## ENHANCING THE PLACES WHERE HEALTHCARE HAPPENS



Steelcase Health works with leading healthcare organizations to create safe, efficient spaces that deliver greater connection, empathy and wellbeing for everyone involved in the experience of healthcare. We offer thoughtful solutions for the clinical spaces where patients and caregivers come together to support healing, and the administrative spaces where leaders and supporters work to run the organization.



#### A RAPIDLY EVOLVING EXPERIENCE

Healthcare today is an enormous enterprise, undergoing massive change as it addresses multiple challenges: improving the health of the population, providing better patient experiences and outcomes, and reducing costs - all without sacrificing the engagement and wellbeing of the people in the profession.

#### SPACE PLAYS AN IMPORTANT ROLE

As a Steelcase company, we know that thoughtful design of the physical spaces where healthcare happens can have a profound effect on experiences and outcomes. Our insights and solutions concentrate on creating real advantages for both healthcare organizations and the people who work, heal and support each other there.

#### HEALTHCARE DRIVERS

Space can have a positive impact on healthcare in several important domains:



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 AND STAFF SATISFACTION

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

### A HUMAN-CENTERED APPROACH

Our insights on how healthcare settings can improve the care experience come from in-depth primary and secondary research and analysis. It's a human-centered approach that seeks to understand what people – patients, their families and healthcare providers – need from the experience.

What we learn helps us design for the human factor, creating spaces that:

Humanize the care process to promote a compassionate experience

**Empower people** to optimize the clinical encounter

**Connect everyone** involved to support better outcomes

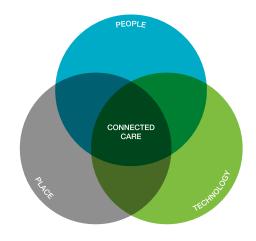
## INTEGRATING THE EXPERIENCE

Every element of the healthcare experience is interrelated. To serve this reality holistically, we design for the many intersections of people, place and technology. We call our approach Connected Care.

#### SIX-STEP RESEARCH AND DESIGN PROCESS

Steelcase Health solutions are based on a human-centered design approach that includes extensive observation and consultation with the people who use healthcare spaces every day.

	UNDERSTAND	$\geq$	OBSERVE	$\left \right\rangle$	SYNTHESIZE
	Conduct secondary research		Conduct primary research		Share research findings
	Review market		Ask, observe and engage		Discover insights
	research				Create design
	Uncover trends and relationships				principles



Connected Care experiences integrate people, place and technology.

REALIZE PROTOTYPE Build full-scale Visualize Conduct concepts models experiments Package findings Run simulations Provide feedback Circulate ideas Collect data Iterate and test

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### SOLUTIONS FOR EVERY SETTING

Steelcase Health insights and solutions come to life in thoughtful applications for every type of space where healthcare happens.



#### BROAD PRODUCT PORTFOLIO

The Steelcase Health portfolio spans furniture, architecture and technology products designed and tested to perform in the most demanding spaces – and backed by the industry's best warranty.



**SEATING:** Lounge, guest and patient room seating and recliners.



**CAREGIVER AND NURSING STATIONS:** Desk systems that encourage clinician collaboration while maintaining patient privacy.



**TECHNOLOGY SUPPORT:** Solutions that support information sharing and improve access to space and technology.





**CASEGOODS:** Storage solutions for patient rooms, exam rooms and shared workspaces.





**TABLES:** Overbed and clinical tables for patient rooms and collaborative spaces.





**SPACE DIVISION:** Walls and panels that provide privacy and information display.

### SUPPORTING WELLBEING AND ENGAGEMENT

In addition to dynamic clinical offerings, healthcare organizations are also a place of work for the professionals who deliver care every day. Research tells us that people are more engaged and productive at work when the work environment meets their needs for cognitive, emotional and physical wellbeing by offering choice and control over where and how they work.

