POST COVID-19 | WAITING + TRANSITION SPACES

A collection of thoughtstarter ideas

Steelcase® HEALTH
APPLICATIONS DESIGN TEAM

Post-COVID Waiting + Transition Spaces

Returning to Post-COVID healthcare environments will challenge every organization to contend with more complex factors related to patient satisfaction, clinician burnout, rising costs and working toward a future geared toward safety and better outcomes for all.

For many organizations, the return of patients to non-emergency services will mean that safely designed waiting spaces will play a key role in continuing to build the trust and confidence of patients and families.

Three Key Considerations

In the short-term, healthcare organizations will require a revised approach in waiting spaces to prevent the spread of disease that adheres to government and global health guidelines (physical distancing, barriers, cleaning and safety measures)

- **Density:** the number of people per sq. ft/m
- **Geometry:** how the furniture is arranged
- **Division:** adding screens, panels or barriers

Three Key Considerations

Reduce Density

Remove some furniture so user groups are at least 6ft/2m apart

Use a checkerboard pattern

Change Geometry

Arrange and re-orient furniture away from a standard linear approach

Reduce sitting face-to-face without a barrier

Rotate furniture 90-degrees to face in different directions

Add Division

Add free standing screens or panels when minimum distancing cannot be achieved

Add screens in front, beside and behind people

Waiting and Transition

Option 1

Before (45 Seats)

After (33 Seats)

Concept

Prior to COVID-19, waiting and transition spaces were heavily populated. The “before” spaces were dense and not designed with today’s social distancing guidelines. In this application, population density is reduced, screens are added to give separation between visitors and aid in infection control. Geometry of furniture was also taken into consideration, reducing face-to-face orientation between user groups.

Waiting and Transition

WT-1A

Option 1

Application Includes

- Embold
- Montara
- Regard
- Separation Screens
- Blu Dot | Laika Pendant

Details

1. Separation screens provide visual cues to patients that there is an additional layer of privacy and safety.
2. Existing seating is dispersed to allow a minimum of 6’ between user groups within the space.
3. Incorporating planters provides a natural division of space, while greenery can aid in reducing stress and anxiety for patients and families.

Waiting and Transition

WT-1B

Option 1

Application Includes

- Embold
- Montara
- Regard
- Separation Screens
- B-Free Ottoman
- Blu Dot | Laika Pendant

Details

1. Regards privacy screens provide an additional element of protection between users that are seated back to back.
2. Desktop mounted screens provide a layer of protection between staff and patients while checking in.
3. Careful consideration of materials within the space is an important factor for infection control. Surfaces shown can be easily wiped down and are bleach cleanable.
4. Separation screens shown are translucent, providing staff a clear line of sight to patients.

Waiting and Transition

Option 2

Before (31 Seats)

After (26 Seats)

Concept

Prior to COVID-19, waiting and transition spaces were heavily populated. The “before” spaces were dense and not designed with today’s social distancing guidelines. In this application, population density is reduced, screens are added to give separation between visitors and aid in infection control. Geometry of furniture was also taken into consideration, reducing face-to-face orientation between user groups. In this application, a queueing station is added, allowing for patients to be properly screened and informed on traffic flow.

Waiting and Transition

WT-2A

Option 2

Application Includes

- Embold
- Separation Screens
- Verge
- Payback
- Shortcut
- Alight Ottoman
- BluDot | Turn Tall Side Table

Details

1. Embold arms can be easily added, allowing facilities to reduce density on the same sofa, while giving visitors a sense of separation.
2. Queueing stations are incorporated upon entry of the space, allowing for visitors to be properly screened and informed on traffic flow.
3. Separation screens can be easily cleaned to aid in infection control.

