TRANSFORMATION

Healthcare is evolving at a rapid pace, changing on almost every front as healthcare organizations, patients, families and payers all seek improved experiences, safety, outcomes and satisfaction.

THE NEW PARADIGM

ENGAGING ALL PARTICIPANTS IN HEALTH IS THE NEW PARADIGM.

The focus is expanding beyond treating illness to include wellness and wellbeing, with patients, their families and health professionals actively participating throughout the continuum of care.

Innovators are staking out a role that goes beyond treating illnesses. They're strategically expanding their focus to include wellness and wellbeing, tapping into growing awareness that poor health diminishes the quality of people's lives.[1] Clinicians and allied healthcare professionals are encouraging the active engagement of patients and their families, taking time to build relationships of partnership and mutual participation as together they set goals and make decisions about care.

Processes are fast becoming less directive and more collaborative, involving patients and their families more actively.[2]

Needs and expectations are changing as patients' perspectives, values and preferences become more integral to the care process.[3]

The accelerating scope, scale and impact of technology is driving a need to share information in new ways.[2]

1 Centers for Disease Control, Center for Chronic Disease Prevention and Health Promotion, Division of Nutrition, Physical Activity, and Obesity (n.d.). National Healthy Hospital Choices.
2 Institute of Medicine (2013). Partnering with patients to drive shared decisions, better value, and care improvement.
3 Frampton, S. (2012). Healthcare and the patient experience: Harmonizing care and environment. Health Environments Research & Design Journal, 5(2), 3-6.

LEVERAGING SPACE

Faced with such sweeping changes, healthcare organizations shouldn't overlook an asset that's highly leverageable and pivotal to success: their spaces.

AREAS OF TENSION

As changing dynamics add complexity to an already burdened industry, the hurdles that healthcare organizations face are greater than ever. Addressing high-priority issues is key to developing strategies for sustainable success. Steelcase research has identified four primary tensions that are challenging existing healthcare norms. Each presents challenges but also significant opportunities.

EXPECTATIONS **REGULATION ADHERENCE VS. PATIENTS AS CONSUMERS**

Expectations of healthcare providers are increasing due to changes in both regulatory and consumer demands. New laws enabled by the Affordable Care Act are driving business model and systems changes to effectively manage reimbursement levels, placing new demands on healthcare institutions that must continue to deliver safe, high-value care. Concurrently, healthcare expectations are rising as the patient-consumer does more research, asks more questions and requires more personalized attention and responsiveness—ultimately choosing care options and providers that meet their individual needs.

COMPLEXITY **CHRONIC DISEASE MANAGEMENT VS. HEALTH FACILITY CONSTRAINTS**

Worldwide, the burden of chronic diseases is rapidly increasing, expected to reach 57 percent of the population by 2020,[1] resulting in health conditions that require not only team-based care but also the active participation of family care partners. While coordinated care must be provided by teams of primary care doctors, advanced practice providers, nurses, pharmacists and allied health staff, there is also growing understanding of the importance of families as essential care partners who bring information, perspectives, advocacy and encouragement to the care process. Adding complexity to the situation is the realization that the coordination of care must often be accomplished within constrained healthcare facilities that undermine collaborative care. The result is inefficient and even potentially unsafe workflows for the team of providers, as well as unwelcoming and unproductive environments for family members.

STRAIN **CLINICIAN STRESSORS VS. HEALTH SYSTEM STRESSORS**

Healthcare has always been high-stress work, and significant changes underway in the profession are intensifying workloads and challenges. Rising retirement rates and fewer people entering healthcare professions have resulted in clinician shortages, resulting in demanding work schedules and appointment delays. Physician burnout is being further complicated by the need to embrace health system changes such as electronic health records, new technologies and demands for more efficiency. As healthcare systems grapple with the new risks and pressures of a rapidly evolving industry, making necessary changes while also maintaining clinician sustainability is often challenging.

SAFETY **ACCOUNTABILITY VS. EVOLVING BOUNDARIES**

Research and regulatory pressures are continually redefining the meaning of “first, do no harm.” What was once good enough—or unfortunate but inevitable—is no longer acceptable as the concepts of harm and preventability evolve and expand.[2] From healthcare-acquired conditions to adverse events in ambulatory care, the boundary of patient safety is stretching. Tackling patient safety requires engagement of the entire health system—the people, the processes, the policies and the environment of care.

1 The Center for Health Design (2015). EDAC Study Guide 1: An introduction to evidence-based design: Exploring healthcare and design (3rd ed., Chapter 1, pp.1-60). Concord, CA.
2 Vincent, C., & Amalberti, R. (2015). Safety in healthcare is a moving target. BMJ Quality & Safety. Published Online First: July 6, 2015. http://doi.org/10.1136/bmjqs-2014-003702.

TODAY'S HEALTHCARE JOURNEY NEEDS TO BE HUMAN-CENTERED.

Environments affect human behaviors and experiences. Healthcare organizations that embrace this reality—in their spaces as well as in their strategies, decisions and cultures—are positioned to deliver greater value in a differentiated way. When spaces are intentionally designed to meet people's intrinsic and extrinsic needs, they can improve healthcare experiences in significant ways:

Ulrich, R., Zimring, C., Joseph, A., Quan, X., & Choudhury, B. (2004). The role of the physical environment in the hospital of the 21st century: A once-in-a-lifetime opportunity. Concord, CA: The Center for Health Design.

When spaces productively support communication and collaboration, care providers, patients and family members can all be mutual participants in the important undertaking of improving health.

When spaces are inviting and meet the fundamental needs of family members, their vital role as partners in care is supported.

When spaces afford the physical, cognitive and emotional wellbeing of care providers, their potential for delivering exemplary care becomes amplified.

When spaces support patient safety through collaboration and organizational awareness, ergonomically appropriate furnishings, and easily cleanable surface materials, latent harms can be mitigated.

THE CHALLENGE FOR HEALTHCARE ORGANIZATIONS

As healthcare organizations face today's complex challenges, improving performance and delivering greater value throughout the enterprise is fundamental for attaining competitive advantage.

Total cost management is an unrelenting priority as pressure mounts to manage costs while improving safety, quality and satisfaction. Every investment must contribute to delivering an effective, efficient and satisfying healthcare experience for patients and their loved ones. Balancing investment and ROI must also include attracting and retaining quality healthcare professionals and ensuring their efficiency, safety, satisfaction and wellbeing at work.

Revenue generation is an essential driver of an organization's sustainability, and it is directly affected by the shift from volume-based to value-based models of care. Solutions must support an organization's ability to generate revenue and even create opportunities for new service offerings at each point of the healthcare journey, including waiting and transition times.

Health outcomes are why health organizations exist: to help people become healthier and maintain optimal health. As always, this depends on improving the quality and safety of care. Now, however, improving health goes beyond diagnosing and treating illness. It also includes preventing adverse events and focusing on wellness and wellbeing, collaborating with patients and their families throughout the healthcare journey as decisions are made about health goals and care options.

Patient & staff satisfaction depends on developing a deep understanding of what people want and need, and then delivering experiences that demonstrate differentiating value. For patients and their families, this means experiences that promote optimal healing and ease stress. For healthcare professionals, this means productive and meaningful work experiences that enable them to do their best work by affirming their physical, cognitive and emotional needs.

Sadler, B., DuBose, J., & Zimring, C. (2008). The business case for building better hospitals through evidence-based design. Healthcare Environments Research and Design Journal, 1(3), 22-39.

TOTAL COST MANAGEMENT

Effectively manage the total cost of the experience.

REVENUE GENERATION

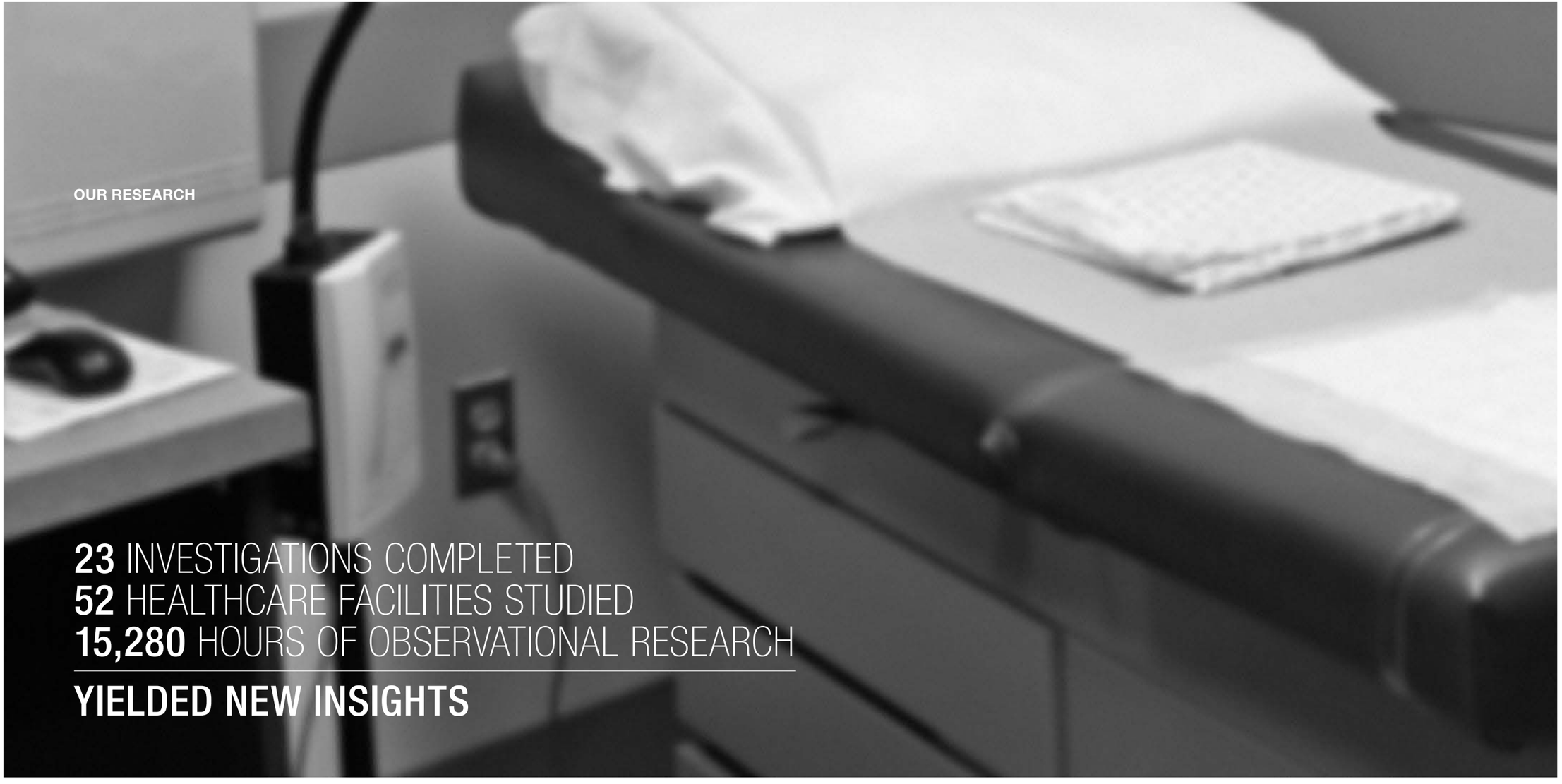
Create revenue through new efficiencies, performance levels and offerings.

HEALTH OUTCOMES

Improve clinical outcomes by meeting or exceeding industry requirements for quality, safety, infection control, clinical efficiency and sustainability.

PATIENT & STAFF SATISFACTION

Improve patient/family perception of care and support clinician sustainability.



OUR RESEARCH

23 INVESTIGATIONS COMPLETED
52 HEALTHCARE FACILITIES STUDIED
15,280 HOURS OF OBSERVATIONAL RESEARCH

YIELDED NEW INSIGHTS

At Steelcase Health, we are continually working to deepen our understanding of the science and experience of healthcare delivery. For more than a decade, our teams have delved into the published literature and undertaken our own primary research to better understand the realities and opportunities that all healthcare organizations face. We've studied a broad spectrum of facilities, observing and documenting everyday processes and interactions in real time.

As we continue to learn and synthesize our findings, we gain new insights into how healthcare organizations can achieve their goals by fully leveraging the power of place.

Design for the Human Factor

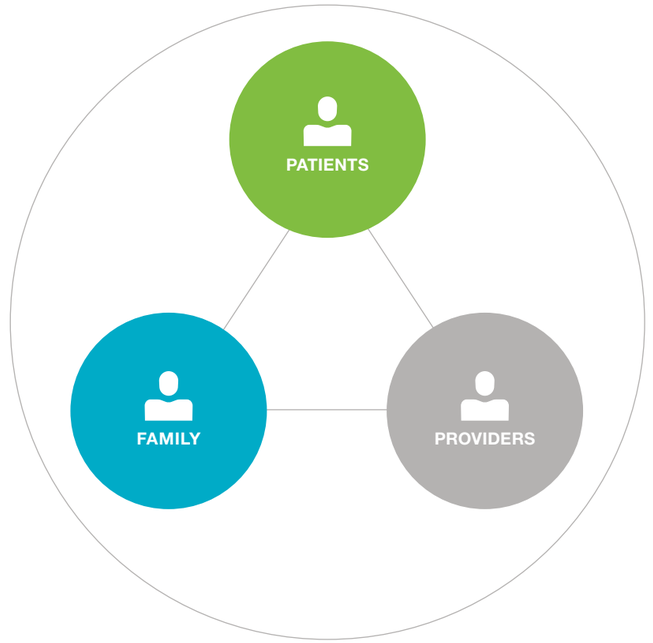
Our research complements long-standing findings that spaces profoundly affect people's relationships, perceptions and behaviors. Designing for the human factor can help healthcare organizations improve patient and staff experiences, support safety, improve health outcomes, and reduce costs.[1]

HUMANIZE
the care process to promote a compassionate experience.

EMPOWER
people to optimize the clinical encounter.

CONNECT
stakeholders to support better outcomes.

1 Cama, R. (2009). Evidence-based healthcare design. Hoboken, NJ: John Wiley & Sons.



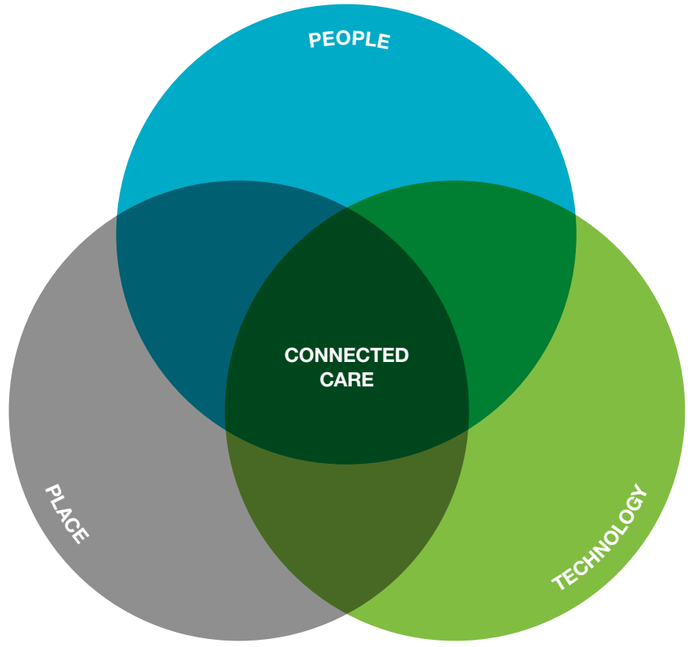
Enhance people's connections, wellbeing and safety by designing for the human factor.

DESIGN PRINCIPLE

Integrate the Experiences

Structures, processes and outcomes in healthcare are all interrelated. As a result, it's essential to design for the many intersections of people, place and technology.[1]

The result can be safer, more engaging settings that fully leverage the power of place to support optimal healthcare experiences.



Optimize healthcare experiences by connecting people + place + technology.

1 The Center for Health Design (2015). EDAC Study Guide 1: An introduction to evidence-based design: Exploring healthcare and design (3rd ed., Chapter 1, pp.1-60). Concord, CA.

INSIGHT-LED APPLICATIONS

As we continue to learn and synthesize our findings, we gain new insights into how healthcare organizations can achieve their goals by fully leveraging the power of place.

EXAM SPACES

EXAM SPACES OBSERVATIONS

FAMILY

"My husband wants me with him when he sees his doctor, and I want to be there to make sure he reports all his symptoms and we both understand what's what. But the exam room is very crowded. I always feel like I'm getting in the way."

PATIENT

"The way I see it, my health belongs to me. So I use a health app and do a lot of research online. But during my doctor appointments, I usually end up just answering a few questions and mostly listening. It's not really set up to be a two-way conversation."

PROVIDER

"We need to interact with patients in a setting more conducive to consultation. Only a small portion of a clinical visit today involves a physical exam. Traditional exam rooms, however, are dominated by the tools needed for that activity."

OBSERVATIONS

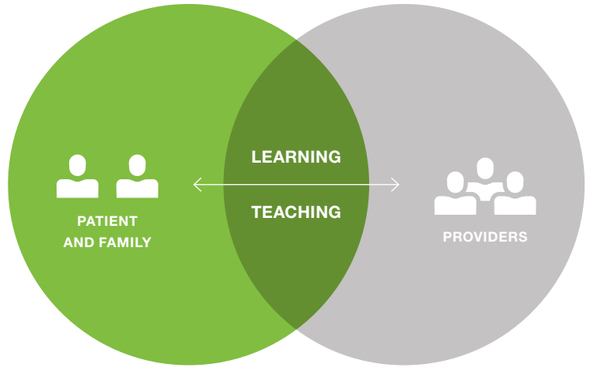
Inefficient, unwieldy floor plans

No storage for patient's clothing and personal items

Inadequate accommodation for family members

Poor support/sightlines for sharing digital information

Awkward postures due to lack of same-level seating for patients, families and clinicians



Exam spaces designed for two-way teaching and learning encourage a collaborative approach to healthcare.

For most people, the exam room is at the center of the healthcare experience. No longer just a space for medical exams and treatments, it's also a space where consulting, learning and person-to-person sharing happens among patients, family members and the care team. In fact, one study found that in a typical patient visit, 80 percent of the experience is spent in conversation while the physical exam comprises only 20 percent.[1]

Whether in a doctor's office, urgent care, surgery center or the emergency department, exam rooms today must be hardworking, high-functioning spaces that support the activities, interactions and technologies that sustain connected, satisfying and effective health experiences.

1.2 BILLION
Number of visits to physician's offices, hospital outpatient clinics and emergency departments.

Source: Centers for Disease Control and Prevention, National Center for Health Statistics (2014). Fastats: Ambulatory care use and physician office visits. Retrieved from www.cdc.gov/nchs/fastats/physician-visits.html.

1 http://www.mayo.edu/center-for-innovation/projects/jack-and-jill-rooms

EXAM SPACES KEY INSIGHTS

With more information and higher expectations, patients and their families are transforming the dynamics of healthcare. It's important that exam rooms evolve, too. More than just a setting for physical exams, today's best exam rooms are intentionally designed for transparent collaboration and interpersonal interactions. Here are some insights to consider when designing exam rooms to meet all participants' needs.

Two-way learning is essential for effective healthcare.[1] The care team and patients and families all play important roles—engaging in dialogue about health history, symptoms, goals and preferences can yield invaluable insights, even helping to prevent medical errors.[2] And when patients participate in developing the action plan and understand it, they tend to be more engaged in their care. Because patients all have different learning styles and literacy and acuity levels, effective exam rooms leverage multiple ways of presenting information. Increasingly, shared learning may include viewing digital information from the patient's as well as the care team's mobile devices.

Family or other support persons in the exam room are important partners in the patient's health.[4] Accommodating their presence—whether it's physical or virtual via videoconferencing—helps ensure that important information is shared, understood and factored into decisions about care.

Maintaining personal relationships between patients and staff is vital for satisfaction. Even as payers alter reimbursement systems, efficiency remains an important measure of healthcare effectiveness. The stress of trying to maintain meaningful, thorough patient visits while rushing through appointments can negatively impact physician's work lives and patient outcomes and satisfaction.[3] Efficient, well-equipped spaces that simultaneously support the patient and family interaction with care team members can support efforts to improve patient satisfaction and ease staff burnout.

To be effective versus intrusive, technology must be seamlessly incorporated and carefully managed in exam rooms.[5] Mobile devices, apps and web-based information are new tools for diagnosis and treatment, accessing and sharing information, and communicating effectively. However, if exam rooms aren't well-designed for technology use, it can be more harmful than helpful, detracting from conversations and distancing participants from each other.[6] In contrast, when everyone can easily and equally view and share digital information, it has the potential to boost collaboration and shared decision-making.

1 Ahren, D., Woods, S., Lightowler, M., Finley, S., & Houston, T. (2011). Promise of and potential for patient-facing technologies to enable meaningful use. American Journal of Preventative Medicine, 40(5, Supplement 2), S162-S172.
2 Unruh, K., & Pratt, W. (2007). Patients as actors: The patient's role in detecting, preventing, and recovering from medical errors. International Journal of Medical Informatics, 76(1), S236-S244.
3 Bodenheimer, T., & Sinsky, C. (2014). From triple to quadruple air: Care of the patient requires care of the provider. Annals of Family Medicine, 12(6), 573-576.
4 Frampton, S., Wahl, C., & Cappiello, G. (2010). Putting patients first—partnering with patients' families. American Journal of Nursing, 110(7), 53-56.
5 Almquist, J., Kelly, C., Bromberg, J., Bryant, S., Christianson, T., & Montori, V. (2009). Consultation room design and the clinical encounter: The space and interaction randomized trial. Healthcare Environments Research and Design Journal, 3(1), 41-78.
6 Misra, S., Cheng, L., & Genevie, J. (2014). "The iPhone Effect: The Quality of In-Person Social Interactions in the Presence of Mobile Devices."

EXAM SPACES DESIGN PRINCIPLES

DESIGN EXAM ROOMS FOR MULTIPLE ACTIVITIES EXAMS, TREATMENTS, INFORMATION SHARING AND DISCUSSION AND MULTIPLE PARTICIPANTS: THE PATIENT CARE TEAM, PATIENTS AND FAMILY MEMBERS.

