



PHILIPS

Reimagining the behavioral health experience

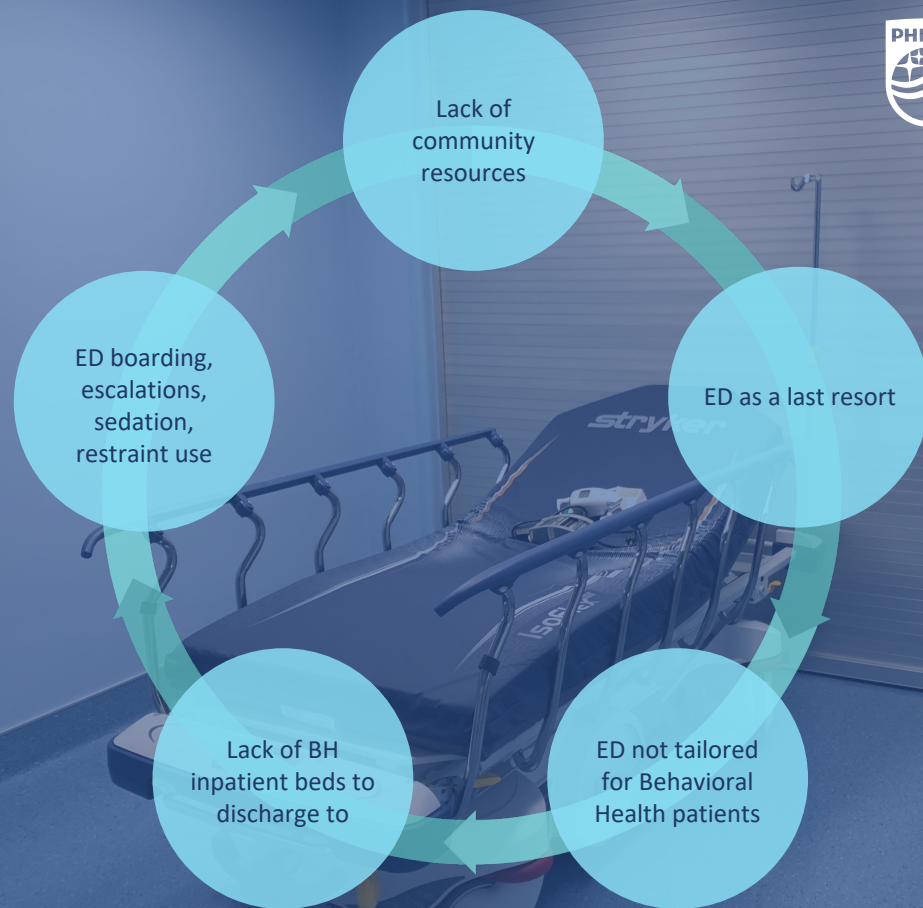
by Philips & Recornect

innovation  you

Behavioral health crisis

Behavioral health patient volumes are surging, and families are turning to the ED as a last resort. Patients waiting for mental health services often experience 'psychiatric boarding' and can be held for hours or days in a secure but empty room.

- **77% decrease** in inpatient psychiatric beds (1976-2014)
- **51% increase** in ED visits for suicide attempts for teen girls in early 2021 compared with 2020
- **30% increase** in ED Length of Stay for patients waiting for inpatient care (2009-2015)
- **Behavioral health ranked #4** on the ACHE list of hospital CEO's top concerns (2021)



Key outcome measure goals



Assist with de-escalation

Multi-sensorial environments can help reduce patient anxiety during challenging moments



Decrease medication / restraints

Mitigating the usage of medication and restraint can positively impact care outcomes



Improve communication

Reduce anxiety for patients and families by creating new caregiver engagement platforms



Decrease length of stay

Moving patients expeditiously through the ED is critical to the stability of the hospital