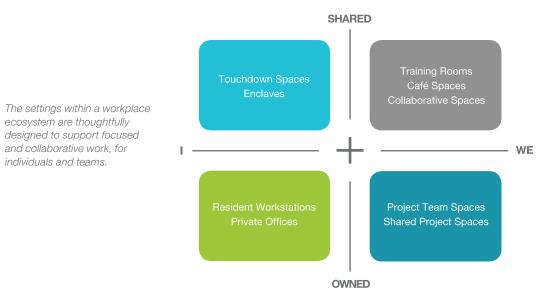
Our solutions respond to these insights by creating an ecosystem of settings to support different:

Postures from seated to standing, with healthy movement in between

Privacy – from individual focus to group collaboration

Proximities to support work process, information sharing and a vibrant culture

We help leading organizations of all types leverage space to pursue a range of business goals such as attracting and engaging the top talent, stimulating creativity and innovation, enhancing brand and culture, and building the resilience to thrive through change.



## A COMPREHENSIVE PARTNER

Steelcase Health is part of a family of brands that unlock human promise in the places where people work, learn and heal. Healthcare organizations who partner with us discover insights and solutions from across our company that advance their spaces, their people and their purpose.

#### **EXPERT SERVICE AND SUPPORT NETWORK**

The Steelcase dealer network is the industry's largest and most capable. Our products are available through 800+ dealer partners at worldwide locations – all ready to provide expert service and support from project planning and installation to inventory management.

## Steelcase

Steelcase

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Aspekt<sup>™</sup> family of seating



## **Unmatched Versatility**

Aspekt<sup>™</sup> offers a clean, minimal aesthetic for guest and patient seating, as well as tables, in a variety of healthcare settings. An excellent option for public areas, Aspekt works as a single chair and also can be configured as multi-unit seating - with or without center arms and legs, and interconnected tables.





## **Dynamic Style**

To achieve a range of aesthetics, Aspekt seating offers a choice of straight or wave-shaped arms, convex or concaveshaped backs, and straight or wallsaver legs. Combined, seat backs create distinctive, dynamic profiles that help define healthcare waiting and transition spaces.

## Range of Users

The active webbed seat suspension on Aspekt chairs provides comfort and support for patients and visitors. Arm caps have an intentional overhang that is easy to grip when leaving the chair. A coordinating footstool pulls out to support legs and stores beneath the chair when not in use.



#### Added Support

Bariatric seating provides additional support with the same lightweight styling of other Aspekt seating.

#### Easy Access

An easy access chair offers a higher seat to facilitate entering and exiting.





## Made for Healthcare

Aspekt is designed to withstand the rigors of 24/7 healthcare environments, including patient rooms and treatment areas. Its oval steel frames are strong yet lightweight with optional wallsaver legs that help protect both the wall and chair. Active webbed seat suspension delivers long-term comfort through distributing weight evenly. With plastic or solid surface arm caps and a generous space between seat and back, Aspekt facilitates cleaning.





#### **Transition Space Maximizer**

The Aspekt bench makes more of limited space in waiting areas. In alcoves and hallways, it offers clinicians, patients and families a comfortable place to pause for respite.



#### **Integrated Surfaces**

Aspekt interconnected and freestanding tables are available in a range of shapes, sizes and finishes.



**Convey**<sup>™</sup> modular casework





## Lasting Flexibility

How do you design for a dynamic present and everchanging future?

Convey<sup>™</sup> modular casework provides an elevated level of choice, quality and design flexibility. A spectrum of modular components support smart space planning and dynamic care needs.

Components align along a continuous rail and micro-adjust for a perfect fit. Precision engineering enables consistent, flexible performance across a variety of settings, floors and facilities. As needs change, Convey adapts.

#### ADAPTABLE SPACES

Convey integrates with V.I.A.<sup>™</sup> modular wall to create spaces for focused work or consultation. Fully modular, this solution installs with ease, minimal disruption and the ability to repurpose components later.

#### DESIGNED FOR HEALTH

With supplies and utilities in easy reach, clinicians can focus on patients and families. White interiors increase visibility for cleaning. Soft-close hinges prevent pinches and keep noise levels low.





#### QUALITY + PERFORMANCE

Convey looks, feels and fits like custom carpentry. It is engineered and tested to meet stringent standards, manufactured with precision, and backed by expert support and a limited lifetime warranty.











**Folio**<sup>™</sup> modular casegoods





## **Designed for Change**

Folio<sup>™</sup> casegoods deliver modular storage designed around the changing needs of healthcare places. Discrete cabinets keep supplies and intimidating clinical equipment out of sight to lower stress levels, yet within easy reach to support clinician work process.

