



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.