Family-Centeredness, One Waiting Room at a Time

The Problem

The ICU Patient and Family Advisory Council (PFAC) clearly identified the physical environment and waiting rooms in particular, as an important priority. This is best illustrated by the Council's answer to the question of "A year from now, how will we know if the Council has been a success?" The first answer to this was: "We will have the Council meeting in a waiting room – and it will be comfortable!"

Aim/Goal

To provide a space where ICU families, large or small, can find comfort while waiting to see their loved ones or speak with clinicians.

The Team

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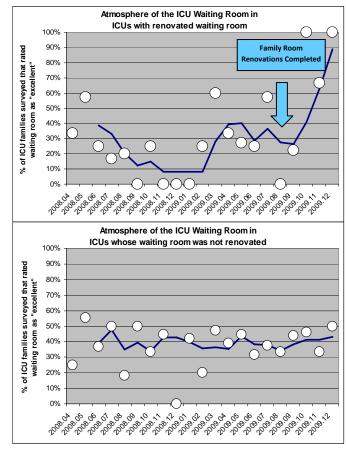
The Interventions

- Obtained budget approval through the Minor Renovation Committee
- Reviewed room designs with the ICU PFAC and with frontline clinicians
- Redesigned the existing CC7 waiting roomto include a quiet area with sectioned areas that accommodate large and small families and a café area
- Created Sleep Room for families to sleep in and the process for reserving, obtaining keys, cleanup, etc.
- Added vending and coffee machines to the space so families don't have to go all the way to the cafeteria to get a snack
- Added a computer with an ICU-specific home page with links to medical resource pages and other hospital-related information, such as parking
- Renamed the area to 'Family Room' to promote family-centeredness

Progress to Date

On CC7, the likelihood of rating the Family Room as "excellent" prior to the renovations was 27%. After the renovations, this number increased to 46%, representing a 70% improvement. In contrast, the likelihood of rating the family rooms for the other ICUs as "excellent" has remained constant throughout the same timeframe at 39%. In August 2009, we held the ICU Advisory Council meeting in the CC7 Family Room and all agreed that it was more comfortable than before.

Progress to Date



Lessons Learned

It is imperative to work with families directly when designing a space for them in order to know the needs and accommodate all types of families

Next Steps

Seek budget approval in FY11 to extend renovations to other ICU waiting areas





