CANCER CARE DESIGN INNOVATIONS THAT REALLY WORKED (AND SOME THAT DIDN’T!)

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HEALTHCARE DESIGN 2010
LAS VEGAS, NV
WHY THE REGIONAL CARE NETWORK

DELIVER OUTPATIENT CARE CLOSER TO OUR PATIENTS’ HOMES

DEVELOP A STREAMLINED CARE DELIVERY MODEL

ENABLE EXPANSION TO MEET GROWING DEMAND FOR CANCER CARE

RELIEVE SCHEDULING PRESSURE ON THE MAIN CAMPUS
ARCHITECTURAL GOALS

DESIGN FOR FUTURE EXPANSION

CREATE AN UPLIFTING AND ENCOURAGING EXPERIENCE FOR OUR PATIENTS

DESIGN FOR THE COMFORT AND EFFICIENCY OF OUR CAREGIVERS

GIVE EVIDENCE THAT QUALITY OF CARE IS EQUIVALENT TO CARE ON MAIN CAMPUS IN MANHATTAN

INVENT NEW BEST PRACTICES
INVENT NEW BEST PRACTICES

INTERVIEW CAREGIVERS/PATIENTS

SET DESIGN GOALS

PROGRAM, PLAN, DESIGN

MOCK-UP KEY SPACES

EVALUATE, REDESIGN

DOCUMENT, CONSTRUCT

INTERVIEW CAREGIVERS/PATIENTS

INTEGRATE LESSONS LEARNED
COMMON DESIGN PROBLEMS IN CANCER CARE
DESIGN PRINCIPLES
RADIATION THERAPY INNOVATIONS
CHEMOTHERAPY INNOVATIONS
WHAT DIDN’T WORK
WHAT DID WORK
RADIATION ONCOLOGY
COMMON DESIGN PROBLEMS
COMMON RADONC DESIGN PROBLEMS

GOWNED PATIENTS WAITING WITH OTHER PATIENTS’ FAMILY MEMBERS

TELEVISION NOISE

FOOD ODORS

VISUAL CLUTTER

ORDINARY LEVEL OF FINISHES

NO DAYLIGHT, SUNLIGHT
COMMON RADONC DESIGN PROBLEMS

EXPOSED WASTE CONTAINERS, LINEN HAMPERS

UTILITARIAN LOCKERS
COMMON RADONC DESIGN PROBLEMS

LINAC CONTROL

LAYOUT PUTS STAFF WITH BACK TO PATIENT

PATIENT HAS VIEW OF MONITORS

NO DAYLIGHT, SUNLIGHT
COMMON RADONC DESIGN PROBLEMS

VISUAL CLUTTER

“HOSPITAL” FINISHES

DIRECT LIGHTING
COMMON RADONC DESIGN PROBLEMS

VISUAL CLUTTER

UTILITARIAN FURNISHINGS

STAFF PHOTOS

EXPOSED LINAC DEVICES
COMMON RADONC DESIGN PROBLEMS

INTIMIDATING OBJECTS ON DISPLAY
CHEMOTHERAPY
COMMON DESIGN PROBLEMS
DESIGN PRINCIPLES FOR CANCER PATIENTS

CONTACT WITH NATURE, SUN & SKY
SHORT TRAVEL PATHS
SIMPLICITY OF NAVIGATION
CONTROL OF CHOICES
ACOUSTIC TRANQUILITY
HIDE MEDICAL ARTIFACTS
DIGNITY WHEN GOWNED
NON-MEDICAL ARCHITECTURAL PRECEDENTS
CONTACT WITH NATURE, SUN & SKY
MEMORIAL SLOAN-KETTERING CANCER CENTER
COMMACK, NY
SHORT TRAVEL PATHS
TREATMENT PLANNING

EXAM/CONSULT

GOWN

EXTERIOR

LINACS

- Fewest Steps
- Gowned Privacy
- Exterior Views
Fewest Steps
Patient Interface
Interdisciplinary Consultation