Adaptive environment

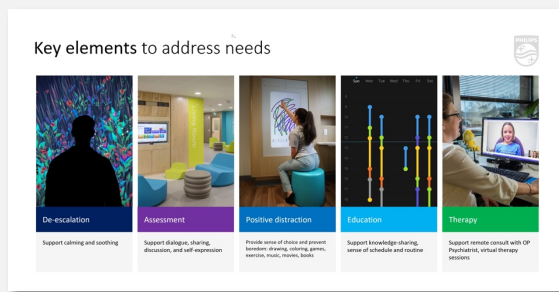
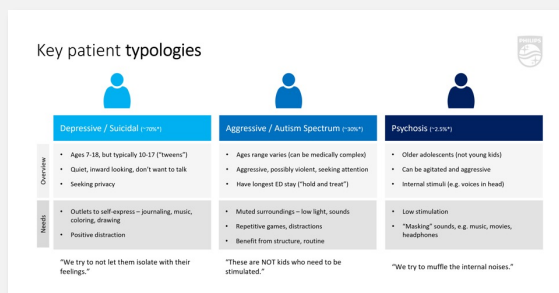
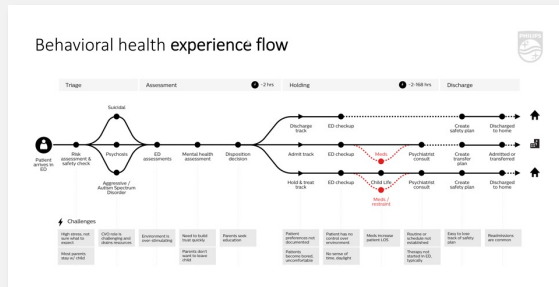
A high-security touchscreen, concealed projectors, speakers and cove lighting are integrated into the ligature-resistant behavioral health rooms, creating an immersive, adaptive and safe environment.

User-led innovation

We went on site to understand the urgent needs of behavioral health patients, family and staff in the ED. An opportunity space was defined using the following methods:

- On site qualitative research
- Experience flow mapping
- Clinician / patient / parent interviews
- Patient typology mapping

Philips Experience Design





Testing our hypothesis

Together with users, we created a concept for an adaptive, yet safe emergency room environment based on key insights. Key activities included:

- Collaborating with Recornect, provider of specialized behavioral health touchscreens
- Creating physical mock-up on site to gather feedback and input from clinicians, patients and stakeholders
- Exploring new behavioral health theme content

“

“Kids get angry because we isolate them, and this leads to more anger. This solution doesn't isolate – it engages.”

- Nurse, Pediatric Emergency Dept.

Co-creating content

Custom projection content was co-developed with the clinical care team to help calm and guide behavioral health patients.

Embedded therapeutic elements like a 'breathing star' are designed to help patients practice de-escalation techniques.

Benefits





Impact

“

Within two hours we were able to take off [the patient's] restraints, and by that evening she was able to be discharged home. It is a story that I will never forget.

- Senior Director, Pediatric Emergency Dept.



Continuous improvement

An ongoing QR-code room survey provides real-time ongoing feedback from patients, families and staff, allowing the team to:

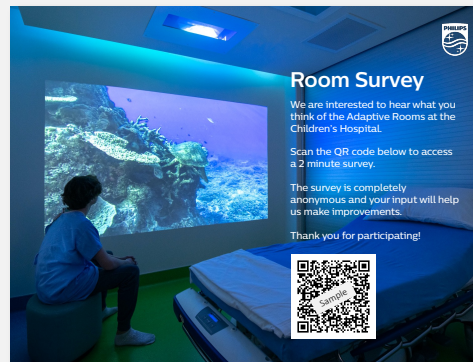
- Identify issues to troubleshoot or areas of required improvement
- De-risk design & workflow assumptions
- Understand preferences on new features as input for future development



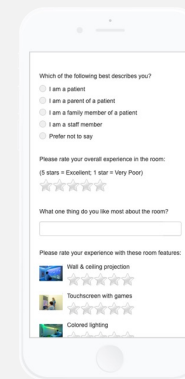
User testing



Staff training



QR code posted in pilot rooms



Online survey

