Design Planning . . . Key Priorities

• Involve patients and families served by the hospital or ambulatory facility in design planning projects from the beginning.

• Create a series of positive, welcoming first impressions throughout the facility.

• Design for minimizing separations of patients from their families.

• Design for supporting the presence and participation of families.

• Design for enhancing patient and family access to information and support.

• Design a healing environment that fosters patient and family choice.

• Design environments that will be inviting and comforting for the diversity of patients and families served.

• Design for supporting staff, trainees, and faculty for patient- and family-centered practice.

• Design for assuring safety.

• Design for using technology to enhance the experience of care, communication, and collaboration.