1 Wherever appropriate, replace exam tables with recliners so that patients and care team members can be eye-to-eye, enhancing communication.

2 Provide adequate space and comfortable seating so that family members can feel welcomed and be included in the exam.

3 Create a collaboration zone with same-level seating and equal access to digital and analog information.

4 Provide compact surfaces for patient and family members' notepads and pens, mobile technologies, and/or personal items.

5 Support videoconferencing with specialists or family members who can't be physically present.

6 Include a work setting for scribes and other participants in the healthcare team.

OPTIMIZE SPATIAL EFFICIENCY AND HYGIENE.

1 Zone the exam area so clinicians can easily arrange and use their equipment and tools.

2 Choose storage that minimizes visual clutter while keeping frequently used items in easy reach.

3 Leverage vertical planes for information displays and technology hosting.

4 Place handwashing opportunities in direct visual relationship with the exam room entrance(s).

5 Select surfaces and furnishings that can be quickly and easily cleaned between patients.

6 Build in flexibility with demountable walls and modular furniture to support evolving technology.

PROVIDE FOR PARTICIPANTS EMOTIONAL NEEDS AND COMFORT.

1 Include storage for patients' clothing and personal items.

2 Ease transition times with positive distractions by providing monitors for viewing.

3 Provide visible access to basic hospitality items for patients and family members: power, tissues, etc.

4 Select mobile seating for the care team so they can fluidly move close to patients and family for meaningful conversations.

5 Preserve information privacy with acoustic integrity.

EXAM SPACES MULTIPURPOSE EXAM

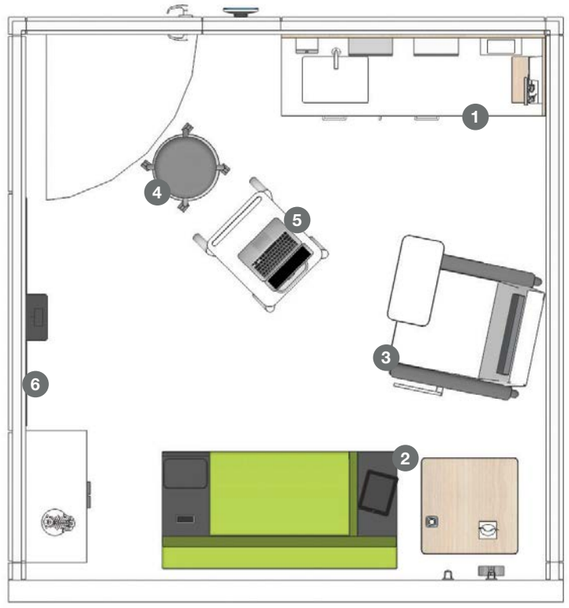
This fluid space sets the stage for improved interaction by replacing the traditional exam table with a recliner, putting everyone on the same level and making it easier to transition from one encounter to the next.

A large monitor provides equal visibility of information or data from a clinician's device, such as lab or X-ray results, and allows for videoconferencing.

A recliner replaces the exam table, placing patients in a more stable and familiar posture, ready to ask questions and volunteer information.

A lightweight, movable stool gives care team members flexibility and efficiency during exams. Adjacent storage keeps medical equipment and supplies in easy reach.

This seating for family members offers power for technology devices and is situated so they can actively engage or participate in the conversation. Adjacent coat hooks provide a place for patient and family to hang handbags and jackets.



Dimensions: 10' x 10'

FEATURED PRODUCTS

1 Folio 119
2 Regard 112
3 Empath 114
4 Verge 118
5 Pocket 127
6 V.I.A. 128

EXAM SPACES DOUBLE-DOOR

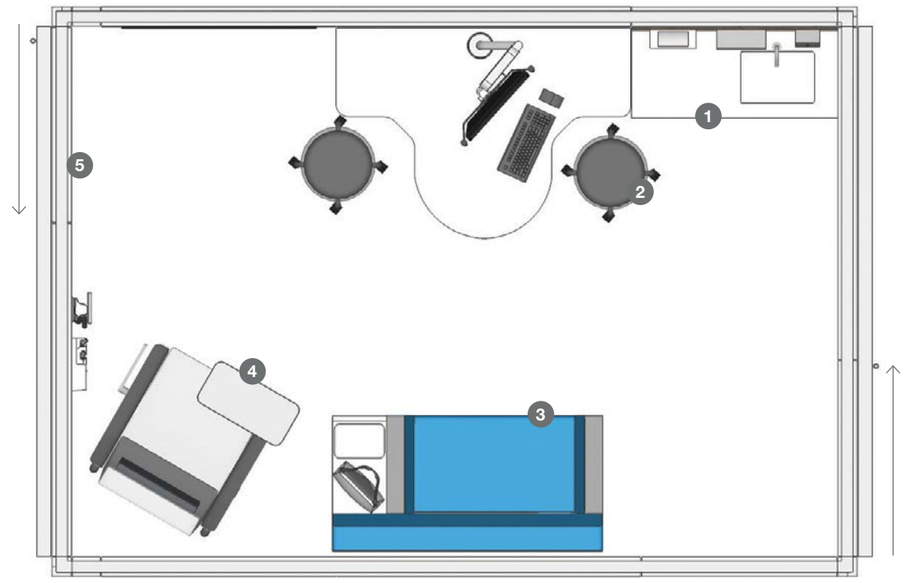
Access from a staff corridor means the care team can move themselves and their charting technology efficiently from room to room, while patients enter and exit from a separate corridor. The staff corridor is also a space where care team members can have private conversations before they enter the exam room.[1]

Patients are centered in a recliner with clear sightlines to information and everyone in the room. A rotating tablet arm supports mobile devices and note taking.

Space is allotted for a scribe or clinician's assistant who updates medical records that can be viewed instantly on a monitor, freeing clinicians to focus on patients.

Family members have dedicated seating, allowing them to be involved as partners in care. A space for their belongings is nearby.

With eye-to-eye seating, clinicians can easily connect to the patient and family while using medical equipment close at hand.



Dimensions: 13' x 9'

FEATURED PRODUCTS

1 Folio 119
2 Verge 118
3 Regard 112
4 Empath 114
5 V.I.A. 128

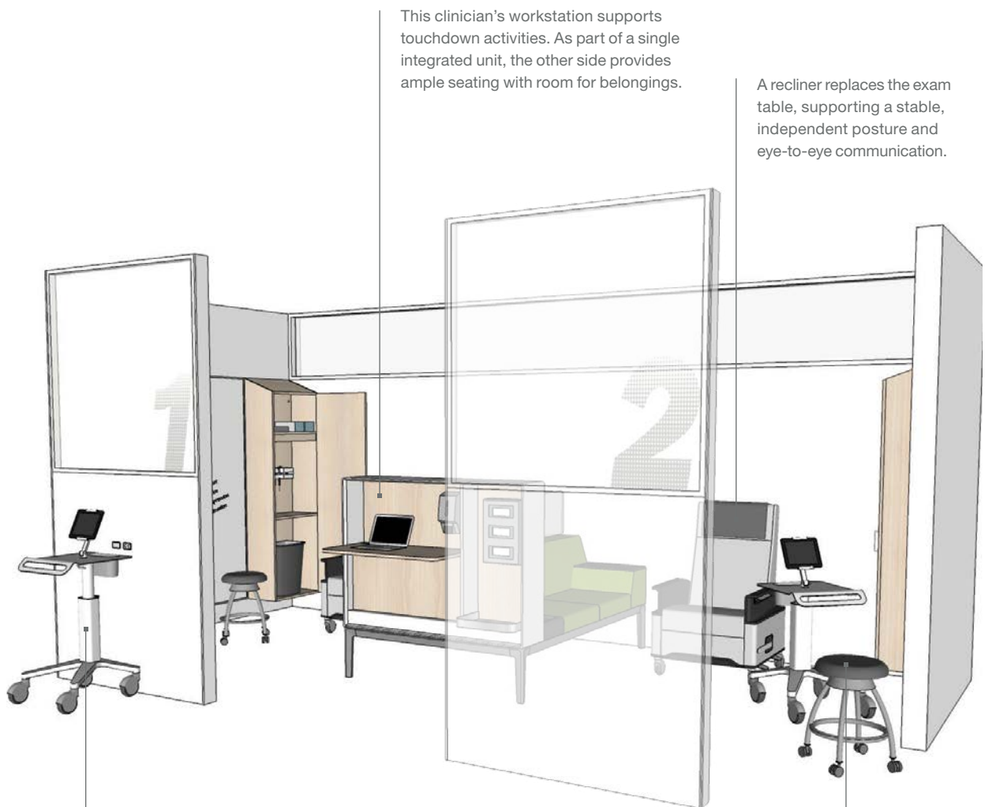
1 Wang, Z., Downs, B., Farell, S., Cook, K., Hourihan, P., & McCreery, S. (2013). Role of a service corridor in ICU noise control, staff stress, and staff satisfaction. Health Environments Research and Design Journal, 6(3), 80-94.

EXAM SPACES QUICK-CARE EXAM

Compact quick-care spaces with minimal medical equipment are a convenient option for appointments that are straightforward and don't require a full exam.

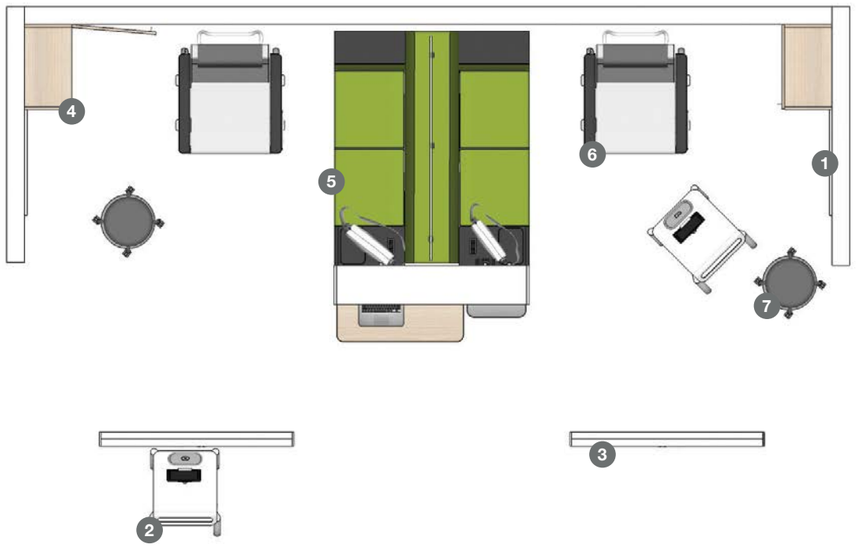
This clinician's workstation supports touchdown activities. As part of a single integrated unit, the other side provides ample seating with room for belongings.

A recliner replaces the exam table, supporting a stable, independent posture and eye-to-eye communication.



Clinicians on the go are supported by mobile carts that house technology and enable easy movement from task to task and space to space.

Clinical team members can examine patients and shift weight off their feet at the same time when they use a lightweight stool that moves with them.



Dimensions: 20' x 10'

FEATURED PRODUCTS

1 Edge Series 132
2 Pocket 127
3 V.I.A. 128
4 Folio 119
5 Regard 112
6 Empath 114
7 Verge 118

EXAM SPACES CONSULTATIVE CARE ROOM

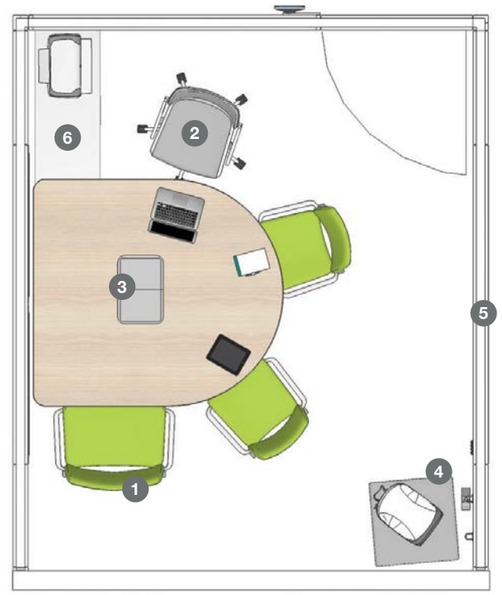
Not every medical appointment involves an exam. Sometimes scheduled time is spent reviewing images, test results and treatment options. This high-performance space maximizes confidential information sharing and personal connections.

Technology for videoconferencing makes it easy to include remote participants in discussions about the patient's condition and care while integrated LED lighting illuminates the setting.

Whiteboards facilitate capturing questions, next steps or quick explanatory drawings that can be photographed on a mobile device.

Same-level seating brings patients and family close to information and the clinical team member, supporting active participation.

A sturdy ottoman holds personal items or can be used as overflow seating.



Dimensions: 10' x 11' 10"

FEATURED PRODUCTS

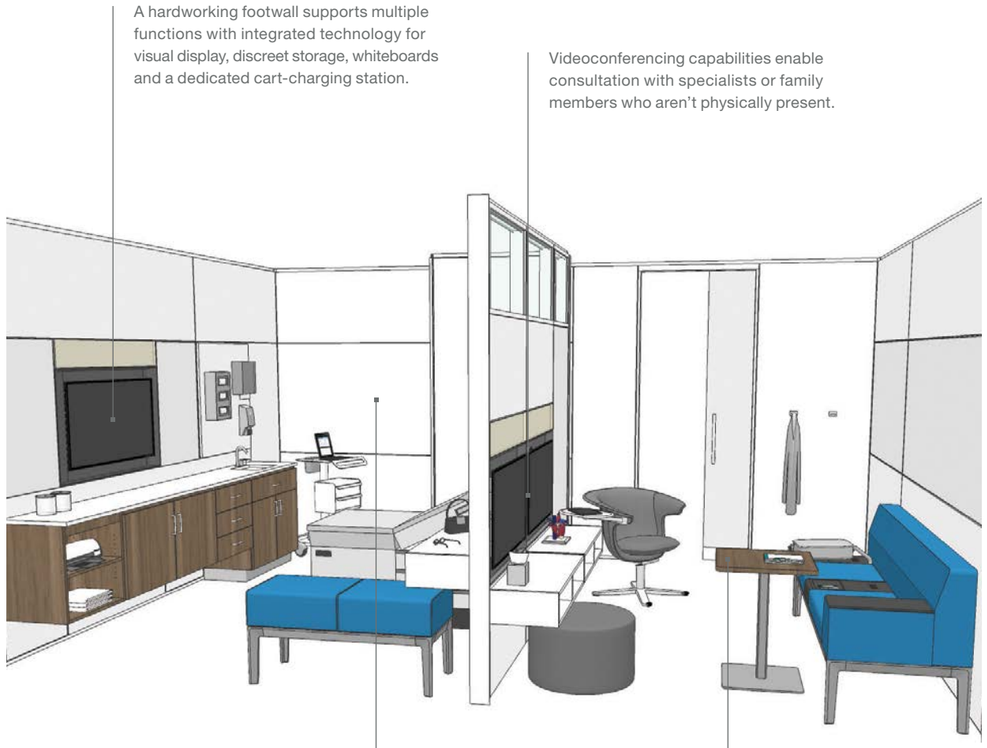
1 Sorrel 113
2 Qivi 117
3 media:scape 129
4 Await 106
5 V.I.A. 128
6 c:scape 121

EXAM SPACES CARE SUITE

Having separate spaces to handle the medical exam and consultation optimizes the appointment, with each activity occurring in the best-equipped and supported space,[1] improving the experience for all participants. An entrance and a walkthrough provide multiple means of access.

A hardworking footwall supports multiple functions with integrated technology for visual display, discreet storage, whiteboards and a dedicated cart-charging station.

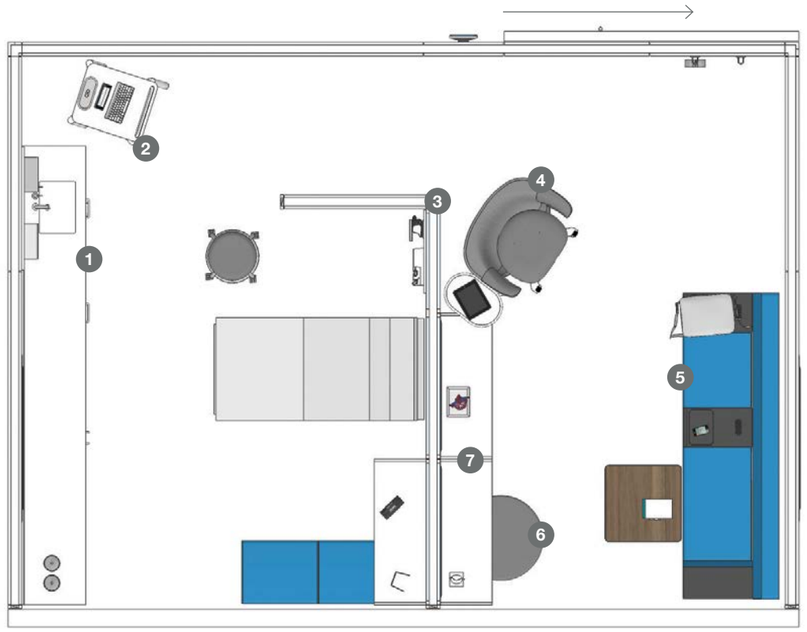
Videoconferencing capabilities enable consultation with specialists or family members who aren't physically present.



Superior sound management, whiteboards and LED lighting are integrated into a demountable wall. Another whiteboard can display visual information to remote participants.

Patients and family are afforded learning and decision-making opportunities with a table for note-taking and power outlets at surface level in the seating for technology.

1 http://www.mayo.edu/center-for-innovation/projects/jack-and-jill-rooms



Exam Space Dimensions: 9' 8" x 13' 4"
Consult Space Dimensions: 8' 3" x 13' 4"

FEATURED PRODUCTS

1 Folio 119
2 Pocket 127
3 V.I.A. 128
4 i2i 108
5 Regard 112
6 Alight 106
7 Elective Elements 122

CLINICAL TEAM SPACES

CLINICAL TEAM SPACES OBSERVATIONS

FAMILY "It's a very unwelcoming place. Everyone is behind a big counter and they all look like they're much too busy to answer my question. So I'm never sure where to go or which person to interrupt."

PATIENT "It's hard to get any rest when the nurses are working and talking right across the hall."

PROVIDER "Go all the way down the hall for a break? We're lucky to find time for a few sips of water before something else comes up. We need to stay close to our patients. That's the world we live in."

OBSERVATIONS

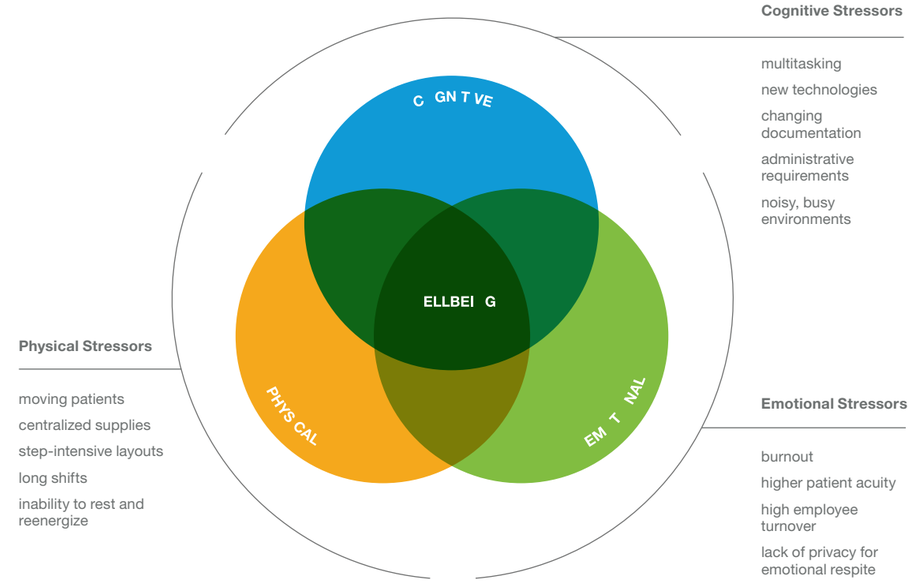
Crowded and noisy nurses' stations with ineffectual layouts

No support for on-the-fly collaboration needs

Almost no spaces for focus or privacy

Inconveniently located/ inadequate break rooms

Visitors unsure where to go for information



As the healthcare industry undergoes rapid change, the care team's work is more demanding than ever. While efforts to reduce the physical strains of providing care—distributed supplies, step-efficient layouts, patient lifts, etc.—are generating positive results,[1] the cognitive and emotional burdens of healthcare professionals keep rising. New technologies plus changing documentation and administrative requirements are adding stressors at every level of healthcare. Patients and their families have heightened expectations for more detailed and transparent information about their illnesses and health status. The care team is often stretched thin, working in noisy, busy environments that don't offer settings for individual focus, private conversations or moments to reenergize, increasing the risk for costly errors and staff burnout.

These professional realities escalate the need for a range of reimagined spaces that support safe patient care and the work, holistic wellbeing and safety of those who deliver care.[2] Environments where teamwork thrives lead to greater job satisfaction, more responsive and patient-sensitive service, and the delivery of better outcomes and more cost-effective healthcare.[3] For focused tasks, members of the clinical team require private settings where they can be shielded from unnecessary distractions and demands.

Whether they're updating electronic medical records, collaborating with teammates or taking an important private phone call, care professionals can benefit from spaces that meet their needs. When their workspace is intentionally designed to provide choices—patient-facing as well as more private settings, settings for individual tasks as well as collaboration—it can be a strategic asset for enhancing safety, accuracy, satisfaction and wellbeing, which ultimately improves patient care and creates a more effective organization.[4]

1 Chaudhury, H., Mahmood, A., & Valente, M. (2009). The effect of environmental design on reducing nursing errors and increasing efficiency in acute care settings: a review and analysis of the literature. Environment and Behavior, 41(6), 755-786.
2 Sikka, R., Morath, J.M., & Leape, L. (2015). The Quadruple Aim: care, health, cost and meaning in work. BMJ Quality & Safety, 24 (10), 608-610. doi:10.1136/bmjqs-2015-004160.
3 Hua, Y., Becker, F., Wurmser, T., Bliss-Holtz, J., & Hedges, C. (2012). Effects of nursing unit spatial layout on nursing team communication patterns, quality of care, and patient safety. Health Environments Research & Design Journal, 6(1), 8-38.
4 Joseph, A. (2006). The Role of the Physical and Social Environment in Promoting Health, Safety, and Effectiveness in the Healthcare Workplace. Concord, CA: The Center for Health Design.