RADIATION ONCOLOGY
SHORT TRAVEL PATHS
• Fewest Steps
• Exterior Views
• Visibility By Nurse
EXTERIOR

• Visual Control Of Patients By Nurses
• Fewest Steps To Patients
• Fewest Steps To Pharmacy
• Fewest Steps To Supplies

CHEMOTHERAPY

SHORT TRAVEL PATHS
SIMPPLICITY OF NAVIGATION
MEMORIAL SLOAN-KETTERING CANCER CENTER
COMMACK, NY
DIGNITY WHEN GOWNED
MEMORIAL SLOAN-KETTERING CANCER CENTER
COMMACK, NJ
MEMORIAL SLOAN-KETTERING CANCER CENTER
COMMACK, NJ
NON-MEDICAL ARCHITECTURAL PRECEDENTS
MEMORIAL SLOAN-KETTERING CANCER CENTER
COMMACK, NJ
MEMORIAL SLOAN-KETTERING CANCER CENTER
BASKING RIDGE, NJ
DESIGN PRINCIPLES FOR CAREGIVERS

EYE CONTACT
SHORT TRAVEL PATHS
PLACES FOR COLLABORATION
OFFSTAGE AMENITIES
EYE CONTACT
MEMORIAL SLOAN-KETTERING CANCER CENTER
BASKING RIDGE, NJ
SHORT TRAVEL PATHS
PLACES FOR COLLABORATION
OFFSTAGE AMENITIES
RADIATION ONCOLOGY:
PATIENT EXPERIENCE
MEMORIAL SLOAN-KETTERING CANCER CENTER

BASKING RIDGE, NJ
MEMORIAL SLOAN-KETTERING CANCER CENTER
BASKING RIDGE, NJ
WHAT DIDN’T WORK
MEMORIAL SLOAN-KETTERING CANCER CENTER
BASKING RIDGE, NJ
WHAT DID WORK
“Introducing cancer care so advanced even the building is therapeutic.”
Memorial Sloan-Kettering Cancer Center
New York Times Ad
"It gives us a lot of satisfaction to see something as beautiful, patient-friendly and doctor-friendly built in our name."

President, Memorial Sloan-Kettering Cancer Center

WHAT DID WORK
“The moment a patient enters, the person who greets them is able to move each patient efficiently to his or her first appointment – whether it’s a physician’s office, chemotherapy or radiation therapy. So when you walk into the building, it’s calm, comforting and peaceful.”

Site Administrator
Memorial Sloan-Kettering Cancer Center
"The flow for the patients has been well thought out, not only to reduce patient apprehension, but also to help the staff coordinate their care."

Chief, Radiation Oncology Memorial Sloan-Kettering Cancer Center
“It’s thought out from a patient perspective, but it’s also a nicer working environment for the staff.”

Chief Therapist, Radiation Oncology
Memorial Sloan-Kettering Cancer Center
“What I need to do my work is convenient to me. I turn around and there’s my supplies, my computer, my pharmacy, my patients.”

Chemotherapy Nurse
Memorial Sloan-Kettering Cancer Center

WHAT DID WORK
“It feels like someone cared about me - everything from the parking to the wireless internet. ”
Cancer Patient
Memorial Sloan-Kettering Cancer Center
“Just being able to sit here and see trees is just beautiful. It’s an easier commute here; it’s easier to park. And when you’re going through such stress that’s involved in chemotherapy, your body doesn’t want to work any harder than it has to.”

Cancer Patient
Memorial Sloan-Kettering Cancer Center
“I think my blood pressure drops 10 points when I come here.”
Cancer Patient
Memorial Sloan-Kettering Cancer Center
“When I’m here I feel like I don’t have cancer. I mean, I know I have cancer, but when I’m here I somehow feel better about myself, my disease and my future.”

Cancer Patient
Memorial Sloan-Kettering Cancer Center
QUESTIONS
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