A range of hardworking components combine to serve unique purposes in exam spaces, treatment areas and patient rooms. In clinician and administrative workspaces, Folio can combine with V.I.A. architectural solutions to divide space, create privacy and integrate technology.

#### INSIGHT

Healthcare organizations are under pressure to make every moment count. Folio makes it possible to locate supplies and conveniences where needed to improve workflow and efficiency.



#### Maximize Space

Space is at a premium in most healthcare facilities. Folio wallmounted components are designed to maximize every square foot. Cabinets mount 12 inches above the floor to make cleaning easy and aid in infection control.





#### Flexible Solutions

Folio cabinets can be individually leveled and feature hinge options to maximize access to the interior. ADA surface heights, sink cabinets with angled fronts, and slopedtopped cabinets are available to meet specific space needs.



Mitra<sup>™</sup> recliner seating





IM#: 15-0013439 I SM: MITRA RECLINER WITH PLASTISOL ARM CAPS, TABLET ARM, HEAT AND MASSAGE, PULL-OUT FOOTREST AND PUSH BAR (DESIGNTEX CROSSWIND WAVE, BLACK); SONATA SINGLE-SIDED MEDIA UNIT WITH LAMINATE TOP, CUSHION TOP BENCH WITH OPEN STORAGE AND WARDROBE (CLEAR MAPLE, ARCTIC WHITE, BRISA ASH); SONATA DOUBLE-SIDED NURSE SERVER WITH DRAWER STORAGE AND LAMINATE TOP AND ISLAND WITH SLIDING DOOR AND LAMINATE TOP AND DIVIDER (CLEAR MAPLE, ARCTIC WHITE); VERGE STOOL WITH CASTERS; MITRA HIGH-BACK CHAIR WITH WOOD ARM CAPS (DESIGNTEX CIRCA LIMEADE, CLEAR MAPLE)

## Comfort for Mind + Body

The Mitra<sup>™</sup> recliner responds to the intensive demands of a 24/7 healthcare environment with comforting strength and beauty. It transitions with ease to support rest or sleep in patient rooms and treatment areas.

As part of the Mitra family of seating for patients and guests, the Mitra recliner can help provide a consistent aesthetic throughout the healthcare experience.







#### WIDE RANGE OF MOTION

Backrest operates independent of the footrest and features infinite stops. This gives users the ultimate flexibility to select the best position – from upright to fully reclined for sleeping.

#### A BETTER EXPERIENCE

A range of options increase comfort and capability, including casters or wood legs, push bar, heat and massage, a pull-out footrest, tablet arm, IV pole holder and drainage bag hanger.



#### SAFETY AND SUPPORT

Arm caps in wood or plastisol feature an overhang for easy grip. Footrest is scalloped to prevent feet from slipping when reclined and to ease exit when the recliner is closed.



**Mitra**<sup>™</sup> guest seating





## Smart + Beautiful

The extensive Mitra<sup>™</sup> seating collection combines strength and beauty with slim, energetic curves and structural steel inner frames. Mitra arms overhang the legs, creating a comfortable grip for ease of entry and exit from the chair.

Mitra guest seating is available in single, bariatric, multi-seat, easy access and lounge models. The collection also includes a high-back chair and coordinating tables.



## **Comfort for Patients + Guests**

Beauty and breadth of line make Mitra an attractive choice for healthcare organizations seeking to create a cohesive healthcare experience across multiple settings. The collection includes seating and table options for waiting areas, family respite, patient rooms and treatment areas.

Mitra seating features active webbed seat suspension to provide outstanding comfort and back support.



Added Ease + Support

Bariatric and easy access chairs provide extra support and easy entrance and exit, with the same slim design of other Mitra seating. Plastic and solid surface arm options provide additional choice and durability.

#### INSIGHT

Patient and guest seating must work hard to serve many people with differing needs.



#### Fresh + Classic Surfaces

Designed to complement Mitra seating and unify care space, Mitra tables are available in a variety of shapes and finishes.



Mitra<sup>™</sup> sleeper seating





Stay the Night

In any patient room, the smart use of space is a priority – and products that can do double-duty are a necessity. Attractive and practical, Mitra<sup>™</sup> sleeper chair cleverly converts to a sleeper, allowing a family member to remain nearby around the clock.