CLINICAL TEAM SPACES KEY INSIGHTS

When healthcare organizations create new or upgraded facilities, they often prioritize areas for patients and visitors, and invest much less attention in clinicians' work environments. This can be a missed opportunity to influence organizational awareness and collaboration, patient safety, and staff wellbeing.

Effective and innovative space design starts with understanding clinicians' work—their workflows, the tools and technology they use, their personal wants and needs on the job and where they experience stressors. Because facilities are a significant and long-term investment for healthcare organizations, it's equally important to anticipate trends and design in flexibility. Spaces that can adapt to changing processes, technologies and business models provide long-lasting advantage.

Increasingly, clinical team members alternate between collaboration and focused individual work, while the need to maintain patient surveillance remains constant.[1] For clinicians, there is no such thing as a predictable, typical work shift. Interruptions are unavoidable, and quick transitions between focused individual work and collaboration are more frequent than ever. Because of quick-changing work modes, traditional team stations are often inefficient and stressful, yet distributed units are distancing. As clinicians struggle to find the best settings for their range of tasks, maintaining sightlines and proximity to patients is always key. Uninterruptable privacy is not an option.

Because their work is so dynamic, clinical team members benefit from a variety of "just in time" posture and workflow options.[3] Unlike workers in many other professions, clinicians seldom sit for long while on the job. Work settings are shared, and individuals usually don't take time to adjust the furniture to fit their bodies and tasks. Providing choices for a range of posture and workflow preferences, such as perching on a stool or leaning at a standing-height table, assures that needs of the moment can be satisfied.

Today's healthcare is increasingly team-based.[2] Sharing information across disciplines—both in person and via technology, including telemedicine videoconferencing—is a vital component of successful healthcare today. When hand-offs are optimized and all participants are able to share observations, insights, and concerns, patients benefit.

Moments of privacy at work can improve staff performance and wellbeing.[4] Noisy team stations without areas for individual focus, private conversation or moments of personal renewal increase the risk of errors and burnout. Because each person's privacy needs vary depending on tasks, needs and overall frame of mind, a variety of accessible privacy options assures choices with minimal transition time from space to space, task to task or mood to mood.

1 Henrich, A., & Chow, M. (2008). Maximizing the Impact of Nursing Care Quality: A Closer Look at the Hospital Work Environment and the Nurses Impact on Care Quality. Concord, CA: The Center for Health Design.
2 Robert Woods Johnson Foundation (2011). Implementing the IOM Future of Nursing Report—Part II: The potential of intraprofessional collaborative care to improve safety and quality. Charting Nursing's Future, November 2011.
3 Becker, F., & Parsons, K. (2007). Hospital facilities and the role of evidence-based design. Journal of Facilities Management, 5(4), 263-274.
4 Nejati, A., Shepley, M., Rodiek, S., Lee, C., & Varni, J. (2015). Restorative design features for hospital staff break areas: a multi-method study. Healthcare Environments Research & Design Journal, 937586715592632, first published on July 10, 2015.

CLINICAL TEAM SPACES DESIGN PRINCIPLES

CREATE CUES THAT SIGNAL HOW TO USE THE SPACE.

1 Position a desk at the entrance of the unit to provide a clearly designated point of contact for visitors.

2 Use transparent and semi-opaque glass to create a sense of openness and put visitors at ease.

3 Carve out quiet sitting areas where clinicians can discuss patients' treatments and health status with their families.

4 Create semi-private zones so clinicians can move fluidly between group work and focused tasks.

DESIGN SPACES THAT ARE EASILY ADAPTABLE TO CHANGING PROCESSES AND PRIORITIES.

1 Specify movable, flexible furnishings versus permanent built-ins.

2 Identify areas where demountable walls can provide flexibility as business needs change.

3 Anticipate advancing technologies with an adaptive infrastructure.

EFFECTIVELY SUPPORT CLINICIANS SPECTRUM OF WORK WITH A VARIETY OF INTERCONNECTED SETTINGS.

1 Plan sightlines and adjacencies carefully to afford visual proximity to patients and coworkers.

2 Design multiple entries and clear pass-throughs in shared spaces to support on-the-move workflows.

3 Provide ample space for mobile workstations and support for powering technology.

4 Include designated collaboration spaces with technologies for videoconferencing and sharing content from individual devices.

BOOST CLINICIAN WELLBEING AT WORK BY SUPPORTING THEIR PHYSICAL, COGNITIVE AND EMOTIONAL NEEDS.

1 Provide ways for clinicians to shift weight off their feet and change postures.

2 Reduce the stress-inducing distractions of noise and clutter wherever possible.

3 Leverage vertical planes for information displays to lighten cognitive loads.

4 Acknowledge clinicians' needs for moments of privacy by including shielded and enclosed spaces in both work and respite areas.

5 Include an easily accessible, well-equipped respite area for socializing, refreshment, rest or privacy as needed.

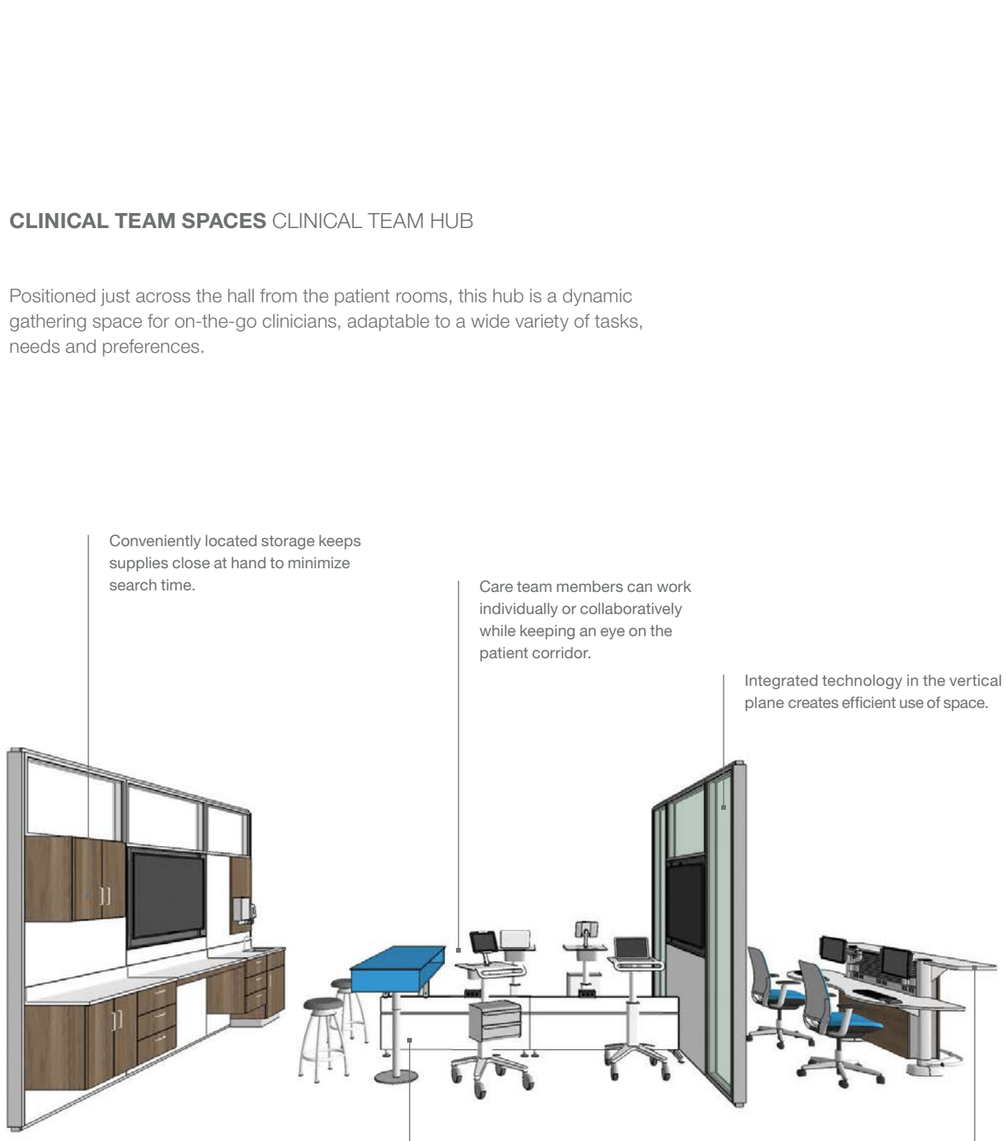
CLINICAL TEAM SPACES CLINICAL TEAM HUB

Positioned just across the hall from the patient rooms, this hub is a dynamic gathering space for on-the-go clinicians, adaptable to a wide variety of tasks, needs and preferences.

Conveniently located storage keeps supplies close at hand to minimize search time.

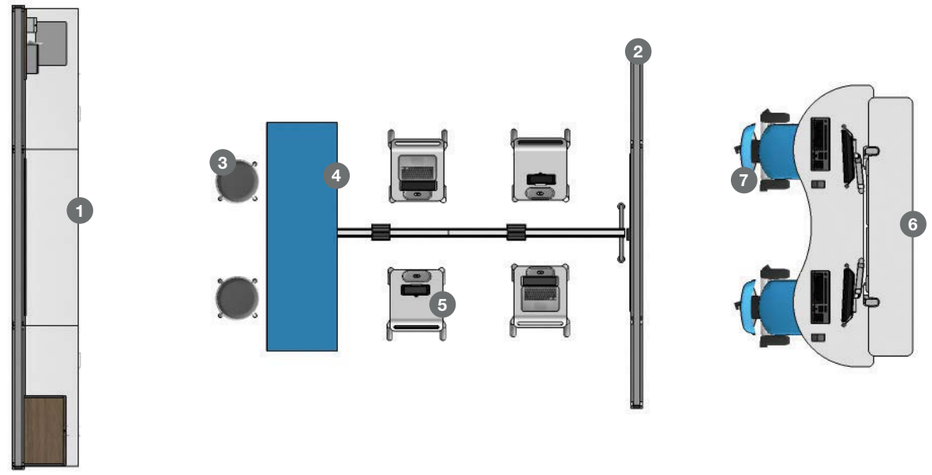
Care team members can work individually or collaboratively while keeping an eye on the patient corridor.

Integrated technology in the vertical plane creates efficient use of space.



A powered beam provides a parking space and a recharging station for mobile workstations and devices.

A standing-height surface is a welcoming space where family can approach whenever they have questions or concerns and that supports impromptu clinical discussions and collaboration.



Dimensions: 25' 7" x 13'

FEATURED PRODUCTS

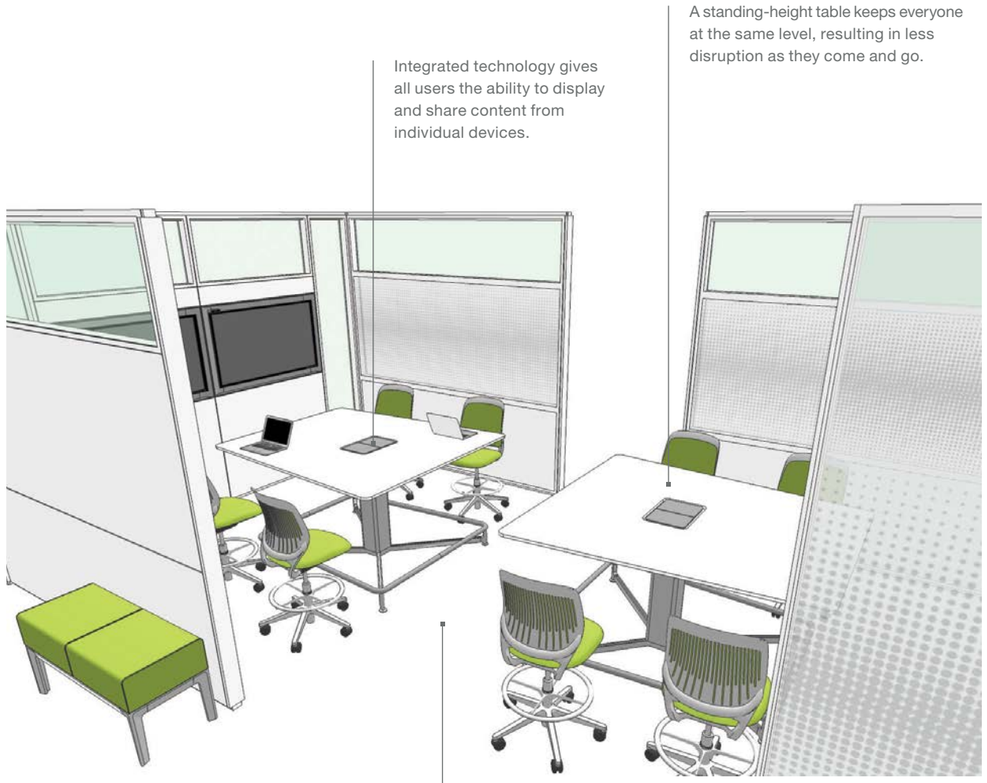
1 Folio 119
2 V.I.A. 128
3 Verge 118
4 c:scape 121
5 Pocket 127
6 Sync 119
7 Amia 116

CLINICAL TEAM SPACES COLLABORATION SPACE

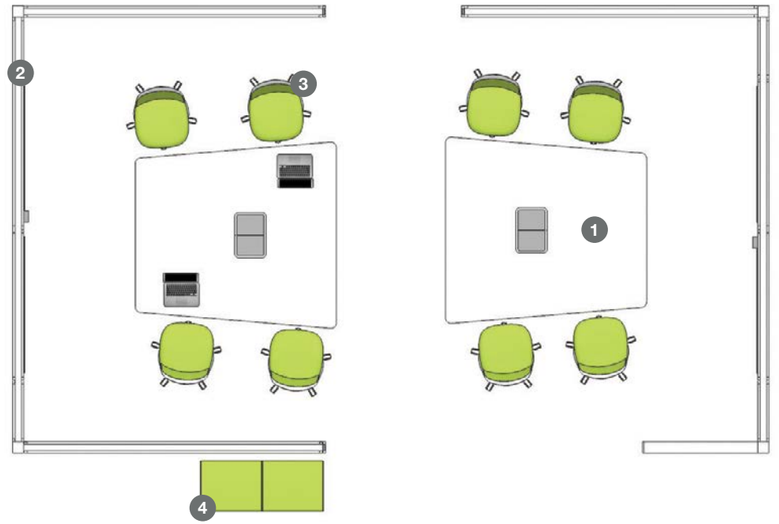
Whether it's used for shift-change meetings, team huddles or teaching/learning exchanges, this semi-enclosed space with standing-height tables has been carefully designed for various kinds of information sharing.

Integrated technology gives all users the ability to display and share content from individual devices.

A standing-height table keeps everyone at the same level, resulting in less disruption as they come and go.



A split table accommodates whole teams as well as smaller groups or pairs who need a space to step away, increasing its versatility.



Dimensions: 22' 6" x 13' 4"

FEATURED PRODUCTS

1 media:scape TeamStudio 129
2 V.I.A. 128
3 cobi stool 116
4 Regard 112

CLINICAL TEAM SPACES RESPITE

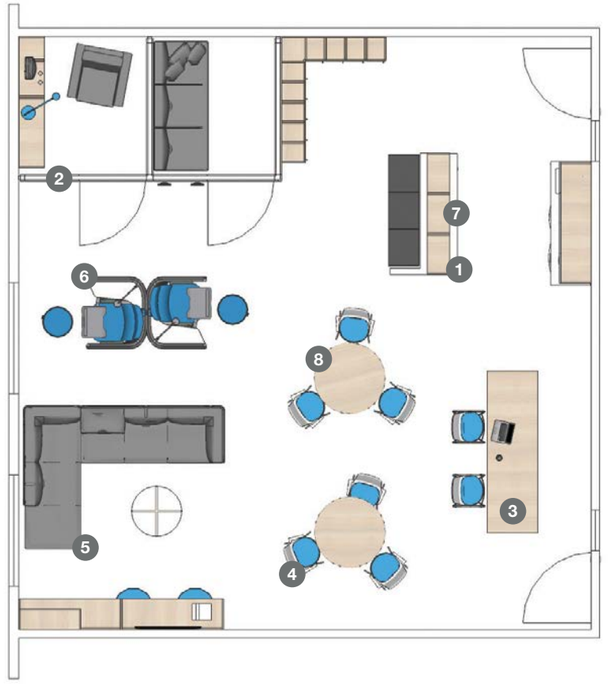
Clinicians are often so focused on caring for patients that they deprioritize their own needs. An appealing retreat space close to the work hub is a strategic investment in staff health and wellbeing. Zoned for various activities and levels of socializing, an easily accessed retreat space encourages clinicians to make the most of their break time.

A personal retreat with integrated power, ergonomic comfort, personal storage and lighting is a place for staff to relax and recharge.

Small enclosures are private spaces to make a phone call or personally recharge. Opaque glass provides concealment for a mother's room.

A locker area has open storage for quick-grab items such as water bottles, facilitating quick moments of refreshment.

Informal socializing is supported by an efficient kitchenette and dining area plus comfortable lounge seating for relaxed conversation.



Dimensions: 28' 4" x 29' 4"

FEATURED PRODUCTS

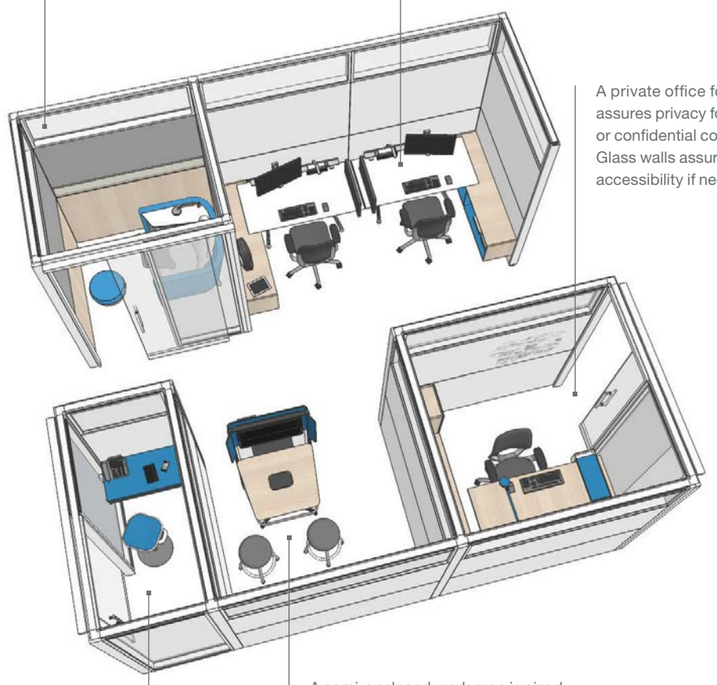
1 Folio 119
2 V.I.A. 128
3 Elective Elements 122
4 Enea Lottus 108
5 Lagunitas 108
6 Brody 107
7 Victor2 124
8 SW_1 table 127

CLINICAL TEAM SPACES PRIVATE SPACES

Being able to focus on detailed work is critical in healthcare, but achieving privacy can't mean physical distance from patients. Small privacy spaces adjacent to the group hub can promote greater focus and concentration. Mostly intended for short-term, spontaneous use, these "get away without going away" spaces support concentrated work as well as confidential conversations or necessary moments of retreat.

Integrated power, ergonomic comfort, personal storage and lighting creates a place for staff to retreat for a moment of respite or to focus their attention, get in flow and get work done.

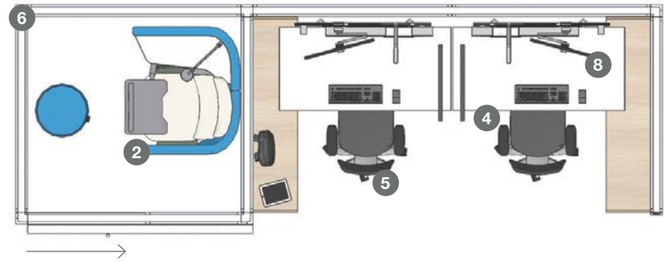
Tucked away, these workstations are efficient spaces for focused individual work, with ample surface space for paperwork, with adjustable monitors, chairs and tables.

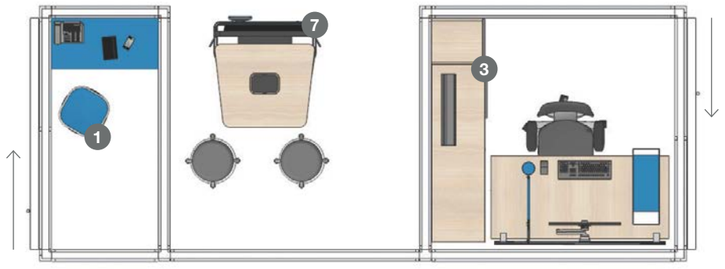


A private office for the charge nurse assures privacy for concentrated work or confidential conversations with staff. Glass walls assure visibility and quick accessibility if needed.

This private work setting is ideal for a quick phone call or dictation task.

A semi-enclosed work area is sized for two people and equipped for technology-supported collaboration, including videoconferencing with remote participants in care.





