

DEA 4530-6530:

Planning & Managing the Workplace: Evidence-Based Design and the Organizational Ecology of Healthcare

Course Overview.

This course examines how the physical design of the hospital, in combination with other social, organizational and technological factors, affects quality of care and the experience of patients and care providers.

Fall 2010: Design Dilemma Project.

This was a four week project. Students explored issues surrounding a specific “design dilemma”; that is, a critical design decision that addresses an issue for which there is no clear, obvious solution. The goal was for the student to develop their ability to search out, select, interpret, and apply relevant research as part of an “evidence-based” approach to facility decision-making; and to do so taking into consideration key stakeholders affected by a design dilemma: patients and family, care providers, and hospital management. The report had to address as many factors as possible (social, technological, physical) that need to be considered when seeking to understand how their target system/sub-system functions. What works well; what does not; where are there conflicts and different priorities? What motivates and allows care providers to be productive and effective? What causes frustration, is inefficient, and undermines patient and care provider health and safety.