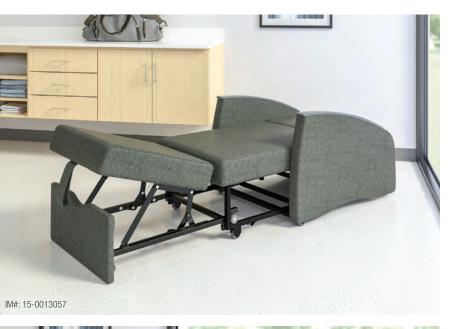
As part of the Mitra family of seating for patients and guests, the Mitra sleeper can help provide a consistent aesthetic throughout the healthcare experience.

#### INSIGHT

Having supportive family or friends nearby can reduce anxiety for patients and help them receive important care information from clinicians. To suit a variety of users and spaces, overnight accommodations should be easy to use and flexible in configuration.



#### **Simple Conversion**

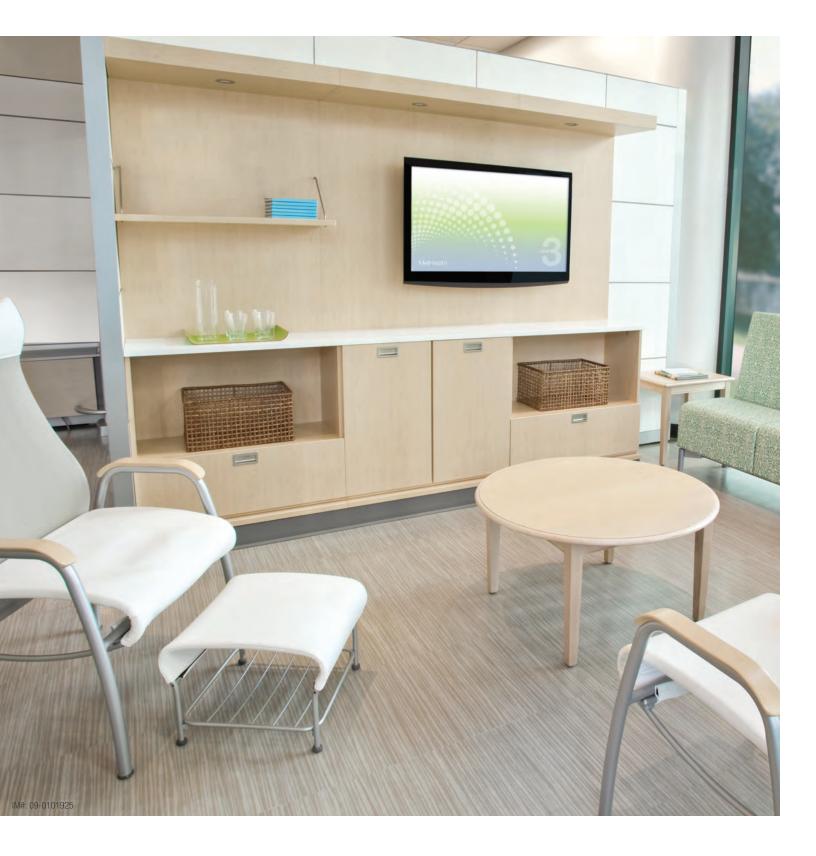




The Mitra sleeper provides a comfortable seat and converts with ease into a sleeping position.

#### Made to Last

With its wood frame and steel mechanism, the Mitra sleeper is built to withstand rigorous use. Options including a moisture barrier seat and plastisol arm caps make cleaning easy.



**Opus**<sup>™</sup> modular casegoods



## **Hosting Patients and Families**

Opus<sup>™</sup> modular casegoods define personal space and enhance the care experience. Open shelves keep personal belongings in sight. A mounting surface for technology and whiteboard options encourages information sharing and learning. Lighting elements let clinicians and patients customize their surroundings.





















#### Maximum Flexibility

Opus combines the benefits of traditional freestanding casegoods with the flexibility of modular furniture. Components configure in multiple ways to create a consistent aesthetic across patient and exam rooms, consultation spaces and other settings – and to adapt as needs change over time.