Private Office Dimensions: 7' x 6' 8"
Phone Booth Dimensions: 3' x 6' 8"
Respite Dimensions: 5' 8" x 6' 2"

FEATURED PRODUCTS

1 Lox stool 109
2 Brody 107
3 Elective Elements 122
4 Airtouch 124
5 Amia 116
6 V.I.A. 128
7 media:scape 129
8 Eyesite 130

CLINICAL TEAM SPACES OUTPATIENT—TEAM CORE

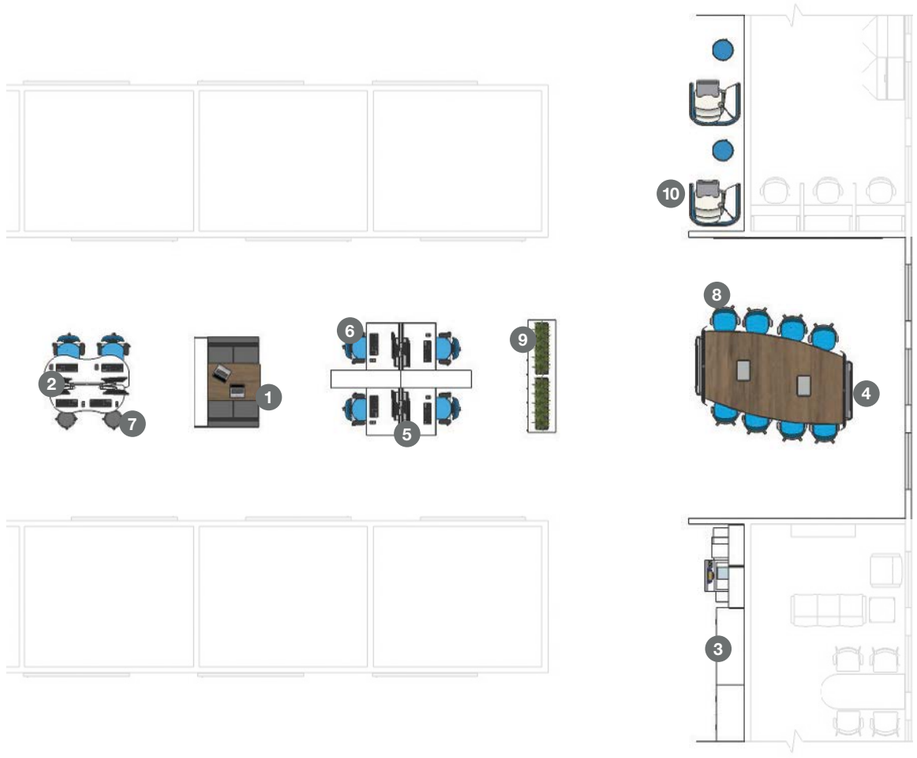
As outpatient clinics evolve from role-specific work areas, a team zone provides a variety of shared workspaces to match needs. There's ample support for collaboration as well as individual work. Visually and acoustically shielded from the traffic of the patient and care-partner corridors, staff members are free to share information openly in private conversations.

Natural light makes this an appealing space for team meetings. Flanking it are a quiet niche for focused work and a business center with supplies and storage.

Colocated care team members can quickly gather shoulder-to-shoulder around this worksurface to share information.

A dedicated zone for concentration allows clinicians to focus on the task at hand.

The comfortable familiarity of a booth setting provides a welcome postural change during hand-offs and debriefs while a markerboard on the back provides a surface for information exchange/display.



Dimensions: 63' x 52'
Core Width: 20'

FEATURED PRODUCTS

1 Regard 112
2 Sync 119
3 Folio 119
4 media:scape 129
5 FrameOne 122
6 Amia 116
7 Verge 118
8 cobi 116
9 Elective Elements 122
10 Brody 107

PATIENT ROOMS

FAMILY

"Whenever the nurses came in, I had to leave the room because there wasn't enough space for them, all their equipment and me."

PATIENT

"There was no place to charge my cell phone, I couldn't reach my water without asking for help, and I had no idea where my things were. I felt like I wasn't in control of anything."

CLINICIAN

"Now patients judge us like they would a restaurant or a hotel. There is pressure to provide a great experience, but there just isn't time to do everything we want to do for the patient and manage the ever-present family, too."

OBSERVATIONS

Family not comfortably hosted

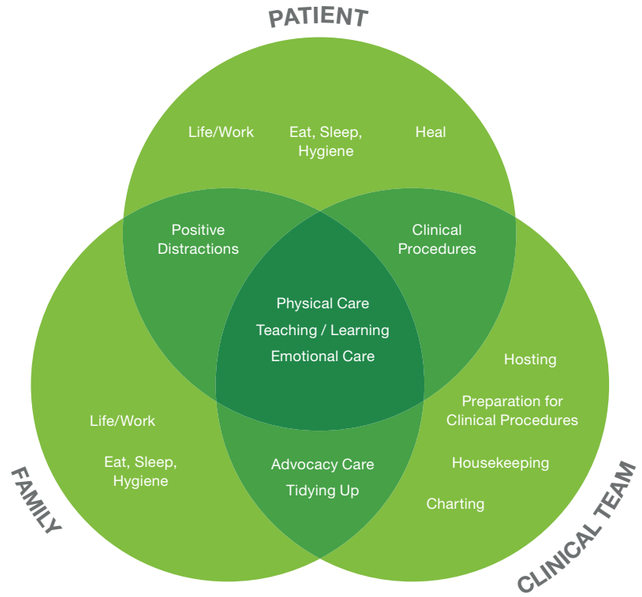
Bulky, hard-to-move furniture

Staff workarounds and make-dos

Technology not well supported

Little patient/family control of space

Cluttered, institutional environments



Increasingly, patient rooms are more than just a place for a bed and medical equipment. They are multifunctional environments—a temporary home for a healing patient and family members, a destination for visitors, and a workspace for clinical team members who need easy access to deliver care. When hosting, comfort and communication are integrated throughout safe and efficient patient room design, a better and safer experience of care can be anticipated.[1]

1 Press Ganey Associates, Inc. (2011) 2011 Press Ganey Pulse Report.

PATIENT ROOMS KEY INSIGHTS

Understanding the many activities that occur in patient rooms is the basis of people-centered, evidence-based design solutions. When the elements of people, place and technology are holistically considered, the result can be patient rooms that effectively connect people and information. Meaningful clinician–patient communication is associated with fewer readmissions.[1]

Without space to spare in patient rooms, the needs and desires of patients, family members and clinicians often conflict.[2] Because they must support so many different activities—clinical procedures, rest and healing, nourishment, positive distraction, and different types of interaction—all areas of a patient room must be multifunctional and synergistic, with adjacencies carefully considered to ensure clinician access to the patient and efficient workflows.

Teaching and learning are essential components of the entire healthcare journey, requiring multiple ways of sharing and displaying information.[4] Patients and family members increasingly expect more personal, private and frequent communications, but many patient rooms don't adequately support informative interactions. There's inadequate support for technology and information persistence, which is essential because exchanges among patients, family members and clinical team members don't always occur with everyone present and equally engaged.

Today's healthcare includes and supports family members as information sources, patient advocates and care partners.[3] Families face their own challenges when a loved one is hospitalized, but they need to feel engaged and welcomed in the care process. Equipping patient rooms for family groups, overnight stays and basic levels of self-sufficiency can help maintain a balance between daily activities and staying close to their loved one.

Hospitalization increases feelings of vulnerability and stress, intensifying the need for choices and personal comfort in the space.[5] Hospitalization places demands upon patients and their families on all levels: physically, emotionally and cognitively. Positive distractions and environments that feel hospitable versus institutional and accommodate individual preferences can mitigate stress.

1 Senot, C., Chandrasekaran, A., Ward, P., Tucker, A., & Moffatt-Bruce, S.D. (2015). The Impact of Combining Conformance and Experiential Quality on Hospitals' Readmissions and Cost Performance. Management Science, 06/2015. doi: 10.1287/mnsc.2014.2141.
2 Chaudhury, H., Mahmood, A., & Valente, M. (2005). Advantages and disadvantages of single- versus multiple-occupancy rooms in acute care environments: a review and analysis of the literature. Environment & Behavior, 37(6), 760-786.
3 Choi, Y., & Bosch, S. (2013). Environmental affordances: Design for family presence and involvement. Health Environments Research & Design Journal, 6(4), 53-75.
4 Agency for Healthcare Research and Quality (2013). Guide to Patient and Family Engagement in Hospital Quality and Safety.
5 Williams, A., & Irurita, V. (2004). Enhancing the therapeutic potential of hospital environments by increasing personal control and emotional comfort of hospitalized patients. Applied Nursing Research, 18(1), 22-28.

PATIENT ROOMS DESIGN PRINCIPLES

INTENTIONALLY DESIGN PATIENT ROOMS TO DECREASE STRESS.

1 Provide for positive distraction with artwork, views to nature and seating that accommodates lounge postures.

2 Reduce clutter with open storage for frequent-use items and closed storage for everything else, with the ability to lock away personal items for security if necessary.

3 Support effortless use of mobile devices by clinical team members, family members and recovering patients.

4 Incorporate individual lighting and temperature adjustments to increase personal control and comfort.

5 Include sound-absorbing materials and/or an acoustical masking system.

6 Specify soothing and comforting colors and furniture.

OPTIMIZE SPATIAL EFFICIENCY AND HYGIENE.

1 Choose storage that minimizes visual clutter while keeping frequently used items in easy reach.

2 Leverage vertical planes for information displays and technology hosting.

3 Create an adaptive infrastructure that can be reconfigured as spatial and technology needs evolve.

4 Place handwashing opportunities in direct visual relationship with the entrance.

5 Support infection control with easily cleaned surfaces, finishes and furniture.

ANTICIPATE AND SUPPORT THE RANGE OF PATIENT, CLINICAL TEAM MEMBER AND FAMILY ACTIVITIES THAT NEED TO OCCUR IN THE SPACE.

1 Include open areas around the patient bed to ensure clinician access, plus a table and seating for family that can be moved if needed to support various activities and proximity to the patient.

2 Promote patient ambulation and independence with patient chairs that are easy to use and support a safe transfer and sit-to-stand.

3 Free up adequate floor space for mobile bedside charting, procedures and testing.

4 Include seating for family and visitors that comfortably supports a range of body types and postures, including lounging and reclining.

5 Welcome and host family with visible amenities—power access, blankets, pillows, small tables, etc.—as well as in-room support for overnight stays.

SUPPORT FREQUENT AND INCLUSIVE COMMUNICATION AMONG PATIENTS, FAMILY AND CLINICAL TEAM MEMBERS.

1 Promote understanding with clear eye-to-eye and eyes-to-information visibility for all participants.

2 Help families be effective patient advocates with support for note taking and personal devices, as well as a whiteboard for displaying information, capturing questions and quick visualizations.

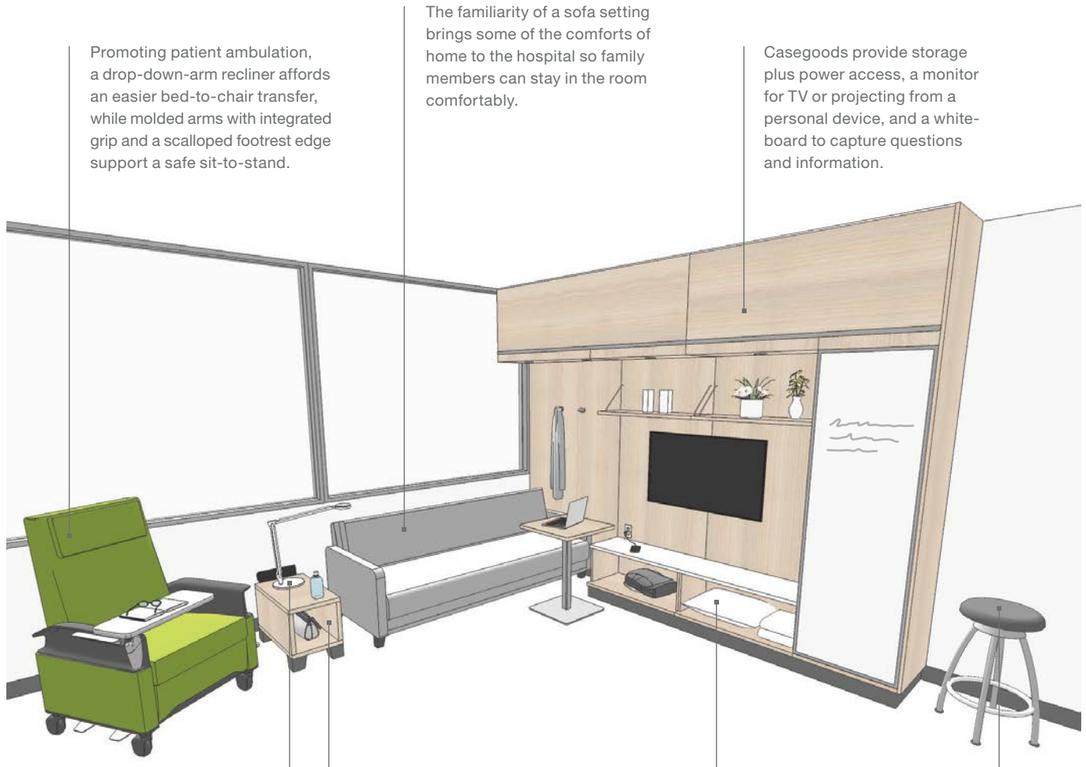
3 Include stools or movable chairs for clinical team members so they can move closer and sit at the same level as patients and family during consultations and discussions.

4 Include support surfaces and monitors that make it easy to share information from tablets and laptops.

5 Add videoconferencing capabilities for communication with clinical team members or family located elsewhere.

PATIENT ROOMS FAMILY CORNER

With everything close at hand, this environment comfortably hosts family as active partners in a loved one's care.



Dimensions: 22' x 15'
Featured Footprint: 15' x 14' 6"

FEATURED PRODUCTS

1 Empath 114
2 Sieste sleeper sofa 115
3 Opus 119
4 Verge 118
5 Regard table 112
6 Jenny table 126
7 dash 133

PATIENT ROOMS BEDSIDE ACTIVITY ZONE

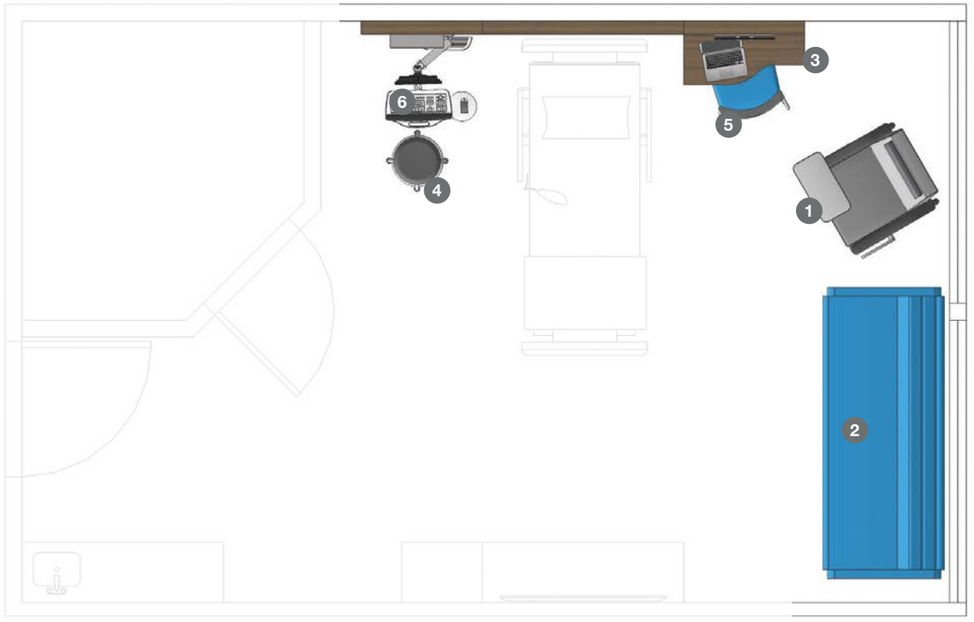
Opportunities for interaction and learning are maximized in this patient room that positions clinicians and family members in sit-down settings at the patient's side so everyone can participate in discussions and decisions.

A mobile whiteboard, reserved for family, provides a place to jot down questions or leave messages for staff. It's also ideal for quick sketches or explanations during physician consultations.

As a patient becomes more physically active, they can transition to a recliner where they can change postures easily and converse naturally with care providers and family.

With a stool and technology that's well-positioned for eye-to-eye conversation, a clinician can engage in meaningful conversation at bedside.

A hip-height seat brings a family member to patient level for eye contact and physical connection, while a desk supports note-taking during consultations and keeping up with everyday activities.

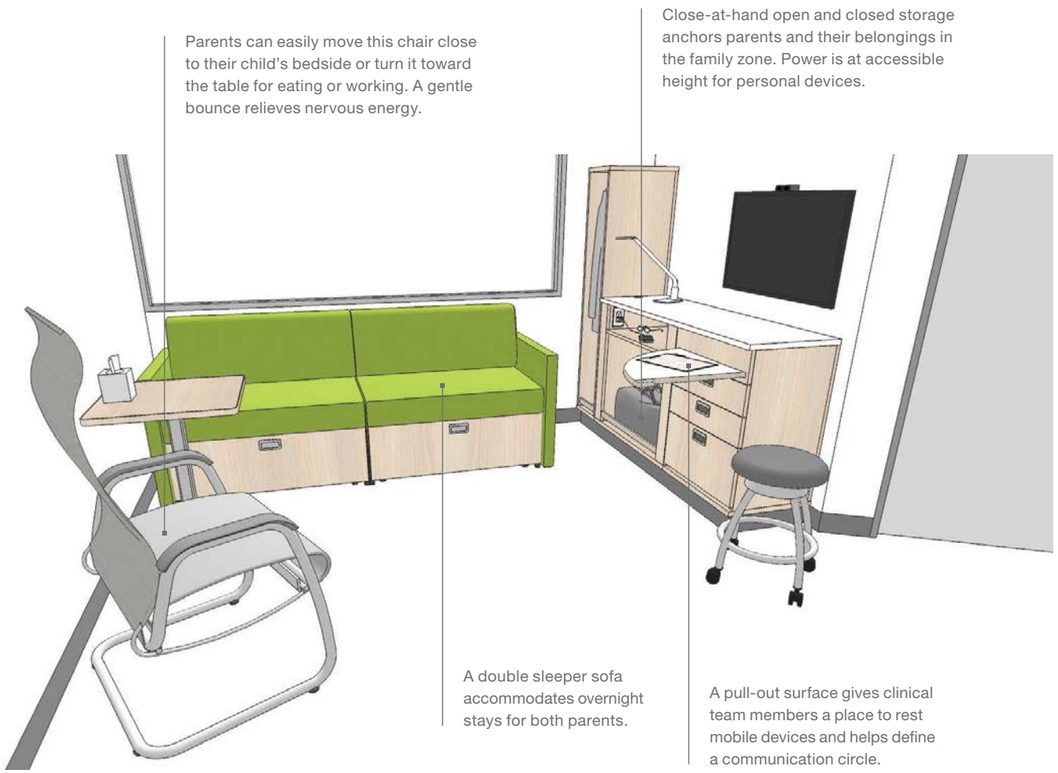


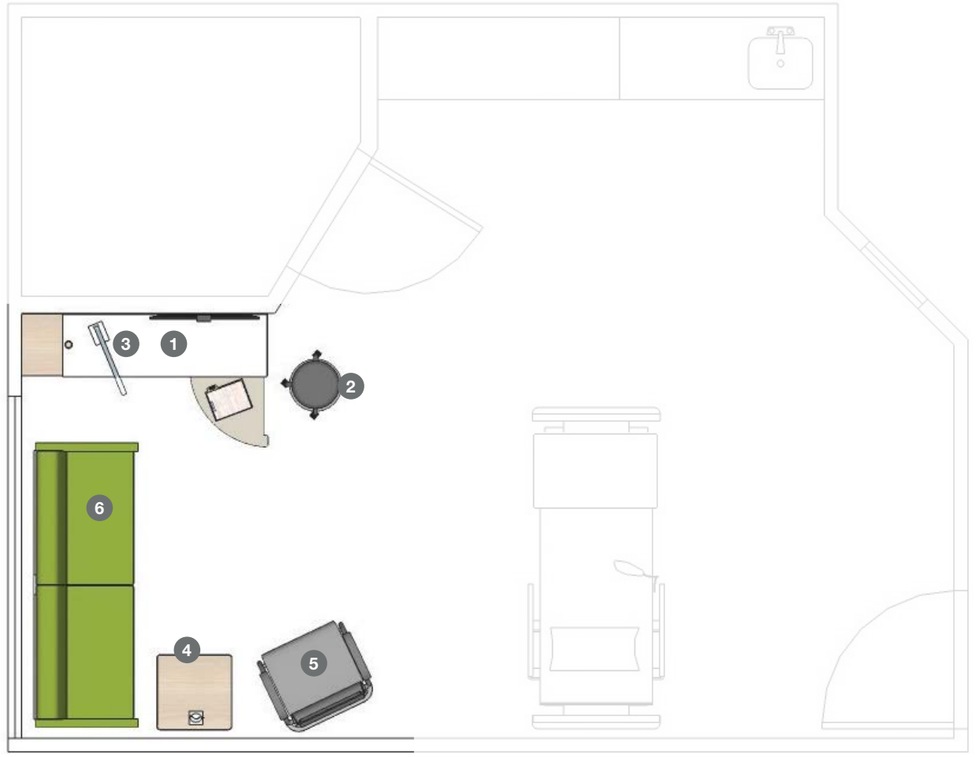
Dimensions: 23' x 14' 5"
Featured Footprint: 15' 7" x 14' 5"

FEATURED PRODUCTS

1 Empath 114
2 Sieste sleeper sofa 115
3 Opus 119
4 Verge 118
5 Move 110
6 Relay 131

When a child is hospitalized, both parents often want to stay close and well-informed. With a large monitor just inside the threshold, clinicians can quickly display health information or videoconference with a physician or family member in another location.





