Supertrends: Forces Shaping New World Approach to Planning

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Supertrends – Forces Shaping New World Approach to Planning

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February 19, 2018
MEGATRENDS

1. Safety
2. Technology
3. Workforce
4. Experience
5. Prevention
PART 1: SAFETY

1. The Dilemma
2. The Evidence
3. The Strategy
ONE PERSON SHOT AT BRIGHAM AND WOMEN'S HOSPITAL
“For starters, there are too many entrances and exits.....[but] a locked-down fortress is not the welcoming image a hospital wants to project to visitors.”

- Bonnie Michelman, Director of Mass. General Police & Security
In 2014, health care workers had more lost-time injuries due to violence than manufacturing, construction and mining combined.
What impact can capital planning specialists have on aggressive behavior?
Hardening
RETROACTIVE SOLUTIONS ARE OFTEN UNSUCCESSFUL…

Can we be proactive in the design process to create environments that calm aggression?
Create a Calming/Healing Environment

Relevant Current Research:
**Impact of Daylight - Behavioral**

- Morning sunlight reduces length of hospitalization in bipolar depression (Beauchemin & Hays, 1996)

- 174 patients admitted to a psychiatric ward with clinical depression were randomly assigned to either sunny or ‘dull’ hospital rooms.

- The average length of stay for the two groups of patients was then compared.
Create a Calming/Healing Environment

Relevant Current Findings:

Patients in the sunny rooms stayed an average of 16.9 days compared to 19.5 days for those in the dimly lit rooms.
Create a Calming/Healing Environment

Relevant Current Findings:

It was found that patients exposed to an increased intensity of sunlight experienced less perceived stress, marginally less pain, and had 21% less pain medication costs.
Direct Access / View to Outdoors
Residents living in relatively barren buildings reported more aggression and violence than did their counterparts in greener buildings.

Direct Study on Nature & Aggression

• Aggression and Violence in the Inner City Effects of Environment via Mental Fatigue
  (Kuo, Sullivan, Environment and Behavior, July 2001)
Positive Distractions

Relevant Current Research: 
**Effect of Art on Patient Behavior**

- Effect of visual art on patient anxiety and agitation in a mental health facility

- Patients were exposed to a variety of different types of artwork during a single visit

(Journal of Psychiatric and Mental Health Nursing Volume 18, Issue 5, pages 386–393, June 2011)
Positive Distractions

Relevant Current Research:
Effect of Art on Patient Behavior

• Effect of visual art on patient anxiety and agitation in a mental health facility

• Results showed that PRN medication dispensed by nurses for anxiety and agitation was significantly lower on days when a realistic nature image of a landscape was displayed.

(Journal of Psychiatric and Mental Health Nursing Volume 18, Issue 5, pages 386–393, June 2011)
PART 2: TECHNOLOGY

Flexibility for future change and adaptation.
Emerging Technologies Will Challenge the Core of the “Who” and the “Where” in Health and Wellness

• Is there a technology on the horizon that can completely close a hospital unit or make it obsolete?

• PRODUCT NAME: EyeNetra
  Somerville, MA, USA

All images obtained from http://eyenetra.com/
Can an entire profession be put out of business?

(Photo taken from: https://www.engadget.com/2016/07/28/this-phone-powered-vision-test-can-replace-your-doctor/)
Ultrasound Technology in Providers’ Pockets Means Reduced Emphasis on Costly Imaging Centers

- PRODUCT NAME:
  MobiUS SP1 Ultrasound System
  MobiSante, Redmond, WA

- WHAT IT DOES:
  Hand-held ultrasound with probe that attaches directly to iPhone

- REPORTED UNIT COST:
  $7,495¹

All images obtained from http://mobisante.com

NANOTECHNOLOGY “Smart Pills and Patches”
NANOBOOTS “Drug Deliverers”
Virtual Intervention

FINALLY. A way to go to the doctor over the phone. Easy sign up, nice service. BOOM.

Amber K. 

Email Doc
Receive Response
Book Appointment
Phone
Video Visit
More Than Half of Kaiser Permanente’s Patient Visits Are Done Virtually
FLEXIBILITY AND ADAPTABILITY OF OUR CAPITAL SOLUTIONS IS PARAMOUNT
PART 3: WORKFORCE CHANGE

The Millennial generation has different expectations and ways of working that focus on collaboration and interaction.
MILLENNIAL TAKEOVER
While we are building for patients we are creating the workplace of the future for Gen Y.

World Population by Generation
Worldwide and in the U.S., Millennials are the largest generation yet - some 2.3 billion strong (U.S. Census Bureau)
GENERATIONAL DIFFERENCES
### Generational Characteristics

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<tr>
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<tbody>
<tr>
<td><strong>Behavior</strong></td>
<td>Challenge the rules</td>
<td>Change the rules</td>
<td>Create the rules</td>
<td>Customize the rules</td>
</tr>
<tr>
<td><strong>Training</strong></td>
<td>Preferred in moderation</td>
<td>Required to keep me</td>
<td>Continuous and expected</td>
<td>Ongoing and essential</td>
</tr>
<tr>
<td><strong>Learning Style</strong></td>
<td>Facilitated</td>
<td>Independent</td>
<td>Collaborative and networked</td>
<td>Technology-based</td>
</tr>
<tr>
<td><strong>Communication Style</strong></td>
<td>Guarded</td>
<td>Hub and spoke</td>
<td>Collaborative</td>
<td>Face-to-face</td>
</tr>
<tr>
<td><strong>Problem Solving</strong></td>
<td>Horizontal</td>
<td>Independent</td>
<td>Collaborative</td>
<td>Entrepreneurial</td>
</tr>
<tr>
<td><strong>Decision-making</strong></td>
<td>Team informed</td>
<td>Team included</td>
<td>Team decided</td>
<td>Team persuaded</td>
</tr>
<tr>
<td><strong>Leadership Style</strong></td>
<td>Unilateral</td>
<td>Coach</td>
<td>Partner</td>
<td>Teaching</td>
</tr>
<tr>
<td><strong>Feedback</strong></td>
<td>Once per year, during annual review</td>
<td>Weekly/daily</td>
<td>On demand</td>
<td>Consistent and frequent</td>
</tr>
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<td><strong>Change Management</strong></td>
<td>Change = caution</td>
<td>Change = opportunity</td>
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**Leadership Styles:**
- Unilateral
- Coach
- Partner
- Teaching

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**Change Management:**
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- Change = opportunity
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- Change = expected
GENERATION Y WORK STYLE
Working Closely & Openly with Teams is at the Heart of Gen Y’s Work Style

• Gen Y are more likely to reject hierarchical leadership and will lead by team motivation, collegiality and accountability.¹

• Gen Y prefer in-person informal communications (52%), versus e-mailing (18%), and instant messaging (11%)²


A Fun, Social Atmosphere is Important to Team Engagement

• Both Gen Y (69%) and Gen Z (65%) say that¹:

the people they work with would enable their best work

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GEN Z (BORN AFTER ‘95) WILL BRING NEW CHALLENGES & OPPORTUNITIES INTO THE WORKPLACE
Gen Z is Focused More on Entrepreneurship

72% of high school students want to start their own business

76% wish their hobbies would turn into full-time jobs

80% believe they are more driven than their peers

STUDENTS ARE EDUCATED IN TEAMS TODAY

Interprofessional collaboration will be expected by our new professionals
COLLABORATIVE CARE TEAM SPACE will be critical to the care delivery process.