#### Easy Access, Out of Sight

Technology routing behind the cabinets allows for easy wiring and access, keeping cords safely hidden.



**Regard**<sup>™</sup> lounge system





## Healthcare is more than exams, procedures, consultations and surgeries

Healthcare is a journey, extending from the reception foyer to the waiting area and everywhere in between. How might we anticipate the needs of the healthcare journey, from arrival to exit? What if there were a solution to the disconnection, discomfort, anxiety and irritation people often experience during their healthcare journey? A solution that provided comfort, connections, intimacy and privacy?

That solution is Regard<sup>™</sup>, a lounge system designed to support the transition moments throughout the healthcare journey.

## The challenges of today's waiting spaces

Fundamental changes are happening in healthcare, and everyone's expectations are higher. Unsupported healthcare experiences add anxiety to an already anxiety-filled experience. And today's spaces are adding to the problem, not solving it. The more crowding, chaos and noise around us, the more anxiety we feel. The less physically comfortable we are, the more our stress grows. The more time we waste doing nothing, the more dissatisfied we become.

#### ISOLATION

#### DISCONNECTED

Valuable time is wasted as people sit, wait and read in what feels like a holding pattern.

## Family members are

disconnected, surrounded by strangers and limited in their ability to interact with and support one another.

#### UNCOMFORTABLE

Filled with rows of uncomfortable arm chairs, waiting rooms are often chaotic and unsettling.

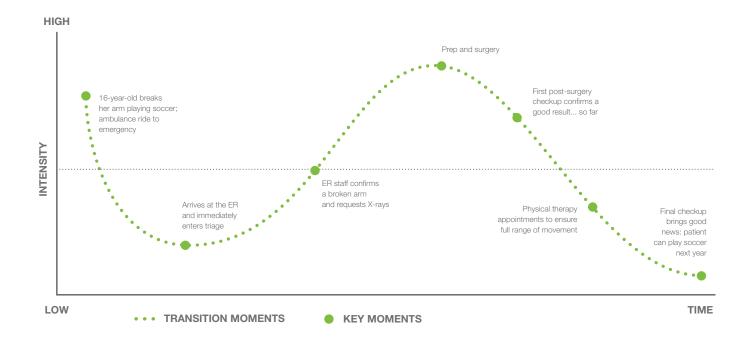








## We researched transition moments between key touchpoints





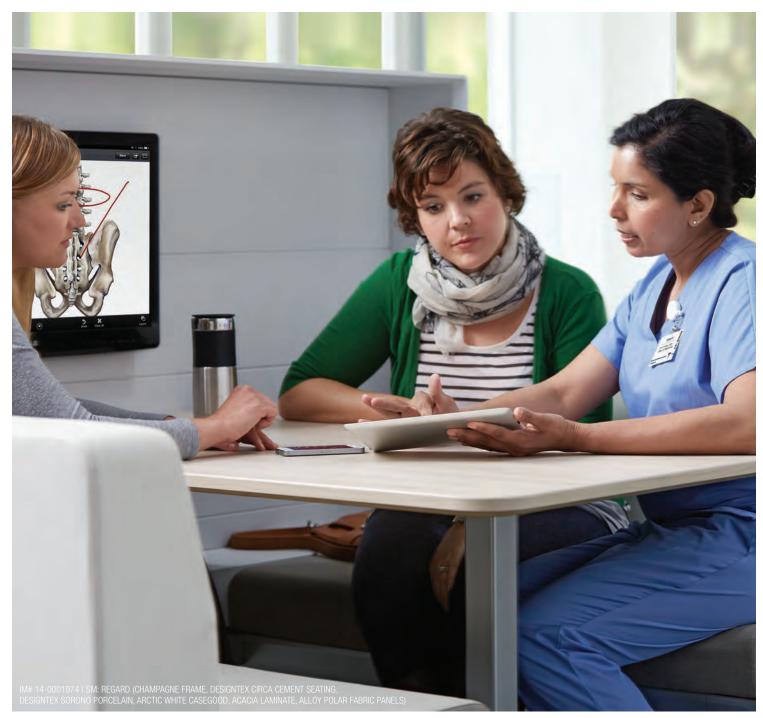
By studying the experiences of patients and observing people in more than 60 healthcare waiting rooms, our team of researchers uncovered significant opportunities for improving the places where people wait.