Dimensions: 22' 9" x 17' 7"
Featured Footprint: 9' x 10' 4"

FEATURED PRODUCTS

1 Sonata 119
2 Verge 118
3 SOTO LED task light 133
4 Regard table 112
5 Cura 107
6 Double X-tenz 115

PATIENT ROOMS SPACE-EFFICIENT PATIENT ROOM

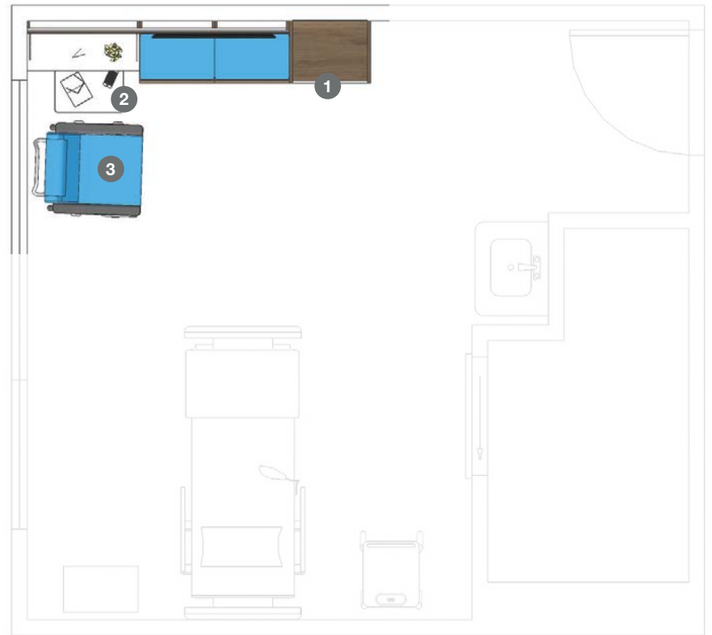
Even in a small footprint, family can be welcomed and accommodated without hampering clinical workflow.

A small table is positioned close to power so family members can use personal devices. Shelves above it display cards and flowers where the patient can see them.

Closed storage keeps patient belongings out of the way to minimize visual clutter.

A recliner does dual duty as a seating option for patients as well as a place for family members to rest.

A padded bench provides overflow seating for family as well as storage for things they want to keep in sight and at hand. It also serves as an additional seat for a quick meal at the table.



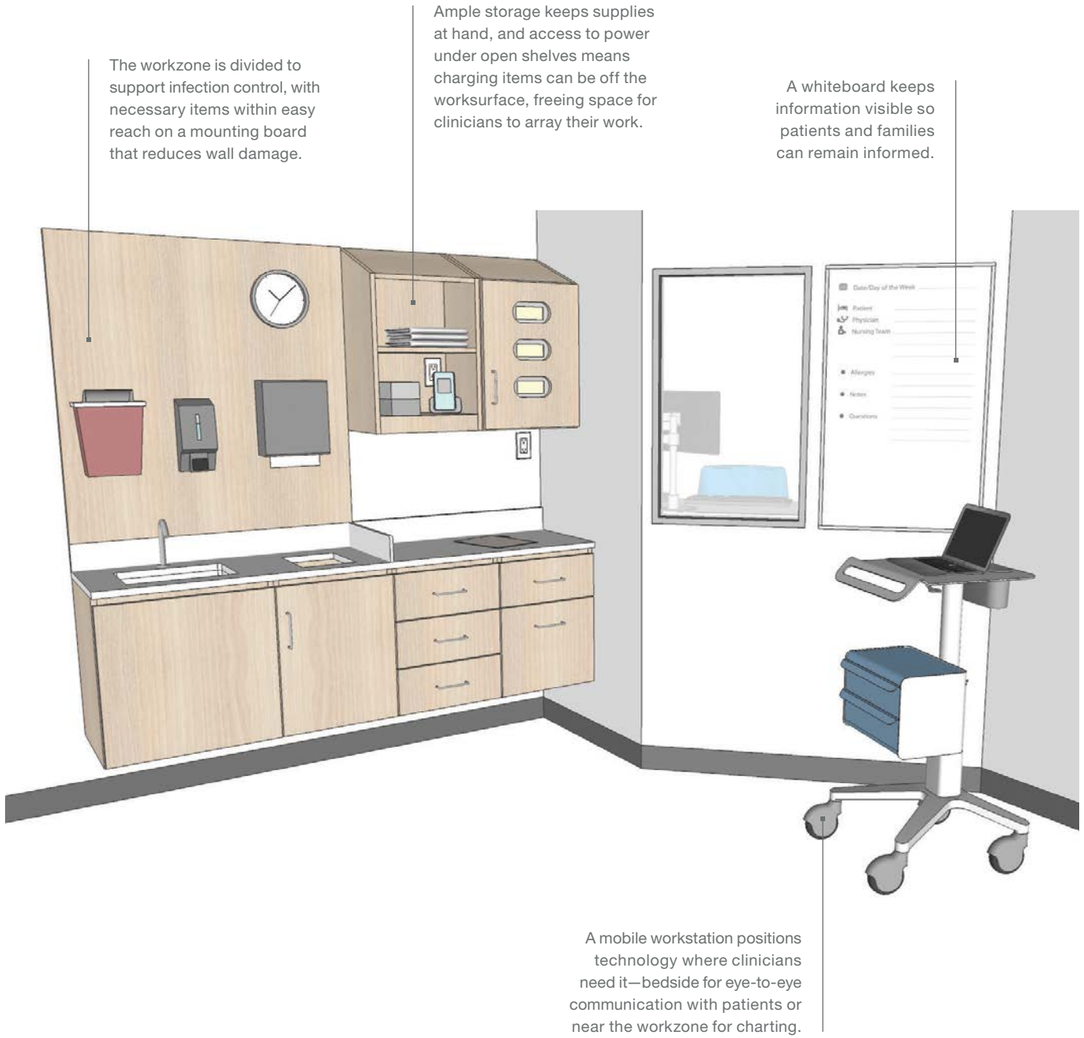
Dimensions: 17' 8" x 16'
Featured Footprint: 9' 2" x 6' 2"

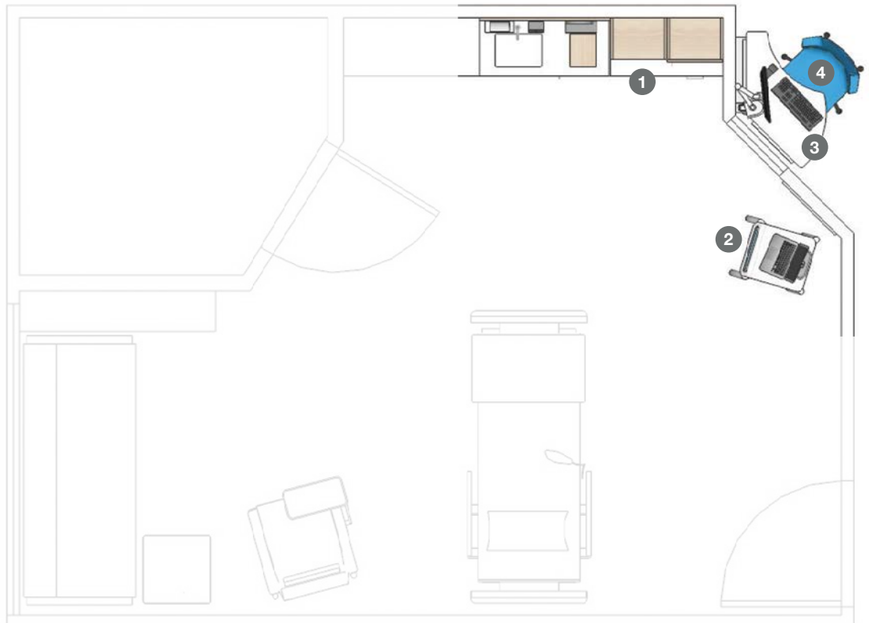
FEATURED PRODUCTS

1 Opus 126
2 Regard table..... 112
3 Empath 114

PATIENT ROOMS CLINICAL WORKZONE

Looking through a hallway window, clinicians can chart in a seated position, maintaining visibility to the patient without disturbing them.





Dimensions: 22' 8" x 16' 8"
Featured Footprint: 10' x 7' 6"

FEATURED PRODUCTS

1 Folio 119
2 Pocket 127
3 Sync 119
4 Shortcut 117

INFUSION TREATMENT SPACES

INFUSION TREATMENT SPACES OBSERVATIONS

FAMILY

"I feel like no one knows my mom as well as I do, so I want to be next to her during her treatments. But it seems like wherever I put my chair, I'm always in the wrong place at the wrong time for the nurses."

PATIENT

"I wish it could just be me and my family when I get my treatments. Cancer has already invaded my body. I don't need my privacy invaded, too."

PROVIDER

"We need to have clear sightlines and be able to get close to our patients without anything getting in our way, but right now equipment and family are crowding the space. That's one of our big challenges."

OBSERVATIONS

Insufficient accommodations for family

Bulky, hard-to-move furniture

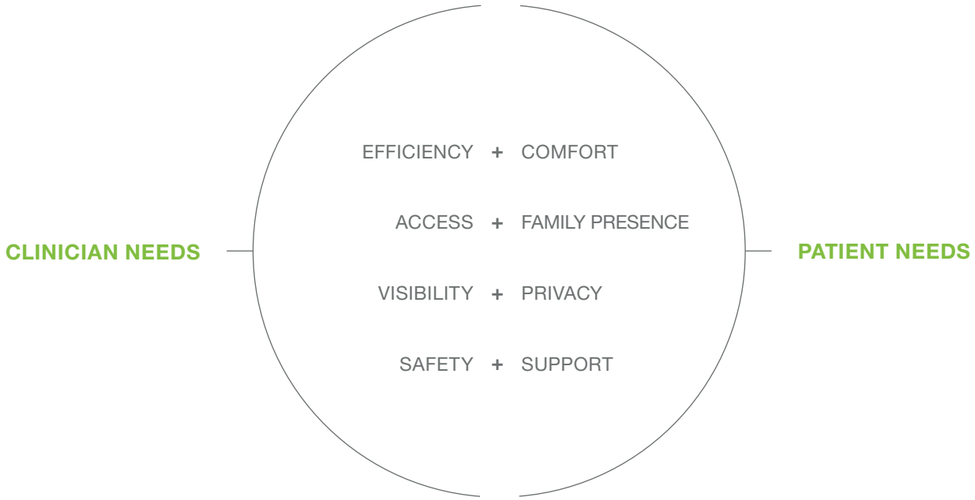
Inefficient workarounds and make-dos

Little privacy or control of space

Crowded, cluttered settings

Institutional, unfamiliar look and feel

Technology use not well supported



Today, infusion therapy is a commonly used treatment for a multitude of conditions: cancer, congestive heart failure, Crohn's Disease, hemophilia, immune deficiencies, multiple sclerosis, rheumatoid arthritis and more. The durations and frequency of treatments vary and everyone has different physical and emotional needs throughout their individual journey. For clinicians, patients and family members, a well-designed facility can make a tremendous difference: supporting a wide range of activities, affording mutual learning and providing options for positive distraction as well as privacy.

Especially when a person's health is compromised by an illness, being in an environment that supports individual needs and wants is critically important for a sense of control and independence. Studies suggest that a positive mindset enhances wellbeing and can even potentially improve patient outcomes.[1]

1 Allison, P., Guichard, C., Fung, K., & Gilain, L. (2003). Dispositional optimism predicts survival status 1 year after diagnosis in head and neck cancer patients. Journal of Clinical Oncology, 21(3), 543-548.
2 Bratman, G., Hamilton, J., Hahn, K., Daily, G., & Gross, J. (2015). Nature experience reduces rumination and subgenual prefrontal cortex activation. Proceedings of the National Academy of Sciences, 112 (28), 8567-8572.

INFUSION TREATMENT SPACES KEY INSIGHTS

Organizations that focus holistically on improving the treatment experience for all participants—providing clinicians with the spaces, tools and technology they need plus giving patients and families choices and control to humanize this often difficult time—can realize the rewards of supported clinicians plus improved patient satisfaction.

For patients, maintaining a sense of control is just as important as physical comfort. More than just spaces to treat conditions, treatment centers should be appealing, safe and soothing spaces that support total wellbeing: body, mind and emotions. Having choices for different levels of privacy or distraction and being able to move safely within the environment improves the treatment experience and satisfies individual preferences. At the same time, patients' desire for control and independence can never compromise clinicians' ability to closely monitor their care.

Family members provide vital support to patients, and their needs shouldn't be overlooked.[1] Designing spaces for family during treatment ensures they are connected to the care process. It's also important to include supportive amenities for family members who are juggling demands from their outside lives while serving as partners in care. Simple conveniences such as comfortable seating, storage for personal items, outlets to charge mobile devices so they stay connected with work and life, and spaces with varying levels of privacy to make phone calls or rest without leaving the facility can help them cope with their loved one's illness.

An inviting, well-hosted and calming environment improves the care experience.[2] For staff, patients and family members alike, natural light, artwork and views of nature elevate mood and may actually change brains in ways that improve emotional health and wellbeing.[3] An absence of visual clutter, storage to keep tools and necessary items hidden from view while still easily accessible, and as well as noise abatement create a calming environment, easing the strain on patients, families and staff.

Clinician-patient relationships are vital to the infusion experience. Chair-side reassurance, counseling and education are essential components of infusion care, helping patients and families cope with the expected and unexpected. Environments that afford teaching and learning opportunities are primed to help clinicians help patients.

1 Ulrich, R., Zimring, C., Zhe, X., DuBose, J., Seo, H., Choi, Y., et al. (2008). A review of the scientific literature on evidence-based healthcare design. Health Environments Research & Design Journal, 1(3), 61-125.
2 Wang, Z., Pukszta, M., Petoldt, N., Cayton, J. (2011). Cancer treatment environments: From pre-design research to post-occupancy evaluation. World Health Design, 4(3), 68-74.
3 Bratman, G., Hamilton, J., Hahn, K., Daily, G., Gross, J., (2015). "Nature experience reduces rumination and subgenual prefrontal cortex activation," Proceedings of the National Academy of Sciences.
4 Ulrich, R. (2008). Biophilic theory and research for health design. In S. Kellert, J. Heerwagen, & M. Mador (Eds.), Biophilic design: Theory, science & practice. New York: John Wiley.

INFUSION TREATMENT SPACES DESIGN PRINCIPLES

CREATE A RANGE OF PRIVATE, SEMIPRIVATE AND COMMUNAL SPACES THAT GIVE PATIENTS AND FAMILY CHOICES AND CONTROL OF THEIR ENVIRONMENTS.

1 Provide settings for various levels of privacy, distraction or socializing.

2 Specify thresholds, floor coverings and furniture that allow patients to move around safely as needed or desired.

3 Allow for control of lighting levels in private and semiprivate spaces.

4 Include a communal area with a café, TV, game tables, Internet access, easy-to-access power outlets, reading materials, etc.

OPTIMIZE SPATIAL EFFICIENCY AND HYGIENE.

1 Ensure clinicians have unhampered access to patients, technologies and supplies.

2 Choose storage that minimizes visual clutter while keeping frequently used items in easy reach.

3 Build in flexibility with demountable walls and modular furniture to support evolving technology and treatment modalities.

4 Place handwashing opportunities in direct visual relationship with infusion areas.

5 Select surfaces and furnishings that can be quickly and easily cleaned between patients.

DESIGN ENVIRONMENTS THAT SUPPORT PEOPLE S EMOTIONAL AND PHYSICAL COMFORT.

1 Choose recliners with comfort amenities and easy-to-use posture adjustments and provide in-reach storage so patients have a space for their things plus access to blankets, tissues, water, etc.

2 Plan for the presence of family members, ensuring they can be near loved ones during treatments and also have the option of settings that support activities of daily life such as phone calls, work tasks, refreshment and rest.

3 Support use of personal devices as a means of positive distraction as well as a communication aid.

4 Wherever possible, select colors, materials, lighting and furnishings that feel welcoming and relaxing, instead of overpoweringly clinical or institutional.

5 Include expansive windows and skylights, providing access to natural light and calming views of nature.[4]

CAREFULLY PLAN SETTINGS TO ENHANCE COMMUNICATION AMONG ALL PARTICIPANTS IN THE CARE PROCESS.

1 Design for sightlines that support patient/clinician visibility.

2 Create settings that allow patients and/or family members to share experiences, learn together and form social bonds if they choose to do so.

3 Leverage technology to enhance interactions and mutual learning, but don't let it overwhelm the environment.

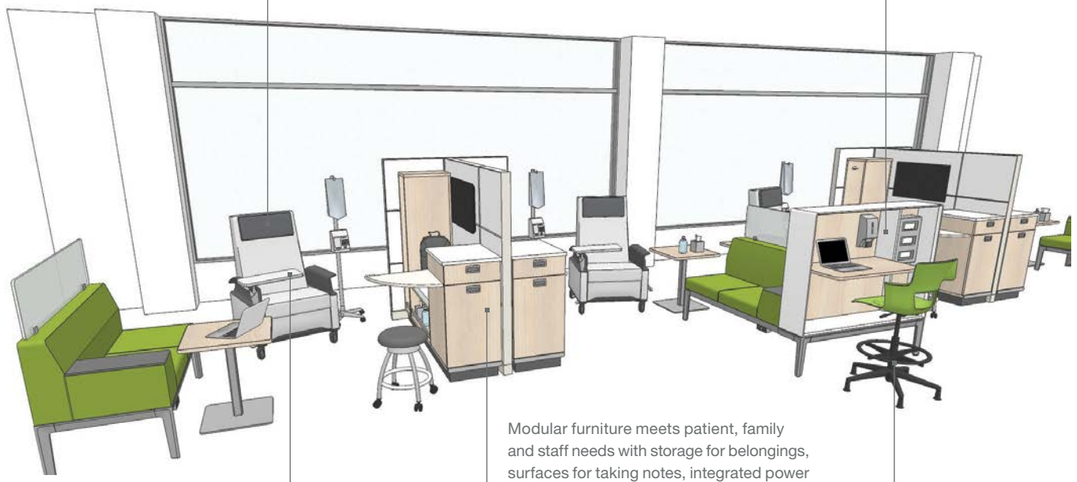
4 Create a multifunctional learning space by including support for conversations and sharing analog as well as digital information.

INFUSION TREATMENT SPACES SEMI-OPEN TREATMENT AREA

A group setting with ample room for family members, this area supports interaction and information sharing.

In the recliner, patients can change postures and use heat or massage features to increase comfort throughout their treatment.

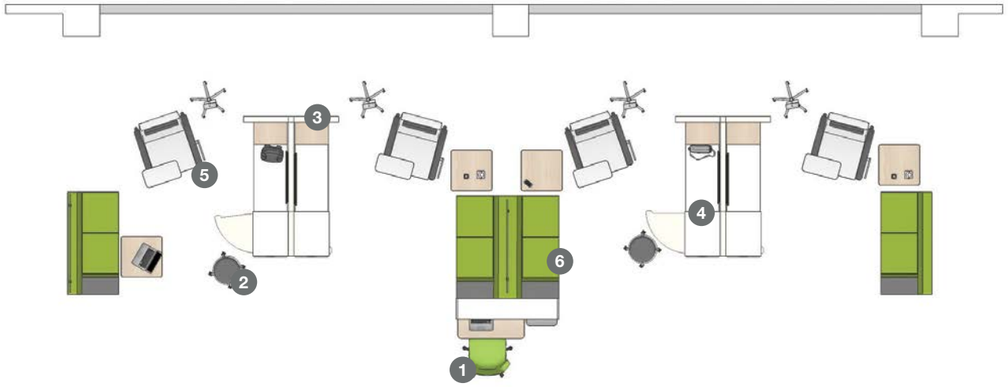
Clinician touchdown stations are integrated with modular seating for family so clinicians can maintain easy visual access and keep supplies close.



Modular furniture meets patient, family and staff needs with storage for belongings, surfaces for taking notes, integrated power for personal devices, and opportunities to hide tools and waste.

A rotating tablet arm on the recliner provides the patient with a surface for activities, beverages or personal items.

Clinicians can get off their feet at the touchdown station in a height-adjustable, easy-to-clean and stable stool.



Dimensions: 40' x 11' 7"
Individual Bay Width: 10'

FEATURED PRODUCTS

1 Shortcut....117
2 Verge....118
3 Montage....123
4 Sonata....119
5 Empath....114
6 Regard....112

INFUSION TREATMENT SPACES SMALL PRIVATE TREATMENT ROOM

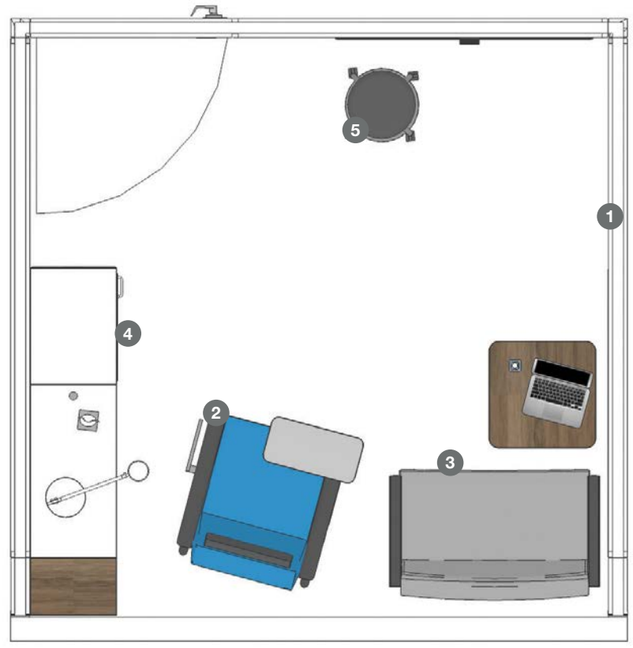
Away from others, this is a space where patients and family can read, enjoy entertainment, or rest and relax during an extended treatment. In the case of a more severe illness, patients are able to achieve better privacy and desired separation. Personal consultations with a clinical team member, such as Q&A session during an initial visit, can occur without distractions, and integrated technology can be used for collaborative learning as well as watching TV or a movie for positive distraction.

Necessary supplies and a waste bin are hidden yet easily accessible, unobtrusively stored in cabinetry.

Clinicians can pull up close to the patient and family members for same-level consulting, as well as care procedures, making the experience more personal.

To decrease the patient's stress and feelings of vulnerability, personal necessities, such as eyeglasses or tissues, are always within reach.

For quick tasks, activities or refreshments, a table creates a shared setting that's adaptable to many uses.