Waiting and Transition

WT-2B

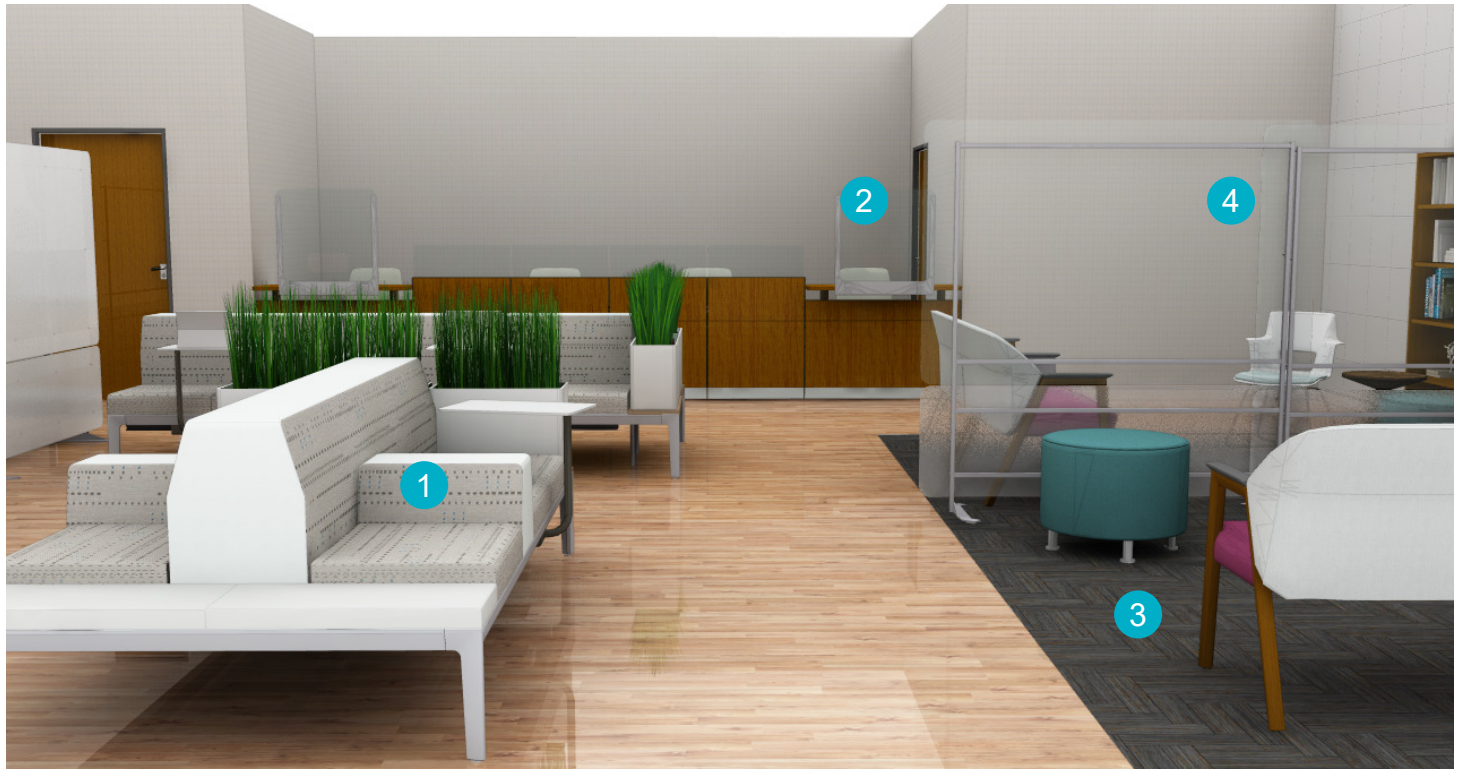
Option 2

Application Includes

- Embold
- Separation Screens
- Payback
- Shortcut
- Alight Ottoman
- BluDot | Turn Tall Side Table

Details

1. Regards tablet arm is fixed to the bench, ensuring that there is minimal sharing among users in the waiting room. The tablet can be easily wiped down between uses.
2. Desktop mounted screens provide an additional layer of protection between staff and patients while checking in.
3. Existing seating is dispersed to allow a minimum of 6’ between user groups within the space.
4. Separation screens shown are translucent, providing staff a clear line of sight to patients.



Waiting and Transition

Option 3

Before (39 Seats)

After (35 Seats)

Concept

Prior to COVID-19, waiting and transition spaces were heavily populated. The “before” spaces were dense and not designed with today’s social distancing guidelines. In this application, population density is reduced, screens are added to give separation between visitors and aid in infection control. Geometry of furniture was also taken into consideration, reducing face-to-face orientation between user groups.