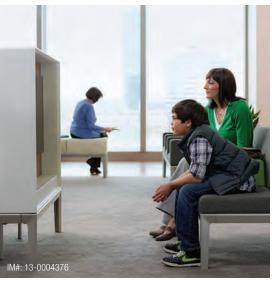


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#### BETTER PLACES FOR BETTER EXPERIENCES

Regard was created to solve the challenges of today's waiting places. A modular system that can be configured in many ways for many applications, it provides the right blend of solutions for a broad array of needs. Regard can help improve people's healthcare journey and make every moment more meaningful.









# Connecting People + Technology

When technology is thoughtfully integrated into waiting spaces, it can connect people to helpful information as well as provide positive distraction. Regard creates the right settings for leveraging technology in multiple ways, including easy access to power for personal devices.

#### CONNECTION

#### INTEGRATION

Regard media cabinets bring TV viewing to eye level, so people can choose whether or not to watch.

With integrated outlets at the surface, Regard provides easy access to power, enabling productive waiting.

#### INTERACTION

Regard brings power within easy reach, so patients can use provided technology or mobile devices for check-ins, registration or self-directed learning.

## **Providing Privacy**

While waiting, most people seek separation from strangers and closeness to family. Some like the stimulation of TV, while others prefer a quieter setting to read or focus on a task. To ensure meaningful uses of time, healthcare waiting spaces must be designed for many people and many preferences—a range of settings for a range of needs.



#### INTIMACY

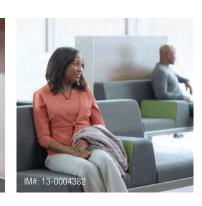
Regard booths provide a familiar, intimate setting for families or small groups.



SEPARATION

personal space.

Integrated dividers protect

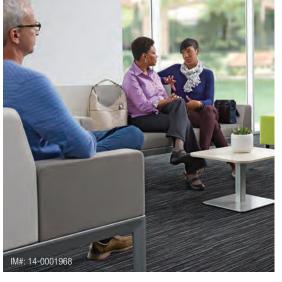


#### SPACE DIVISION

Screens and planters define boundaries, promoting separation from strangers in open spaces.









# Supporting Multiple Postures

A diverse range of needs and activities require settings that support a variety of postures. People benefit from movement and productive activities while waiting. Whether it's lounging to calm nerves, perching on a stool at a media kiosk to access information or finding a place to use a laptop, choices give people more control over transition times, which improves overall healthcare experiences.

#### SHORT- AND LONG-TERM

#### Bench seating supports short-term or active waiting,

while private lounge

a long-term stay.

settings accommodate

Individuals can find settings with separation from strangers, while a duo or groups can remain connected.

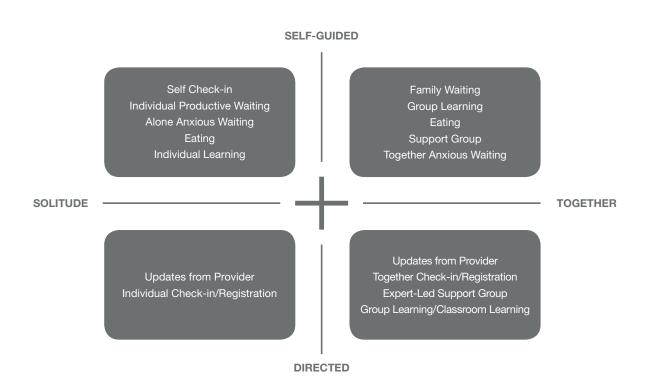
#### INDIVIDUALS AND GROUPS PASSIVE AND ACTIVE

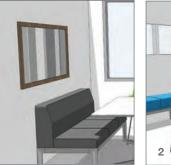
- Regard supports a variety of comfortable and relaxing postures, while providing appropriate settings for task work at a table.

## A Range of Activities and Needs

Our research confirmed that a broad range of activities happen in waiting spaces. From solitude to togetherness, from self-guided activities to being directed by others-every activity calls for the right support. Regard was designed for the challenges and needs of today, with adaptability and flexibility so it can evolve for the future.