Dimensions: 10' x 10'

FEATURED PRODUCTS

1 V.I.A. 128
2 Empath 114
3 Leela 109
4 Sonata 119
5 Verge 118

INFUSION TREATMENT SPACES SEMI-OPEN QUADRANTS

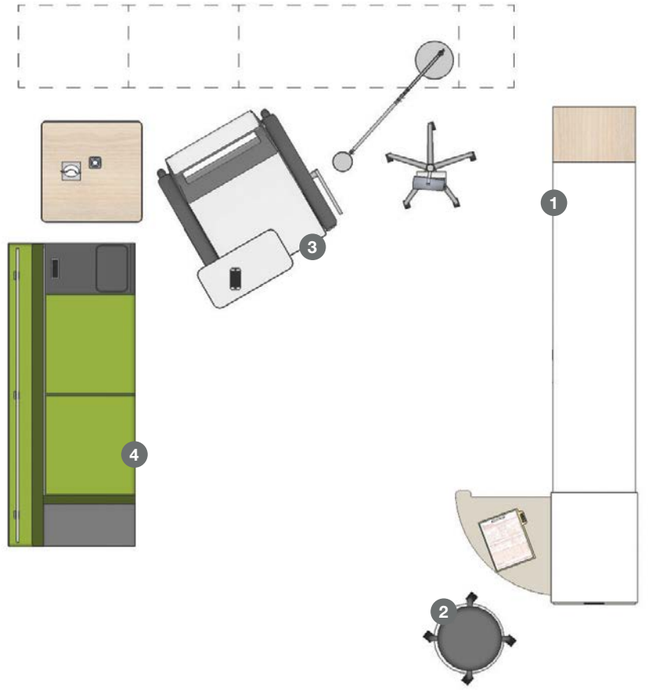
A cluster arrangement of “rooms within a room,” this setting affords patient and family privacy as well as clinicians’ needs for efficiency.

Family members are accommodated with integrated power in their seating and a light-scale table that can be positioned for various activities: snacks, work and taking notes.

A spokes-and-hub layout of modular furniture creates seated privacy, while mid-height space divisions promote visibility for caregivers.

The caregiver has visibility to each patient as well as a space to store essentials in each unit and a pull-out surface to array tools, papers, etc.

Personal belongings, such as coats and tote bags, are close at hand. An open shelf with an integrated outlet is an ideal spot for powering personal devices.



Dimensions: 21' 6" x 20'
Individual Bay: 11' 6" x 9' 6"

FEATURED PRODUCTS

1 Sonata 119
2 Verge 118
3 Empath 114
4 Regard 112

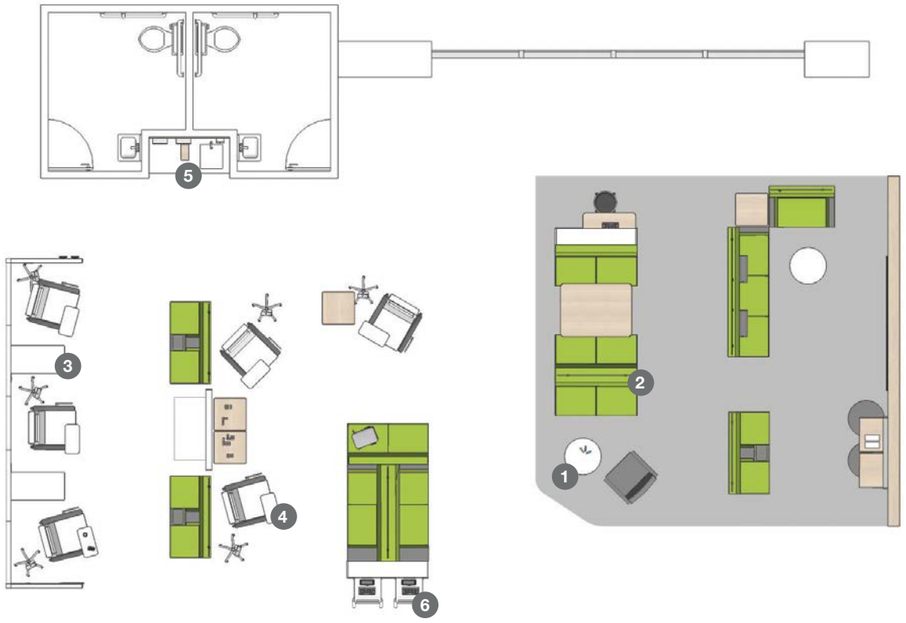
INFUSION TREATMENT SPACES ALONE/TOGETHER TREATMENT AREA & COMMUNAL SPACE

A semi-open treatment area adjacent to a communal hub allows patients to be at the edges of activity, while the communal space is where family members can connect with others, focus on necessary tasks or just rejuvenate while maintaining proximity to their loved ones.

Patients with brief treatment sessions are accommodated with comfortable recliners, personal storage, access to power and views into the communal space.

Clinician touchdown stations are integrated with modular seating for family so staff can maintain easy visual access.

For patients who are feeling up to it, connecting with other patients and their families during treatment sessions is afforded in a communal treatment space.



Dimensions: 50' 5" x 34'
Infusion Footprint: 23' 6" x 18'
Lounge Footprint: 21' x 18'

FEATURED PRODUCTS

1 Campfire paper table....125
2 Regard....112
3 Sonata....119
4 Empath....114
5 Folio....119
6 Pocket....127

TRANSITION SPACES

TRANSITION SPACES OBSERVATIONS

FAMILY

"There was no privacy while we waited for my dad's surgery to be over. My mom was really anxious and needed to talk, but felt uncomfortable with everybody able to hear our conversation."

PATIENT

"My time is valuable to me. I don't want to sit and flip through old magazines while I wait for my appointment. I'd rather be able to stay on top of my email, answer my phone with some privacy, and stay connected to my work, my family and my life."

PROVIDER

"Waiting rooms aren't something we used to consider a valuable investment, but now we're seeing that they are a hidden asset and can be a beneficial feature in a person's experience at our facility."

OBSERVATIONS

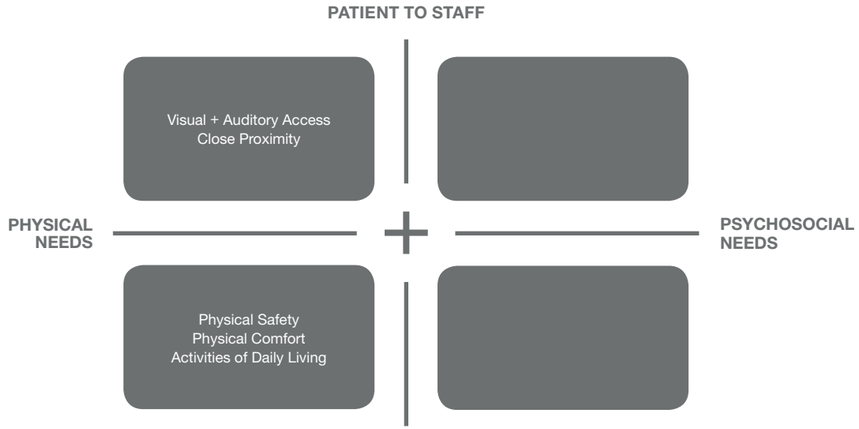
Chairs crowded in rows with little privacy

Seating used to hold personal items, mark territory

Minimal support for personal devices

Patients and family preferring seating with sightlines to information sources

Uncomfortable, unappealing environments with few positive distractions



Healthcare experiences are made up of more than moments of care—they also include the time spent in transition between those moments. Waiting to meet with the care provider. Waiting for a diagnosis. Receiving updates and results. And these transitional spaces where patients and their families wait—whether for minutes or hours—are often uncomfortable and unappealing, increasing feelings of stress and negative mindsets.[1]

Transition spaces are a significant opportunity for improving the healthcare experience. By providing more choices and supporting a range of postures and activities—conversations, information sharing, getting work done, resting and relaxing, or using personal devices to stay connected with the outside world—waiting spaces should be adaptable and productive environments that provide better healthcare experiences.

1 Leather, P., Beale, D., Santos, A., Watts, J., & Lee, L. (2003). Outcomes of environmental appraisal of different hospital waiting areas. Environment & Behavior, 35(6), 842-869.

TRANSITION SPACES KEY INSIGHTS

Transition spaces should be considered an asset, not an afterthought. They can support more meaningful uses of time plus prepare patients and family members to have productive interactions with members of the healthcare team.[1] Well-designed and attractive waiting environments are also related to a patient's satisfaction,[2] perceived quality of care,[1,3] likelihood to recommend, and anxiety relief.[3]

Technology in transition spaces promotes purposeful uses of time. Whether used for self-directed check-ins, health history and other previsit assessments, distractions, surgery progress updates, or teaching/learning experiences, technology in transition spaces connects people and information. Well-integrated and managed technology can make a clinic visit more productive and efficient, support accurate information transfer, and allow people to pass the time.

Needs for physical and emotional comfort heighten while people are in transition.[4] Environmental distractions and giving people a choice in what they do has been shown to decrease stress and anxiety.[5] Calming colors, comfortable seating with spaces for personal belongings, soothing artwork,[6] nature views and supporting technology use can all make transition environments feel less intimidating and help put people at ease.[7]

People seek proximity to family, clear sightlines to information sources and separation from strangers in group settings. People tend to separate themselves from strangers[8] in group settings, while families prefer to sit in clusters to create intimacy and privacy.[9] Patients and families also tend to prefer open sightlines to reception areas and clinical area entrances. In one case study, 15 to 30 percent of chairs in a traditional waiting room were used as privacy barriers or for personal belongings.[9]

Productive transitions are not a one-setting-fits-all experience. Television, noisy conversations or children playing nearby can be unwelcome for those who feel unwell or who wish to read, rest or work.[10] One big, open room with chairs in straight rows is a template for an underperforming space. A variety of postures and activity options produces flexibility and control of the experience for patients and families, decreasing anxiety and making transition spaces beneficial assets for healthcare organizations.

1 Arneill, A.B., & Devlin, A.S. (2002). Perceived quality of care: The influence of the waiting room environment. Journal of Environmental Psychology; 22 (4), 345-360.
2 Press Ganey Associates, Inc. (2011). 2011 Press Ganey Pulse Report.
3 Becker, F., & Douglass, S. (2008). The Ecology of the Patient Visit: Physical Attractiveness, Waiting Times, and Perceived Quality of Care; 31(2), 128-141.
4 Trimm, D. R., & Sanford, J. T. (2010). The Process of Family Waiting During Surgery. Journal of Family Nursing, 16(4), 435-461.
5 Hosking, S., & Haggard, L. (1999). Healing the hospital environment: Design, management, and maintenance of healthcare premises. New York: Routledge.
6 Nanda, U. (2011). Impact of visual art on waiting behavior in the emergency department. Concord, CA: Center for Health Design.
7 Schweitzer, M., Gilpin, L., & Frampton, S. (2004). Healing Spaces: Elements of environmental design that make an impact on health. Derby, CT: The Planetree Organization.
8 Sommer, R. (1966). The ecology of privacy. The Library Quarterly, 36(3), 234-248.
9 Ossmann, M. (2012). "Sommer revisited—seating patterns in a hospital waiting room," in Proceedings of the 43rd Annual Conference of the Environmental Design Research Association, Seattle, WA. May 30-June 2, edited by Rula Awwad-Rafferty, PhD, and Lynne C. Manzo, PhD.
10 Catania, C., Pas, T., Minchella, I., Braud, F., Micheli, D., Adamoli, L., et al. (2010). "Waiting and the Waiting Room: How Do You Experience Them?" Emotional Implications and Suggestions from Patients with Cancer. Journal of Cancer Education, 26(2), 388-394.
11 Becker, F., & Douglass, S. (2008). The ecology of the patient visit: Physical attractiveness, waiting time and perceived quality of care. Journal of Ambulatory Care Management, 31, 128-141.

TRANSITION SPACES DESIGN PRINCIPLES

CREATE INVITING, WELL HOSTED TRANSITION SPACES THAT REDUCE STRESS AND REFLECT ORGANIZATIONAL VALUES.[11]

1 Provide comfortable settings and hosting amenities, including a space for items such as bags, personal devices or beverages.

2 Accommodate people's preferences for varying levels of noise and other stimuli, creating quiet zones where people can retreat from sources of noise.

3 Create conversation areas where families can be together without the distraction of strangers.

4 Incorporate soothing materials, textures, colors, lighting and views.

PROVIDE FOR PRODUCTIVE TRANSITIONS WITH A RANGE OF SETTINGS APPROPRIATE FOR VARYING ACTIVITIES AND DURATIONS.

1 Balance organizational needs for seating density with people's desires for diverse settings and various levels of privacy while they wait.

2 Provide seating with clear sightlines to doorways, clinician entrances and information desks.

3 Use modular furniture to divide the floor plate into smaller settings that support a range of activities.

4 Select furniture that supports activities and postures appropriate for the duration of the wait: work settings, lounge options, café tables, etc., for longer waits.

5 Optimize the real estate with flexible spaces that can accommodate after-hours learning sessions, health-related support groups, etc.

LEVERAGE TECHNOLOGY FOR LEARNING AND OTHER POSITIVE DISTRACTIONS WHILE PEOPLE WAIT.

1 Include well-placed wall monitors to display information about the organization, health-related information and/or waiting updates.

2 Provide media settings for self-directed or group learning.

3 Support use of personal devices with easy access to power throughout the space.

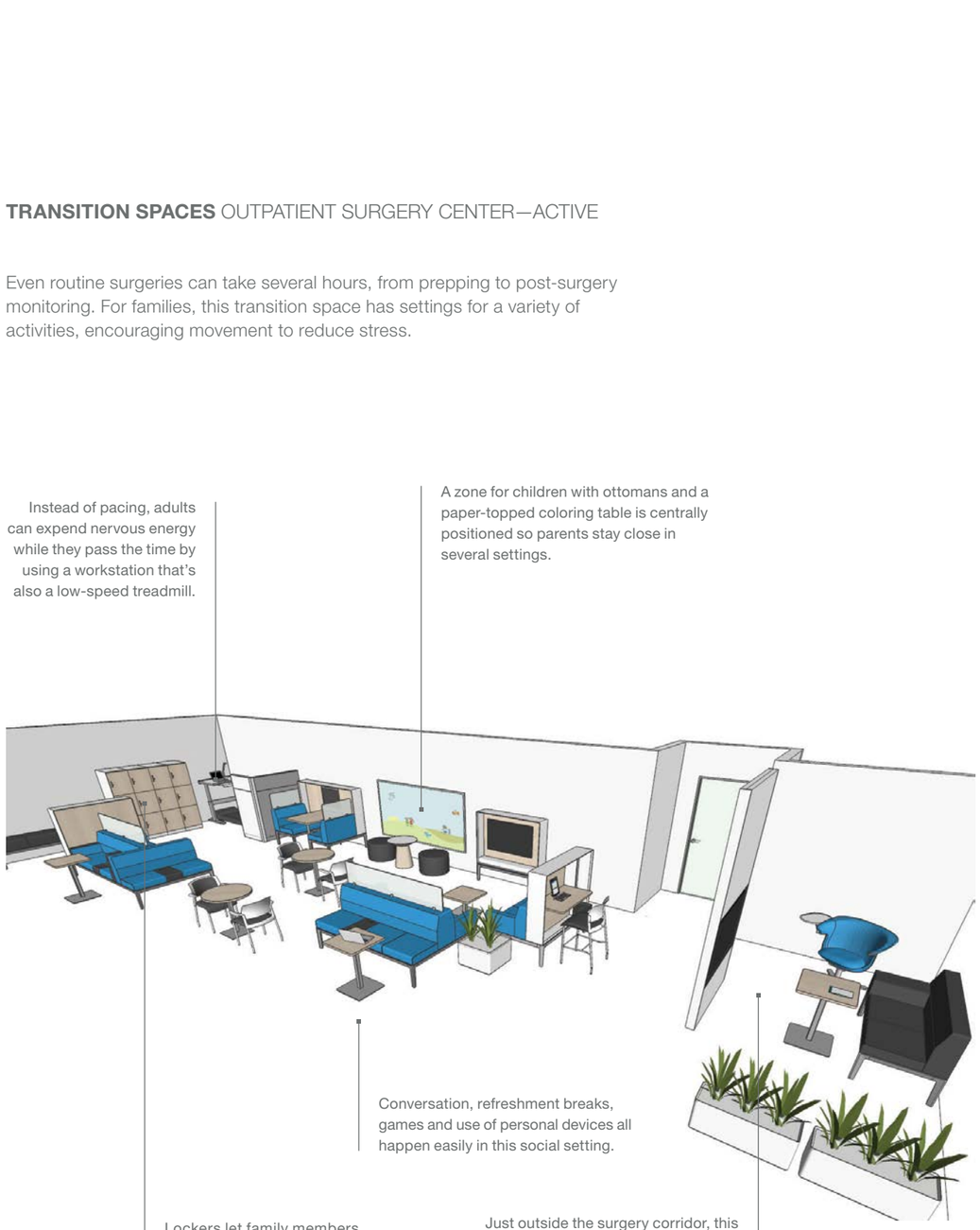
4 Anticipate new and emerging technologies with an adaptive infrastructure.

TRANSITION SPACES OUTPATIENT SURGERY CENTER—ACTIVE

Even routine surgeries can take several hours, from prepping to post-surgery monitoring. For families, this transition space has settings for a variety of activities, encouraging movement to reduce stress.

Instead of pacing, adults can expend nervous energy while they pass the time by using a workstation that's also a low-speed treadmill.

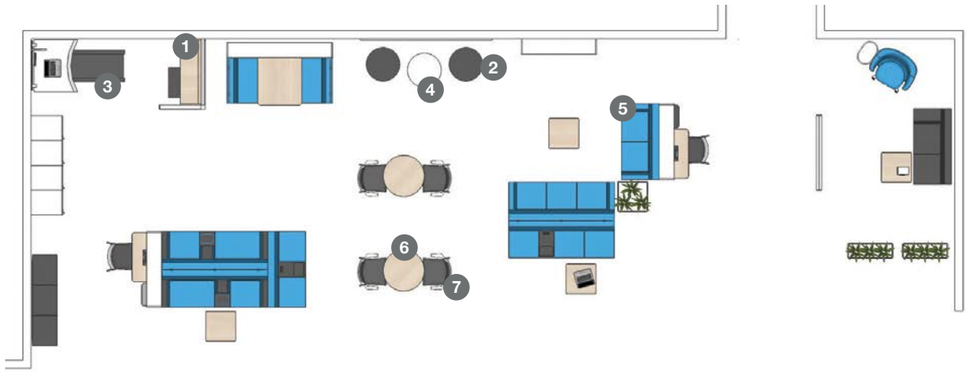
A zone for children with ottomans and a paper-topped coloring table is centrally positioned so parents stay close in several settings.



Conversation, refreshment breaks, games and use of personal devices all happen easily in this social setting.

Lockers let family members store and retrieve personal items as needed, instead of having to carry everything with them.

Just outside the surgery corridor, this semi-private setting for consultation with the surgeon includes a monitor for sharing visual information.



Dimensions: 60' x 20'

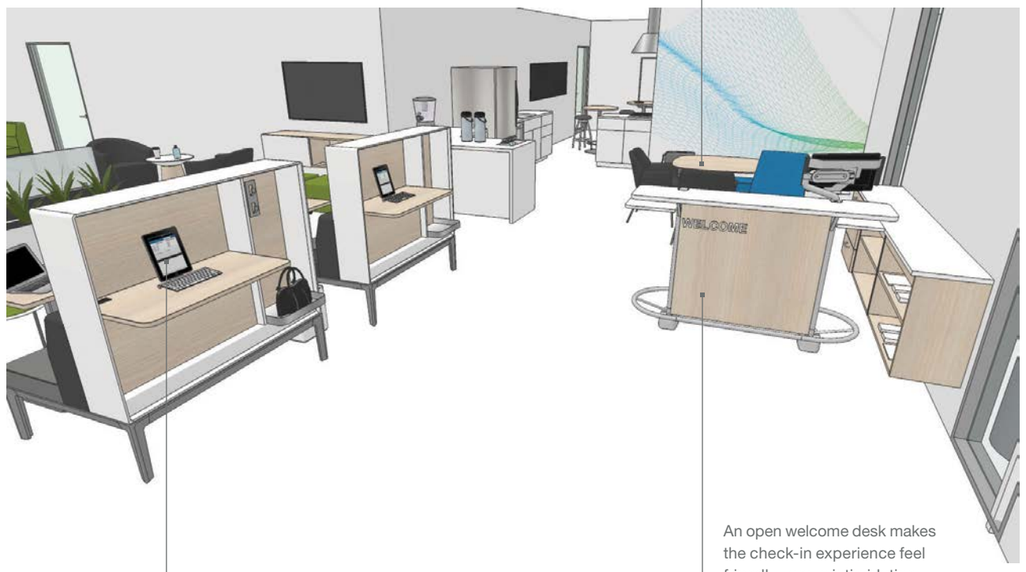
FEATURED PRODUCTS

1 Elective Elements 122
2 Alight 106
3 Walkstation 128
4 Campfire paper table 125
5 Regard 112
6 Groupwork 126
7 Move 110

TRANSITION SPACES OUTPATIENT CLINIC

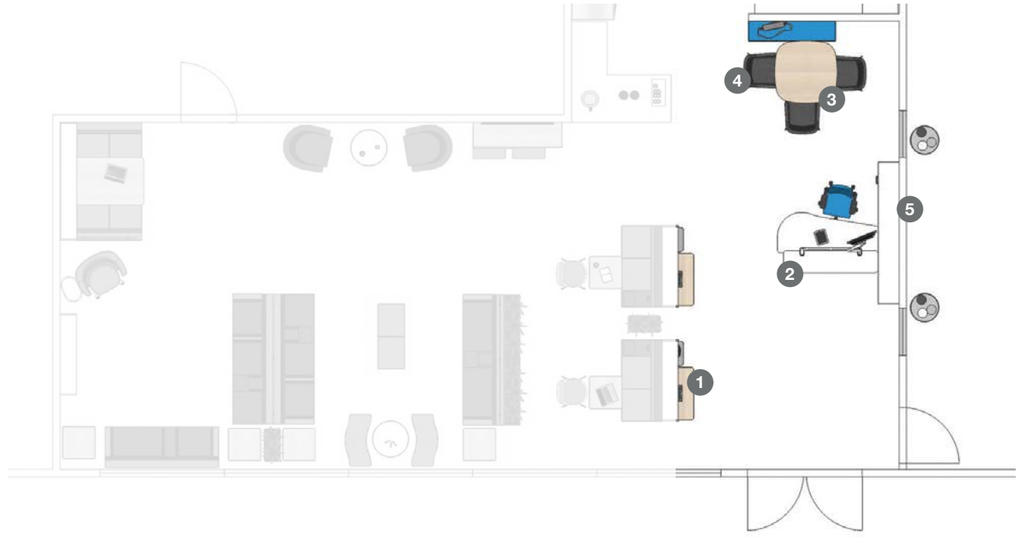
Whenever people have an outpatient appointment, there's an opportunity to prepare them for an optimized visit. A welcoming transition space puts people at ease, setting the stage for positive experiences with their care providers.