Waiting and Transition

WT-3A

Option 3

Application Includes

- Regard
- Embold
- Separation Screens
- Campfire Big Lamp
- Brody Footrest
- Campfire Skate Table
- Campfire Slim Table

Details

1. Separation screens provide visual cues to patients that there is an additional layer of privacy and safety.
2. Regards privacy screens provide an additional element of protection between users that are seated back to back.
3. Incorporating planters provide a natural division of space, while greenery can aid in reducing stress and anxiety for patients and families.

Waiting and Transition

WT-3B

Option 3

Application Includes

- Regard
- Embold
- Separation Screens

Details

1. Regards arms can be added, allowing facilities to reduce density on the same bench while giving visitors a sense of separation.
2. Careful consideration of materials within the space is an important factor for infection control. Surfaces shown can be easily wiped down and are bleach cleanable.
3. Separation screens shown are translucent, providing staff a clear line of sight to patients.

Waiting and Vitals Check In

Option 4

Before (39 Seats)

After (25 Seats)

Concept

Prior to COVID-19, waiting and transition spaces were heavily populated. The “before” spaces were dense and not designed with today’s social distancing guidelines. In this application, population density is reduced, and geometry of furniture is reconsidered to reduce face-to-face orientation between user groups while aiding in infection control. In this application, a queueing station is added, allowing for visitors to be properly screened and informed on traffic flow. A vitals check-in provides patients and clinicians easy access to perform vital checks on patients. Separation screens are also added, providing visual privacy and a sense of security to the remainder of the waiting room.

Waiting and Vitals Check In

WT-4A

Option 4

Application Includes

- Regard
- Embold
- Separation Screens
- Campfire Big Lamp
- Campfire Skate Table
- Campfire Slim Table
- Brody Footrest

Details

1. Regards arms and seat cushions can be interchanged, allowing facilities to reduce seat counts and density at the same bench.
2. Queueing stations are incorporated upon entry of the space, allowing for patients to be properly screened and informed on traffic flow.
3. Regard planters bring greenery and visual interest into space while acting as space division.

Waiting and Vitals Check In

WT-4B

Option 4

Application Includes

- Verge
- Empath
- Separation Screens
- Overbed Tables

Details

1. Separation screens can be easily cleaned to aid in infection control. These screens are opaque, proving a layer of privacy and protection between patients.
2. Vital checks are positioned 6’ apart, allowing proper distancing between patients.
3. Careful consideration of materials within the space is an important factor for infection control. Surfaces shown can be easily wiped down and are bleach cleanable.

Waiting and Transition

Option 5

Before (32 Seats)

After (22 Seats)

Concept

Prior to COVID-19, waiting and transition spaces were heavily populated. The “before” spaces were dense and not designed with today’s social distancing guidelines. In this application, population density is reduced, and geometry of furniture is reconsidered to reduce face-to-face orientation between user groups while aiding in infection control. Separation screens are also added, providing visual privacy and a sense of security to the remainder of the waiting room.

Waiting and Transition

WT-5A

Option 5

Application Includes

- Sorrel
- Aspekt
- Separation Screens
- Regard

Details

1. Careful consideration of materials within the space is an important factor for infection control. Surfaces shown can be easily wiped down and are bleach cleanable.
2. Separation screens provide visual cues to patients that there is an additional layer of privacy and safety.
3. Existing seating is dispersed to allow a minimum of 6’ between user groups within the space.

Waiting and Transition

WT-5B

Option 5

Application Includes

- Verge
- Empath
- Separation Screens
- Overbed Tables

Details

1. Separation screens can be easily cleaned to aid in infection control. These screens are transparent, proving clinicians a clear sight line to patients.
2. Regard planters bring greenery and visual interest into space while acting as space division.

Our Commitment

We know that patient, clinician, staff and organizational needs are going to evolve as people return to healthcare spaces. We will continue to work closely with our network of leading healthcare organizations and experts and share our observations and insights with all of you.

Our commitment to you is to share as quickly as we learn.

THANK YOU

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