Regard can be used in a variety of non-clinical environments lobbies, cafés, collaboration spaces, in between spaces and more. It's also suitable for certain clinical areas, such as telehealth, infusion and exam spaces.















1. TELEHEALTH 2. CAREGIVER RESPITE 3. INFUSION 4. CAREGIVER COLLABORATION

5. CAFÉ 6. AMBULATORY WAITING 7. COMMON SPACE 8. HALLWAY

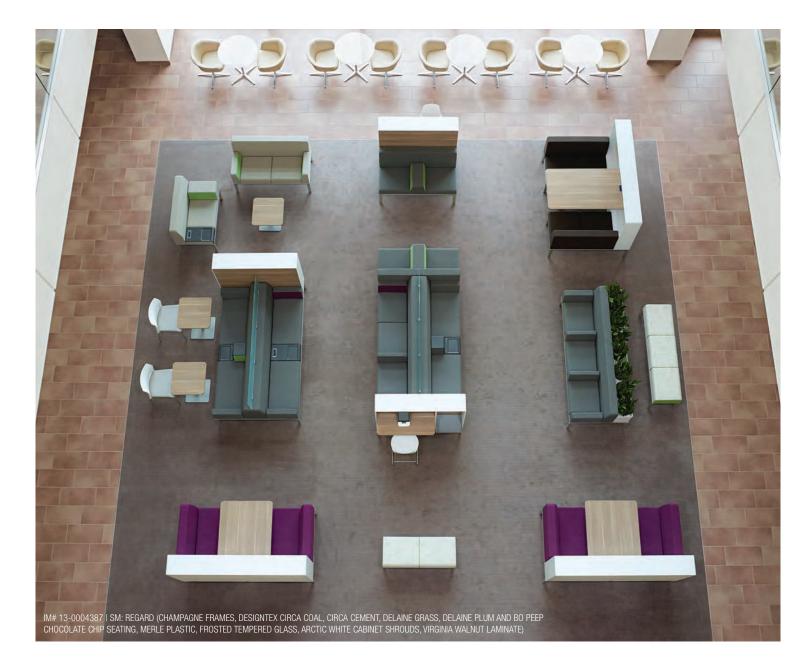
9. CHECK-IN **10. PHYSICIANS OFFICE LOBBY** 11. EXAM 12. CONSULTATION

## **Design Details**

As a modular system of frames, backs, cushions, arms, screens, tables and cabinets, Regard can be configured in a multitude of ways. Each of its 150 components has been designed for easy assembly, re-configurability and replacement. This means Regard can readily adapt to evolving needs.



**CALMING DESIGN** Unified frames, backs and screens provide clean, calming, professional environments that are free from chaos and clutter.





**POWER AND INTEGRATION** Connecting to technology is quick and easy with integrated outlets on multiple surfaces, such as armrests, tabletops and right below the frame.



**INTEGRATED WORKSURFACES** Appropriate seat heights and integrated worksurfaces provide unified and familiar settings for productivity or conversation.



#### STOW SPACE

Extra-wide seats accommodate people of many sizes, plus the backpacks, bags and technology that often go with them. Generous armrests hold beverages, phones or other personal items, and shelves and cubbies in cabinets keep things off the floor, yet nearby.



#### **DIVISION OF SPACE**

Screens and cabinets offer private settings that serve to divide space, reducing visible and audible noise.



#### HEALTHCARE APPROPRIATE

From crumb sweeps, arms caps and durable fabrics to bariatric testing and durable frame structure, easy cleaning is integral. Cast legs and a patented metal frame provide strong and durable support in all seating positions.



**Sorrel**<sup>™</sup> multipurpose seating









## At the Ready

Floorspace within healthcare environments is at a premium, and it's often difficult to provide enough seating without creating too much clutter. Light in scale and stackable, Sorrel<sup>™</sup> adds great seating options that help maximize every square foot of a

healthcare setting. Sorrel can be used and then easily stacked and stowed out of the way until next time. Coordinating tables feature thermoform tops with unique notched corners, allowing them to nest closely with seating.

#### Breadth of Options

Sorrel is an elegant alternative to the traditional stack chair. Options include a maple wood back in a range of finishes, armed or armless seating, wider versions and straight or wallsaver legs.