For patients who need to fill out forms or have questions, this table behind the welcome desk is a comfortable, easily accessed setting where the patient and a staff member can interact.



Returning patients can quickly check themselves in or sign up for after-hours activities that take place here, such as healthy cooking classes, yoga, etc.

An open welcome desk makes the check-in experience feel friendly versus intimidating and institutional.



Dimensions: 47' 4" x 25' 3"
Featured Space: 13' 6" x 25' 3"

FEATURED PRODUCTS

1 Regard.....112
2 Sync.....119
3 Enea Lottus table.....125
4 Bindu.....106
5 Folio.....119

TRANSITION SPACES OUTPATIENT CLINIC—PRODUCTIVE

Even a quick health check can intrude on a busy schedule. Allowing patients and family members to seamlessly continue with their day by providing café-like work settings can help ease work-life disruption.

Digital and analog information are available for patients and families. This is a way the Outpatient Clinic can take advantage of patient and family time by using it to inform them of upcoming events or classes, health tips, facility amenities, etc.

Patients can appreciate a bit of separation between each seating group, whether it is provided by furniture configuration, screens, plants or orientation.

Desk-height tables provide a space where family can access power and work if they aren't accompanying the patient during an exam. Alternatively, it can be a place for a quick meal or snack before or after a class.

Dimensions: 47' 4" x 25' 3"
Featured Space: 9' x 19' 7"

FEATURED PRODUCTS

1 Elective Elements 122
2 Regard 112
3 Enea Lottus 108

TRANSITION SPACES PHYSICIANS' OFFICE/WELLNESS CENTER—MULTIPURPOSE

Patients and their families have many choices in this environment designed for purposeful activities. After hours, it does double-duty as a well-equipped and comfortable space for group learning sessions on targeted health topics.

Patients and family members can watch television comfortably in this familiar, residential-style seating configuration that also lends itself to small-group classes after hours.

A child-friendly setting with a paper-topped coloring table nestles between adult seating, keeping parents nearby while also able to comfortably converse or use personal devices.

Dimensions: 47' 4" x 25' 3"
Featured Space: 26' x 19' 7"

FEATURED PRODUCTS

1 Regard 112
2 Campfire paper table 125
3 Ripple 112
4 Jenny 108
5 i2i 108

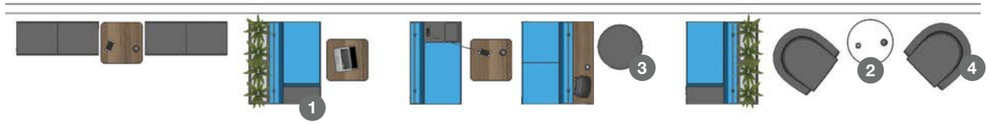
TRANSITION SPACES CORRIDOR

In large medical facilities, patients and family members may spend an entire day visiting multiple specialists and departments. Corridors can be used for transitions, providing spaces to rest or work between appointments.

A bench is a resting spot for people who need to catch their breath en route to the next appointment. At above-standard height, it's an easy-to-reach perch.

Patients and family members can productively use the time between appointments to get some work done, charge personal devices or grab a snack. Staff can also use this space to take short breaks.

Family members can appreciate a few moments to put their feet up and recharge between appointments or before the trip home.



Dimensions: 43' x 3' 8"

FEATURED PRODUCTS

1 Regard....112
2 Campfire paper table....125
3 Alight....106
4 Jenny....108

TRANSITION SPACES PRIMARY CARE

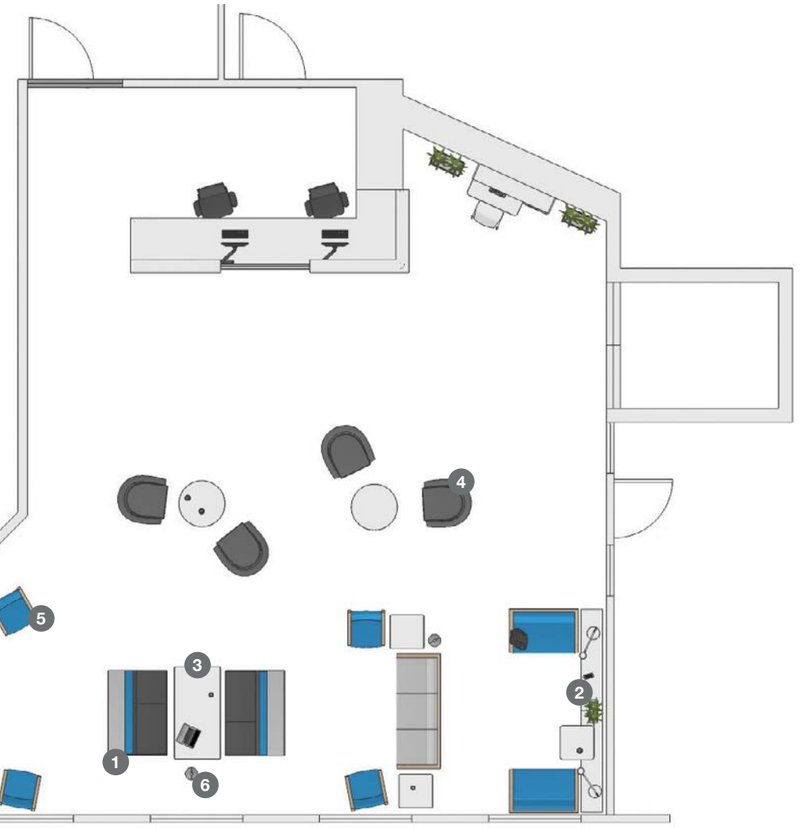
When the time before an appointment is expected to be minimal, this setting allows patients and families to keep their eyes on the desk and still maintain physical separation from others.

Both self check-in and traditional check-in options are available to accommodate differing levels of autonomy and to promote efficiency.

When time will be short, a few settings are scattered throughout the space that provide access to worksurface-height tables and/or power for those who may be using the space for a slightly longer duration while the patient completes their appointment.

With much of the seating oriented perpendicular to the exterior view and the reception area, patients can maintain visibility to the check-in area so as to feel confident they won't miss anything, while also enjoying the views of nature.

Multiple individual seats provide seating options for those who have come alone.



Dimensions: 36' x 39' 5"

FEATURED PRODUCTS

1 Regard 112
2 Campfire slim table 125
3 Groupwork 126
4 Jenny 108
5 Tava 113
6 Thread 130

PRODUCT SOLUTIONS

106 Seating

119 Casegoods

121 Desk Systems + Storage

124 Tables + Carts

128 Space Division

129 Technology

130 Worktools

134 Product Comparison Quick Reference

For more information about any of these products, go to **SteelcaseHealth.com** and search by product name.

Alight™ by turnstone

With endless configuration possibilities, Alight ottomans provide solo seating or creative grouping for any space. Fully upholstered bench, corner and round seating shapes can be mixed and matched to create custom settings that are endlessly extendable. Coordinating end and coffee tables complement Alight.

Aspekt™ by Steelcase Health

Aspekt offers a clean, minimal aesthetic for patient and guest seating. Wave-shaped arms and back contours give Aspekt a sleek, dynamic style. Active webbed seat suspension and steel frames and legs lend strength and comfort to this light-scale design. Chairs and coordinating tables can gang together or stand alone.

Await™ by Coalesse

The Await collection is the perfect solution for lobby and lounge settings. Its staggered ganging capabilities exemplify versatility and functionality in transforming space. Sharp tailoring featuring top stitch detail speaks to the sophisticated styling of Await; the spring packs in the seats bring a new level of comfort. With power and data options and coordinated tables, Await creates contemporary niches of dramatic in-between spaces.

Bindu™ by Coalesse

Bindu modern side and guest seating is sensibly designed to express a softer, more residential feeling with contract durability. Bindu combines the comfort and craft of an upholstered lounge with the performance needs of a task chair. Bindu conference and high-back executive seating features a five-star base, with a complementary four-leg side chair.

Bob™ by Coalesse

A crafted beauty. With flared arms, a matte polished aluminum base and a coordinating ottoman, Bob Lounge is well suited to any professional space.

Brody™ by Steelcase

The Brody WorkLounge is designed to be good for the body and brain. This comfortable microenvironment integrates power, ergonomics, personal storage and lighting while creating a shelter from visual distractions. LiveLumbar™ technology and adaptive bolstering provide dynamic back support, and a footrest gives additional support for legs and feet. The adjustable worksurface holds technology at eye level, reducing neck and shoulder strain.

Cura™ by Steelcase Health

Cura seating features refined ergonomics and a distinctive flexing frame to increase comfort and relieve anxiety. With an integrated headrest, independent seat and back, and CuraNet suspension, Cura accommodates subtle adjustments and nervous energy while aiding overall circulation. A coordinating ottoman can be added to further increase comfort.

Enea® by Coalesse

The Enea seating collection is comfortable, stackable, durable and versatile, with a wide palette of colors and finish possibilities. Available as both a side chair and stool, with arms or without, Enea is well suited for a range of spaces. Tables come in a variety of heights and shapes, with laminate or solid wood tops and optional power and data integration. A round steel base creates strength and stability.

Enea Lottus™ by Coalesse

Enea Lottus is a beautifully sculpted collection of flexible, multi-height chairs and tables with a wide palette of color and finish choices. The collection integrates simply and cleanly into any space, providing comfort and elegance. Seating includes a side chair, sled stool or post stool, with options for stackability and a propylene or upholstered seat insert.

i2i® by Steelcase

i2i seating is designed specifically to foster collaboration. Clinicians and patients can maintain eye-to-eye and eye-to-information contact through the unique dual swivel mechanism—it allows the back and seat to swivel together or independently. Flexing fingers in the backrest give appropriate support according to the user's position for better comfort, longer. The i2i family includes an optional writing tablet and coordinating table.

Jenny® by turnstone

With four unique styles and fabrics for any décor, Jenny seating delivers contemporary flair with traditional elements that make a timeless addition to any space. Jenny's sturdy construction is built to last and is ideal for high-traffic areas. Wipeable fabrics lend extra protection. A coordinating ottoman and coffee and end tables expand the Jenny collection.

Lagunitas™ by Coalesse

A comprehensive seating and table collection, Lagunitas creates a space within a space. The unique articulating back cushion supports changing postures. High and low panels create varying degrees of privacy for consultation and family conversation. With 44 pieces; one-, two- and three-seat options; and tables in a variety of shapes and sizes, this comprehensive collection provides endless opportunities to configure the ideal setting.

Leela™ by Steelcase Health

The crisp lines and sleek metal bases of Leela seating make any waiting place feel familiar, clean and comfortable. Leela works well with other furnishings and architectural elements to unify a look across a healthcare facility or campus. Metal legs, webbed seat suspension and structural steel frame add stability and strength, and a clean-out space and open bases facilitate cleaning. Coordinating freestanding tables feature solid surface or painted steel tops.

Lincoln by turnstone

Lincoln lounge seating is a comfortable, attractive and durable choice for a variety of reception and waiting areas. Lincoln offers a contemporary look with a leather surface, clean lines and tailored details at an affordable price point.

Lox™ by Steelcase

Inviting, inspiring, involving, the Lox Stool and Chair are designed to bring people together with minimal effort. While minimalist in materials, the clean silhouette of Lox Chair flows sculpturally and supports comfortably. Individualize the black or white shell with fabric or leather. Swivel with ease on a polished aluminum four-star base.

Malibu™ by Steelcase Health

Malibu seating elevates the aesthetic of public waiting areas with the warmth of hardwood maple construction in a transitional design. Seating and coordinating freestanding tables blend beautifully with a variety of architectural and furnishing styles. Performance features include extended arms to provide easy grip and open backs that facilitate cleaning.

media:scape® Lounge by Steelcase

media:scape Lounge seating creates collaborative settings that integrate seamlessly with media:scape technology. Eight unique pieces in a variety of shapes combine to accommodate a range of group sizes and purposes. Ledges lend additional standing-height surfaces. Canopies keep conversations contained and add a sense of separation in large spaces.

Mitra® by Steelcase Health

The Mitra seating collection combines strength and beauty with slim, steam-bent curves and structural steel inner frames. The extensive line includes guest, lounge, high-back, recliner, and sleeper seating and coordinating freestanding tables to create a cohesive experience across many healthcare settings. Active webbed seat suspension provides comfort and support. Performance features include extended arms for easy grip and open backs that facilitate cleaning.

Move™ by Steelcase

Comfortable and versatile, Move multipurpose seating includes lightweight, stackable solutions. Move was designed to adjust and conform to the natural movements of the body through an inner core system for adaptive bolstering. It can blend or make a statement with an extraordinary range of material and color choices. Move is available as a side chair, and in perching and stool heights.

Neighbor™ by Steelcase Health

With distinctive back heights and shapes—simple rectilinear lines—the Neighbor lounge system defines personal space in public waiting environments. Seating, tables and armrests combine to create unique configurations for intimate conversations and productive waiting. Benches and cushioned armrests invite alternative postures, while multi-seat units accommodate bariatric needs.

Outlook Collection by Steelcase Health

The Outlook collection includes flexible and accommodating seating in five distinct frame styles with coordinating tables for waiting areas, reception and patient rooms. All Outlook styles offer steel construction with webbed seat suspension for comfort and durability. A generous clean-out space between seats and backs simplifies cleaning. Arms are designed for easy grip.

Outlook Empress™

Empress seating features mission-inspired vertical side slats and solid maple construction.

Outlook Hawthorne™

Hawthorne seating features traditional style with distinctive curves and solid maple construction.

Outlook Jarrah™

Jarrah seating features rounded oval steel legs designed for strength, safety and cleanability.

Outlook Nikko™

Nikko seating features fully upholstered arm panels and solid maple construction.

Outlook Sequoia™

Sequoia seating features clean lines and solid maple construction.

Player® by Steelcase

The simple and durable Player chair is convenient, comfortable and stackable. Its slim, quiet aesthetic fits in anywhere, and stows away when not needed. A reinforced steel frame means long-term durability, and ganging and alignment devices are available to configure chair groups. Player is available with sled base or four legs, and also as a stool option.

Regard™ by Steelcase Health

The Regard modular lounge system was created to make moments of transition more meaningful throughout the healthcare journey. Regard supports comfort, connection and privacy, giving patients and their families choice and control over their experience. Seating and settings support multiple postures and waiting activities. Desks and media cabinets accommodate technology and make room for personal belongings. Power for mobile devices is integrated to enable active waiting and positive distraction.

Ripple™ by Coalesse

The Ripple bench is a sculptural seating solution that simultaneously complements and enhances waiting spaces and lobbies. Its articulating waveform and soft edges create an engaging, inspired aesthetic. Ripple is available in single or triple seat lengths with a flat or wave orientation.

Sieste® by Steelcase Health

The Sieste collection of seating brings a clean, simple design profile with a range of options for patients and visiting family. Sieste offers single and multiple-seat lounge chairs, plus a coordinating sleeper sofa and tables. All Sieste seating features durable hardwood frames and reinforced seats, and arm and lounge chairs have a clean-out space between seat and back.

Snodgrass by Steelcase

Snodgrass guest and occasional seating complements contemporary and transitional styling. It delivers classic simplicity in any space. Custom needs and looks can be accommodated through choice of wood or metal frames and arms, and open loop or armless versions.

Sorrel™ by Steelcase Health

Light in scale and stackable, Sorrel seating helps maximize every square foot of a healthcare setting. Sorrel is highly customizable with options including a maple wood back, armed and armless seating, and standard and wallsaver legs. Steel frame construction provides strength and durability. Chairs can stand alone or gang together, with coordinating tables that nest closely.

Tava™ by Steelcase Health

The extensive Tava family of seating offers a fresh, transitional design featuring ash wood arms and legs with mitered finger joints. Steel frames and springs bring comfort and strength, with a hidden crumb sweep and open base to facilitate cleaning. The Tava collection includes guest, lounge and high-back seating. Coordinating tables with solid surface or powder-coated steel tops complete the look.

Empath™ by Steelcase Health

Empath recliner seating is designed to reduce stress and the potential for injury for both patients and clinicians while increasing physical and emotional connection. A central locking system activates with pedals on either side. Molded arms with dual flip-down option facilitate patient transfer. The recliner's back recline paddle is easy to activate from either arm and operates independent of the footrest, with infinite stops from upright to full recline. Many options expand comfort and utility. For example, the optional tablet arm provides a convenient surface for easy access to personal items.

Mineral™ by Steelcase Health

Mineral recliner seating provides a clean aesthetic in a compact design. It delivers big-chair comfort, yet fits into a smaller footprint and reduces strain on clinicians as they move patients through the healthcare journey. The recliner's backrest operates independent of its seat, with infinite stops from upright to full recline. Its seat depth is designed for easy exit and entry. An optional flip-down arm facilitates patient transfer and many other options expand comfort and utility.

Mitra® by Steelcase Health

Mitra recliner seating responds to the intensive demands of healthcare environments with comforting strength and beauty. It coordinates with the Mitra family of seating and transitions with ease to accommodate rest or sleep in patient rooms and treatment areas. The recliner's back recline actuator is easy to activate and operates independent of the footrest, with infinite stops from upright to full recline. Its seat depth is designed for easy exit and entry. Many options expand comfort and utility.

Mitra® Sleeper Seating by Steelcase Health

Mitra sleeper seating cleverly converts from a chair to a sleeper, allowing family members to remain nearby around the clock. This double-duty performer coordinates with the extensive Mitra family of seating for patients and guests. With its wood frame and steel mechanism, the Mitra sleeper provides a comfortable seat, easy conversion and outstanding durability.

Sieste® Sleeper Sofa by Steelcase Health

The Sieste sleeper sofa encourages visiting family and friends to stay with patients as active partners in care. The sofa folds open with ease to reveal a sleeping surface separate from the sitting surface. A large drawer provides storage for personal belongings or amenities. With three standard lengths and an armless option, the sofa can be customized for the perfect fit.

X-tenz™ Sleeper Chairs by Steelcase Health

Single X-tenz and Double X-tenz sleeper seating welcomes families in patient rooms, keeping them near. Simple to convert from sitting to sleeping, X-tenz is ideal for tight footprints and underutilized areas. Single X-tenz opens to the left or right with foot-activated release, while each seat on Double X-tenz pulls forward independently to provide lounge posture or full sleeping positions. Both include a sleeping surface separate from the sitting surface.

Amia® by Steelcase

Amia is a hardworking, versatile ergonomic task chair that adds an element of simple sophistication. Unique, adjustable-height LiveLumbar™ technology inside the chair provides a system of flexors that contour to and move with a user's back for consistent, dynamic support. Amia is available as a chair or stool.

Cachet® by Steelcase

Cachet seating is ideal for healthcare and research applications where comfort and cleanability are key. Cachet creates the perfect blend of ergonomics, durability and versatility for the toughest environments. A balanced-action suspension system automatically adjusts to provide proper support, while composite edges and flexible slotted surfaces absorb and evenly distribute weight. Cachet is available in height-adjustable work chair, stool or stackable versions.

cobi® by Steelcase

With only a single manual adjustment (seat height), the rest of the cobi task chair's ergonomic design is automatic. A weight-activated mechanism senses the user's center of gravity and adjusts for tailored comfort. The flexing seat, back and top edge move with the user's body and support various postures. cobi is available as a chair or stool.

Criterion® by Steelcase

Criterion seating's soft curves and pleasing contours provide all-day comfort with exceptional durability. Seven independent adjustments offer support through the full range of dynamic seating postures. Optional molded and sewn upholsteries make cleaning spills, marks and messes simple. Criterion is available as a chair with high- or mid-back, and as a stool. Criterion Plus brings extra support and seat width.

Gesture™ by Steelcase

Gesture is the first office chair designed to support a greater range of technologies, postures and user sizes. Adjusting the Gesture chair is as easy as adjusting posture. 3D LiveBack™ technology allows Gesture to change shape and mimic the natural motion of the user's spine, and adaptive bolstering allows the seat to contour for customized comfort. The Gesture 360 arm moves like a human arm for support in any position. Gesture is available as a chair or stool.

Leap® by Steelcase

A perfect fit with a wide range of adjustments, the Leap task chair delivers full support for various body shapes and sizes. The LiveBack™ system changes shape to mimic the movement of the spine. The chair's Natural Glide System™ enables comfortable recline without straining eyes, neck or arms. Leap is available as a chair, stool or WorkLounge with headrest. Leap Plus gives extra support and seat width.

QiVi™ by Steelcase

Intelligently designed to promote collaboration, QiVi seating encourages movement, supports multiple postures and provides comfort for extended periods of time. A pivoting backrest naturally adjusts as the body moves, and a gliding seat intuitively slides forward and back with the user, encouraging healthy shifts in position. QiVi seating is available in five-star or sled base, and in stool height with five-star base.

Shortcut by turnstone

Sleek, modern and incredibly versatile, Shortcut is simple sophistication in a truly multipurpose chair or stool. Elbow rests are specially crafted for using technology with full support, or pulling close to a table without arm adjustment. The generous seat allows for easy-in, easy-out mobility to keep pace in busy environments. An optional cushion adds comfort, while the cushion-free choice eases cleaning.

Think™ by Steelcase

Think is the chair with a brain and a conscience. This ergonomic task chair understands how you sit and adjusts itself intuitively, and it's up to 95% recyclable. The Integrated LiveBack™ system conforms to and moves with the user's body as postures change. An advanced weight-activated seat allows anyone to get comfortable, quickly. Adaptive bolstering in the seat cushion conforms to the user's shape. Think is available as a chair or stool.