#### Added Ease + Support

Bariatric and easy access chairs provide extra support and easy entrance and exit, with the same aesthetics of other Sorrel seating. Steel frame construction provides a rigid structure that lasts.



Surround collection

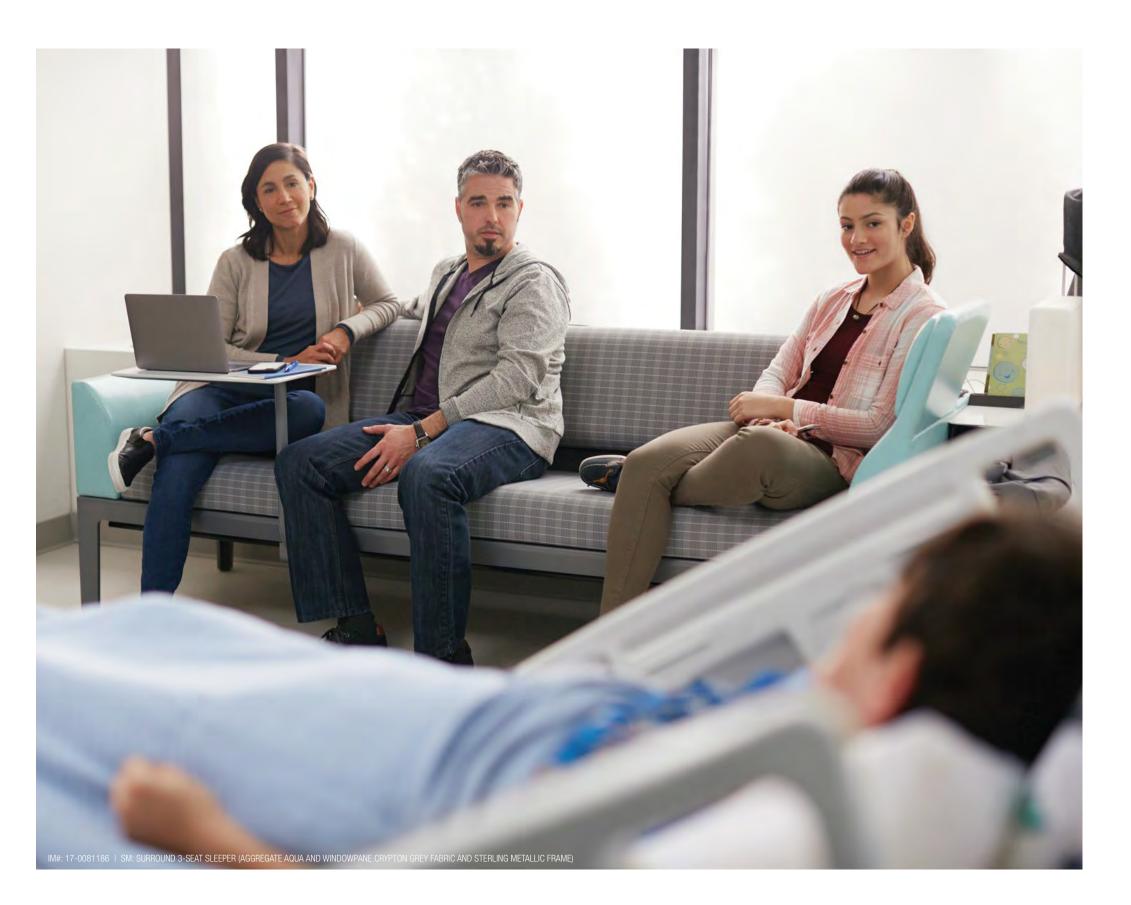




## **A Critical Role**

Steelcase knows that support for family and friends in the patient room is essential. Their engagement has been proven to decrease stress, encourage better health outcomes and yield higher hospital satisfaction scores.

Unfortunately, they aren't always well supported in the patient room, which can lead to discomfort and exhaustion for family and friends, obstacles and frustration for the clinician and compromised care for the patient.



# Support for Those Who Support



So we created Surround—a series of versatile lounge seats and sleepers that support the family, friend and patient experience in every way, offering a place to spend time with one another, rest and relax, be productive, host guests and communicate with clinicians.





#### Call 800.333.9939 or visit SteelcaseHealth.com



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