Verge™ by Steelcase Health

The Verge stool gives clinicians a convenient, comfortable and quick place to sit for eye-to-eye conversations and care at bedside, in treatment or exam rooms, and throughout workspaces. Verge is available in three heights for sitting, perching and counter work. The stool can be approached from any side and moves with ease on casters or glides, while a foot ring eases pressure on backs and legs.

Folio™ by Steelcase Health

Folio casegoods deliver progressive storage designed around the changing demands of healthcare. Folio integrates handwashing stations, kitchenettes, information display, a recycling center and more. Wall-hung components facilitate cleaning. Folio reconfigures with ease to support clinician work process and patient needs in a variety of spaces—today and tomorrow.

Opus® by Steelcase Health

Opus casegoods define personal space and enhance the care experience for patients and families. Components include storage, display, tables, lighting and accessories, with opportunities to integrate technology. Opus configures and adapts in multiple ways to create a consistent aesthetic across patient and exam rooms, consultation spaces, and other settings. The Opus collection includes a coordinating overbed table.

Sonata™ by Steelcase Health

Sonata casegoods lend privacy without isolation in treatment areas, emphasizing both physical and emotional comfort. Personal space is balanced with clear sightlines for constant access to clinicians. Standing-height worksurfaces feature pull-out prep space, medical supply storage or discreet waste bin storage. Components combine and reconfigure over time to accommodate evolving work processes.

Sync™ by Steelcase Health

Designed to support clinicians in action, Sync modular workstations facilitate collaboration between colleagues, connection to patients and access to the technologies and information vital to quality care. This open-plan solution provides clear sightlines with access from all sides. A variety of surface heights and optional touch-control adjustability accommodates changing postures and users.

Ainsley™ by Steelcase Health

Ainsley casegoods bring comforting touches of home to patient rooms with familiar design and the warmth of real wood. Elements of the collection combine to create custom spaces.

Davenport™ by Steelcase Health

Durable and simple, Davenport casegoods offer smart design for patient room storage. Davenport has classic styling with a sleek leg profile, bow-front tops and curved handles. Matching or contrasting laminate top and leg options expand the aesthetic possibilities.

Park by Steelcase Health

Form follows function with the crisp, understated design of Park casegoods. Integrated door and drawer pulls are free of embellishment and easy to grip. One- or two-tone finish options can create custom looks. The Park mobile cabinet provides a useful dual-tiered surface.

Senza™ by Steelcase Health

Clean and classic, Senza is an extensive line of casegoods, with equal parts elegance, performance and flexibility. A range of surface materials and drawer and cabinet pulls allows high levels of customization. Multiple wardrobe widths and configurations fit unique patient needs and space requirements.

Waldorf™ by Steelcase Health

Waldorf casegoods create an inspired, easy-to-customize look for storage in patient rooms. Classic details give these convenient, hardworking solutions a comfortable, residential feel. Multiple wardrobe widths and configurations fit unique patient needs and space requirements.

Answer® by Steelcase

Answer solutions meet today's evolving demands with a range of applications, aesthetics, technology support and ownership adaptability. Perfect for creating multipurpose spaces, Answer systems host individuals and groups while balancing collaboration and privacy, supporting mobility, and optimizing real estate. A refined design language and range of aesthetic options and materials make Answer compatible with the Steelcase portfolio of solutions.

c:scape® by Steelcase

c:scape removes visual and social barriers, giving people better access to each other, information and technology. Five simple components can be configured and reconfigured to create a variety of applications for both focused and collaborative work, from open areas to private spaces. Data and power integrated in connect zones give easy access to multiple users.

Duo™ by Steelcase

Duo is an integrated storage solution that facilitates clinician workflow and collaboration. It puts often-used tools and supplies within reach and defines workspaces without hindering sightlines. Duo Overhead Storage can accommodate binders and books. Duo Slim Storage provides a transactional top and piling surfaces. Duo Tall Storage offers seated privacy and creates a natural perching area at standing height.

Elective Elements® by Steelcase

Elective Elements desk systems seamlessly blend style, craftsmanship and performance to address changing needs in clinician or consultation spaces. With limitless configurations, Elective Elements creates a range of applications with a unified aesthetic through wall-mounted, panel-supported and freestanding components. Open storage and layered worksurfaces hold supplies and establish boundaries. Integrated technology means easy access to power and data.

FlexFrame™ by Steelcase

Configured with functional surfaces and modular components, FlexFrame workwall combines storage, organization and built-in technology to support the many modes of work. FlexFrame includes convenient connections for flat-panel displays, power and data, and can seamlessly integrate with media:scape. And as needs shift and evolve, FlexFrame is designed to shift with them—reconfiguring without locating studs or disrupting drywall.

FrameOne™ by Steelcase

FrameOne bench is designed to enrich varying levels of mobility and collaboration. A convenient integrated rail hosts worktools, lighting, power access and privacy screens. The modular design adapts and reconfigures easily to maximize space and adjust to changing needs. Integration with media:scape supports information sharing.

Montage® by Steelcase

Montage panel system offers a breadth of surface material options and is highly customizable to support the work needs of clinicians. Stackable and de-stackable frames allow for clear sightlines, and layered elements create ample surface for charting and other administrative tasks. Montage's open-frame construction routes power and data at base and desk height for powering technology.

Universal Storage by Steelcase

Our most versatile and extensive storage offering, Universal Storage works seamlessly with a broad range of freestanding and panel systems. Lateral files, towers, cabinets, bookcases and bins create boundaries and add visual privacy and effective storage. Lateral files with a cushion top welcome guests for impromptu conversations. Adjacent lateral files make space for supplies in a team area.

Victor2™ by Steelcase

Victor2 encourages recycling with upscale and streamlined aesthetics. Eight interchangeable inserts and icons give clear direction for disposal and recycling. Multiple surface material options blend with a variety of furnishings and aesthetics. Front access to bins on freestanding units and rear access on mobile units make servicing quick and effortless.

TABLES + CARTS

Airtouch® by Steelcase

Airtouch height-adjustable desks allow personal control and customization in shared spaces as people come and go. The innovative Airtouch mechanism lets users quickly and quietly adjust the surface without the need for electricity—from seated height to standing height in just 1.2 seconds. A height range of 26" to 43" with infinite increments suits many needs.

Bob™ Table by Coalesse

Bob tables have a business-like attitude with a warm embrace. Bob tables are available to complement the collection and have glass tops with a sturdy base.

Campfire™ Paper Table by turnstone

Topped with a giant stack of paper, Campfire Paper Table allows patients and clinicians to write, draw or plan, then take their notes with them. Or it makes a creative activity for children in lounge or waiting settings. Campfire Paper Table is also available with a glass top for use again and again with dry-erase markers.

Campfire™ Slim Table by turnstone

Slim Table's sleek design makes it a go-to addition for any lounge space. With built-in power and a place to pile, Slim Table adds functionality with modern flair. Place Slim Table with Campfire Half Lounge to create an instant side area to place work materials.

Enea Lottus™ Table by Coalesse

Enea Lottus is a beautifully sculpted collection of flexible, multi-height chairs and tables with a wide palette of color and finish choices. The collection integrates simply and cleanly into any space, providing comfort and elegance. Seating includes a side chair, sled stool or post stool, with options for stackability and a propylene or upholstered seat insert.

Exchange™ by Steelcase Health

The compact worksurface and posture-supportive design of the Exchange table provide an impromptu place for clinicians to gather, share and connect. The surface is available in round, oval and bullet shapes, with a scallop detail for cable management. The base is oversized for stability, with a foot ring to allow healthy posture.

Groupwork® by Steelcase

Groupwork tables promote open thinking in meeting rooms, consultation spaces, cafés and more. Available in a variety of surface shapes and heights, Groupwork tables bring flexibility for collaboration or individual use. Rounded options with no corners lend safety to small spaces, and optional round bases lend extra stability. Flip-top tables nest for easy storage.

Jenny® Table by turnstone

Available in a modern or classic style, the Jenny Coffee and Side Table is crafted to look beautiful in any collaborative office environment or lounge space.

Mobile Overbed Tables by Steelcase Health

Overbed tables accommodate patient meals—plus consultation, collaboration and a host of activities. Height-adjustable and easy to move, they are a just-right surface anywhere within the patient room or treatment area. Tables are available in two base styles with a variety of surface shapes, with spill top standard on all rigid thermoform options. An optional vanity drawer stores personal items.

Opus™ Overbed Table by Steelcase Health

The Opus Overbed Table is central to activity and interactions in the patient room. It provides a convenient, height-adjustable surface with cup holders and spill top for patient meals and tasks. An additional stationary standing-height surface with cubby allows room for clinicians. This overbed table coordinates with the Opus modular casegoods family.

Pocket® by Steelcase Health

The Pocket mobile worksurface supports connected care from task to task and space to space. With a small footprint and smooth gliding casters, it moves easily with clinicians to bring people, tools and technology together, wherever they're needed. Pocket holds laptops, tablets, monitors, CPUs, all-in-ones and a range of clinical supplies. Movable magnetic accessories and adjustable height options enable customization.

SW_1 Table by Coalesse

The beauty and smart design of the SW_1 Conference Table also comes in a standard height. Choose from four shapes and a range of sizes, from four-person to 16-person. Complete the picture with the SW_1 Chair. Optional grommet and cable management host your technology elegantly. Add PowerPod to electrify. SW_1 Conference Tables are offered in a wide range of surface finishes—veneers, glass, plus a solid white surface. The cast aluminum base is recycled and recyclable. A modern beauty.

Series 7 by Steelcase

Series 7 electric height-adjustable desks allow users to sit or stand at a whim and customize temporary workspaces to the perfect height—without disturbing others. With an exceptional load capacity, an energy-saving standby mode and a height range of 24 ¼" to 52", Series 7 helps ensure ergonomic comfort and convenience for a variety of users.

Trees™ by Coalesse

The Trees table collection lends playfulness to waiting places. An embossed wood texture on all sides creates visual interest and adds dimension. Trees tables are available in two unique shapes of different sizes.

Walkstation by Steelcase

The Walkstation treadmill desk gives the option to walk without disrupting workflow, enhancing health and productivity. In waiting spaces, the integrated treadmill and Series 7 height-adjustable desk combine for a welcome alternative to sitting or pacing for expending energy. In clinician work or respite areas, a Sit-to-Walkstation option incorporates a larger worksurface and room for seating.

V.I.A.™ by Steelcase

V.I.A. is Vertical Intelligent Architecture that creates rooms designed to augment human interaction through true acoustical privacy and hosting technology. Its relocatable walls support embedded monitors, integrated whiteboards and short-throw projectors, as well as power and data access. Walls are available in clear glass, opaque glass or solid surface, and surface materials can be switched without the need to tear down. V.I.A. achieves an acoustic Sound Transmission Class rating of 52—the highest in the market.

media:scape® by Steelcase

media:scape integrates technology and furniture to bring people, space and information together for greater collaboration and productivity. Simple, fast and effective, media:scape lets multiple users connect and share content instantly. Incorporating video technology allows participants to connect remotely and discuss test results, medical data, treatment options or educational tools. media:scape is available in a range of sizes and applications, accommodating one-on-one to full-team collaboration.

media:scape® mini by Steelcase

media:scape mini extends the media:scape experience into small and existing spaces. Simply placing media:scape mini on top of virtually any surface transforms health settings into high-performing, collaborative environments. Optimized for small groups, media:scape mini invites two to four people to connect and share—with equal access to information, and without cables to pass, remotes or extra software.

media:scape® TeamStudio by Steelcase

media:scape TeamStudio is a setting that enables interaction and more productive content sharing by optimizing videoconferencing and removing physical barriers, including distance. Regardless of location, TeamStudio brings all the benefits of media:scape to clinical teams gathered for advanced collaboration. Tables are standing height to support alternative postures.

RoomWizard® by Steelcase

The RoomWizard web-based scheduling system saves time and increases efficiency by easily coordinating room use. Exam rooms, quick-care spaces, and clinician work or respite rooms can be reserved on the spot with the touch of a finger or ahead of time from a laptop or computer. Screens display reservation information, and red and green lights indicate availability.

Thread™ by Steelcase

Thread simplifies power distribution, providing power to the devices people use exactly where it's needed. Its ultra-thin design lays underneath carpeted floor, with a height of just 3⁄16" that doesn't impact foot traffic. Power hubs at worksurface- or seated-height can be positioned anywhere in a space, with built-in modularity that means power can be reconfigured over time.

Relay™ by Steelcase Health

The Relay wall-mounted arm supports information technology and the clinician work process at the point of care. Relay makes it easy to access information and share with patients and families. It includes a standard and enclosed CPU holder, plus smart cable management. Monitor and keyboard adjust vertically and horizontally with a single hand in one continuous movement. When not in use, Relay conveniently stores 9" from the wall.

WORKTOOLS COMPUTER SUPPORT

Eyesite™ by Steelcase

The Eyesite flat-panel monitor arm is designed to give users control over the angle and depth of displays regardless of shape, size or quantity. Columns in heights of 12", 18" or 26" accommodate up to six displays and laptop support in a variety of configurations. Focal depth bars have 13" of adjustability and tuck back neatly when not in use.

FYI® by Steelcase

The FYI monitor arm easily repositions without tools to accommodate any user's height or posture. Available in single or dual models, the arm adjusts quickly for comfort and information-sharing with 360° upper arm rotation, 30° tilt and 90° rotation for portrait or landscape displays. Integrated cable management keeps cords organized, and an optional C-clamp brings sturdy support.

WORKTOOLS ORGANIZATION TOOLS

SOTO® Worktools by Steelcase

SOTO Worktools bring flexible organization, increasing productivity in today's evolving spaces. The broad range of solutions includes a variety of boxes, rails and shelves, computer and technology support, personal organization, and more.

WORKTOOLS WHITEBOARDS

Edge™ Series by Steelcase

Edge Series is part of the Steelcase Premium Whiteboards collection and has more writing area with a sleek, slim design and exceptional value. The ultra-smooth writing surface allows dry-erase markers to glide easily and improves erasability with no ghosting. Made of virtually indestructible e3 CeramicSteel™, Edge Series is highly resistant to impact damage, abrasion, scratching and color fading.

ēno® by Steelcase

ēno blends the simplicity of a traditional whiteboard with the interactivity of a large, flat-panel display by combining both analog markers and digital multimedia into one surface. ēno makes sharing simple with an easy-to-use interface and Bluetooth-enabled stylus—and no cords, cables or costly installation needed. All ēno whiteboards are made of virtually indestructible e3 CeramicSteel™ and are highly resistant to impact damage, abrasion, scratching and color fading.

Verb™ Whiteboard by Steelcase

The Verb whiteboard is small enough for personal use and large enough to display and share information with others when collaborating. Double-sided surfaces provide extra room for writing. A coordinating whiteboard easel allows for display or storage, and wall tracks and hooks bring additional opportunity for presentation. Made of virtually indestructible e3 CeramicSteel™, Verb whiteboard is highly resistant to impact damage, abrasion, scratching and color fading.

WORKTOOLS LIGHTS

dash® by Steelcase

The dash and dash mini LED lights feature clean lines, fluid movement and a timeless aesthetic. Superior light quality with dimming capability eliminates distracting shadows, reduces eye strain and improves comfort. A Passive Infrared (PIR) occupancy sensor turns the light off when not in use, saving energy and extending lamp life.

SOTO® LED Task Light by Steelcase

Out of the way yet always where it's needed, the SOTO LED Task Light is the perfect companion for any sized work area. With refined design, it makes a powerful yet unobtrusive light output. Mini SOTO LED lights are designed for hard-to-reach and hard-to-light places, such as between shelves and flat-panel monitors. Both standard and mini SOTO lights are available in extended versions with extra reach.

Underline® by Steelcase

The Underline shelf light gives users greater control of their space with performance-enhancing, energy-smart lighting. Mounted flush to the bottom of a bin or shelf, Underline adjusts light levels with a discreet design that stays hidden when turned off. Underline uses nearly 25% less energy than similar two-foot. T8 task lights, and nearly 50% less than three-foot. T8 task lights.

SEATING

This matrix represents an abbreviated statement of line for each product. Additional features, options or components may not be fully represented. Please view the specification guide for complete product details and specification rules. All seating products shown are ANSI/BIFMA compliant and can be specified with an optional moisture barrier and/or contrasting fabrics.

GUEST	Regard	Neighbor	Sieste	Leela	Mitra	Tava	Malibu
Single chair					●	●	●
Multi-seat					●	●	●
Easy access							
LOUNGE							
Single chair		●	●	●	●	●	
Multi-seat	●	●					
Loveseat/sofa	●	●	●	●	●	●	●
SPECIALTY							
High-back chair					●	●	
Bariatric	●	●	●	●	●	●	
Sleeper (also see sleeper matrix)			●		●		
Recliner (also see recliner matrix)					●		
ADDITIONAL FEATURES							
Bench	●	●				●	
Ottoman		●					
Freestanding tables	●		●	●	●	●	●
Ganging tables		●					
Frame construction	steel	wood/steel	wood/steel	wood/steel	wood/steel	wood/steel	wood/steel
Unique features	power access privacy elements booth seating media cabinets desks planters	three back styles	optional tablet arm		wallsaver	wallsaver two arm panel styles	

Outlook Nikko	Outlook Sequoia	Outlook Hawthorne	Outlook Empress	Outlook Jarrah	Aspekt	Sorrel	Cura	Verge
●	●	●	●	●	●	●	●	●
●	●	●	●	●	●			
	●	●		●	●	●		
●	●	●	●	●	●		●	
●	●	●	●	●	●	●		
					●			
					●		●	
●	●	●	●	●	●	●		
	●			●	●			
wood/steel	wood/steel	wood/steel	wood/steel	steel	steel	steel	steel	steel
optional glider	optional glider add-on chairs	optional glider		optional glider optional wallsaver add-on chairs	wave-shaped arms two back styles	stackable six on floor four on floor bariatric optional wallsaver transport dolly	optional sled base optional tablet arm	three stool heights glides casters

RECLINERS

This matrix represents an abbreviated statement of line for each product. Additional features, options or components may not be fully represented. Please view the specification guide for complete product details and specification rules. All recliners shown are ANSI/BIFMA compliant.

	Mineral	Mitra	Empath
Frame construction	steel	wood/steel	steel
Infinite backrest recline positions	●	●	●
Independent back and footrest adjustment	●	●	●
Full recline	●	●	●
Integrated arm grip			●
Dual back recline actuators			●
Integrated lower bumpers			●
Footrest scallop	●	●	●
Locking casters	●	●	central locking
Adjustable headrest (optional)			●
Trendelenburg (optional)		●	●
Flip-down arm (optional)	single		single or dual
Additional features available on all recliners	tablet arm push bar pull-out footrest	drainage bag hanger iv pole holder iv pole*	heat and massage moisture barrier contrasting fabrics

*Ordered as a service part for Mineral and Mitra recliners

SLEEPERS

This matrix represents an abbreviated statement of line for each product. Additional features, options or components may not be fully represented. Please view the specification guide for complete product details and specification rules. All sleepers shown are ANSI/BIFMA compliant.

	Mitra	X-tenz	Double X-tenz	Sieste
Frame construction	wood/steel	steel	steel	wood
Sleep occupancy	single	single	double	single
Integrated storage				●
Separate sitting and sleeping surfaces		●	●	●
Sleep conversion	extends forward	extends sideways	extends forward	fold over
Foot-activated release		●	●	
Coordinating chairs and tables	●			●
Unique features	casters are standard. rear casters swivel and lock, front casters are directional and non-locking.	caster models feature front locking, rear non-locking swivel casters.	pull-out sections operate independently for simultaneous lounge and sleep positions.	optional features include round bolster pillow, two leg positions, arms or armless, and multiple widths.
Optional features available on all sleepers	moisture barrier contrasting fabrics replaceable components			

MODULAR CASEGOODS

This matrix represents an abbreviated statement of line for each product. Additional features, options or components may not be fully represented. Please view the specification guide for complete product details and specification rules. All casegoods shown are ANSI/BIFMA compliant.

	Folio	Opus	Sonata
Base cabinets	●		
ADA base cabinets	●		
Storage cabinets	●	●	
Sink cabinets	●	●	
Desk cabinets	●	●	
Conference table cabinets		●	
Wardrobes	●	●	●
Bookcases	●		
Upper storage shelves and cabinets	●	●	
Bedside tables		●	
Mobile overbed table		●	
Base			●
Nurse servers			●
Islands			●
Bench			●
Media units		●	●
Accessories	end filler panel inside corner filler panel sloped fascia mounting boards plastic drawer liners stainless steel sinks	common top end filler panel inside corner filler panel end panel wall trim packages fascia sloped fascia fascia end panels ceiling tracks mounting boards cushions coat hooks wall-anchor brackets fascia stabilizer bracket floor-anchor brackets oshpd brackets led light ul transformer	coat hooks flat screen monitor arm

FREESTANDING CASEGOODS

This matrix represents an abbreviated statement of line for each product. Additional features, options or components may not be fully represented. Please view the specification guide for complete product details and specification rules. All casegoods shown are ANSI/BIFMA compliant.

	Park	Davenport	Ainsley	Waldorf	Senza
Casegood finish	laminate	laminate	laminate	laminate	laminate
Front finish	thermoform	laminate	wood	thermoform	laminate/thermoform
Wardrobe units	●	●	●	●	●
TV units			●	●	●
Dressers		●	●	●	●
Writing desks		●	●	●	●
Bookcases			●	●	●
Bedside tables	●	●	●	●	●
Mobile cabinets	●				

All freestanding casegoods are available with the following features and options (exceptions noted):

- Locks
- Plastic drawer liners
- Towel bar holders
- Litter bag holders
- Gallery rails (exception: Davenport)
- Casters available on bedside table
- J-Bar coat rods available in wardrobe (exception: Davenport)
- Mirrors
- Mobile overbed tables
- Headboards and footboards

Steelcase®
HEALTH

Call 800.342.8562 or visit www.SteelcaseHealth.com

Item #15-0001092 11/15 ©2015 Steelcase Inc. All rights reserved. All specifications subject to change without notice. Printed in U.S.A.