

Building on Experiences

Involving Hospital Stakeholders in an Early Phase of the Building Design Process

The Motive

In participatory experiences, the roles of the designer and researcher blur and the user becomes a critical component of the design process. User participation in architecture has been implemented but to a limited extent and compared to user participation in product design, the involvement has many shortcomings.

The involvement of hospital stakeholders (the hospital building users; medical staff, patients, visitors and the general and technical services), in an early phase of the design process would lead to a tremendous source of information and knowledge and as a result could inform and inspire the design team (e.g. the architects) in order to create an optimal working and living environment.

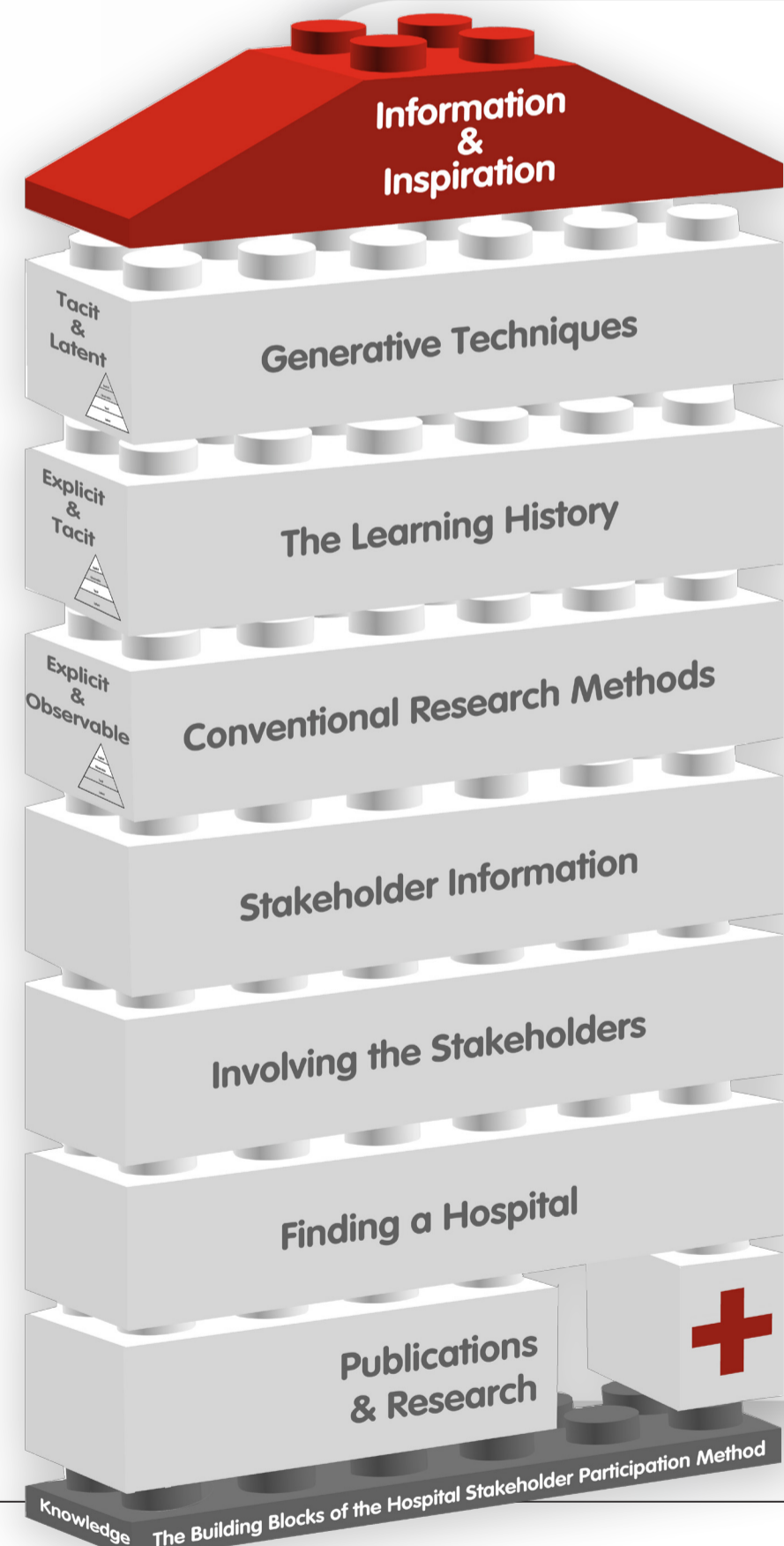
Could this **DESIGN ERROR** have been avoided by **USER INSIGHTS** ?



The Stakeholder Participation Method

The Stakeholder Participation Method, has been developed in order to reveal stakeholder knowledge and, consists of 7 steps:

1. In order to develop a suitable method, some literature research was conducted to reveal current approaches.
2. A hospital ("het Westfriesgasthuis" at Hoorn) was found in which to conduct the field research
3. The stakeholders were approached and participation was requested. The required information was determined and where and from whom to obtain it (see box "Hospital Stakeholder Information").
4. Observation and interviews were conducted and explicit and observable information was revealed.
5. The stakeholder information has been translated into a Learning History Booklet and Experience Communication Cards and tacit knowledge was revealed (see box "Experience Communication Cards").
6. Generative techniques, in order to reveal tacit and latent knowledge, should be developed in subsequent research.
7. Eventually all accessed experiences, and explicit, observable, tacit and latent knowledge, would be collected and as a result could inform and inspire the design team.



Hospital Stakeholder Information

In order to access stakeholder experiences, the hospital environment has been divided into five information spheres:

- Hospital image
- Hospital day
- Healing and working environment
- Organizational vision, needs and demands
- Building wishes and needs

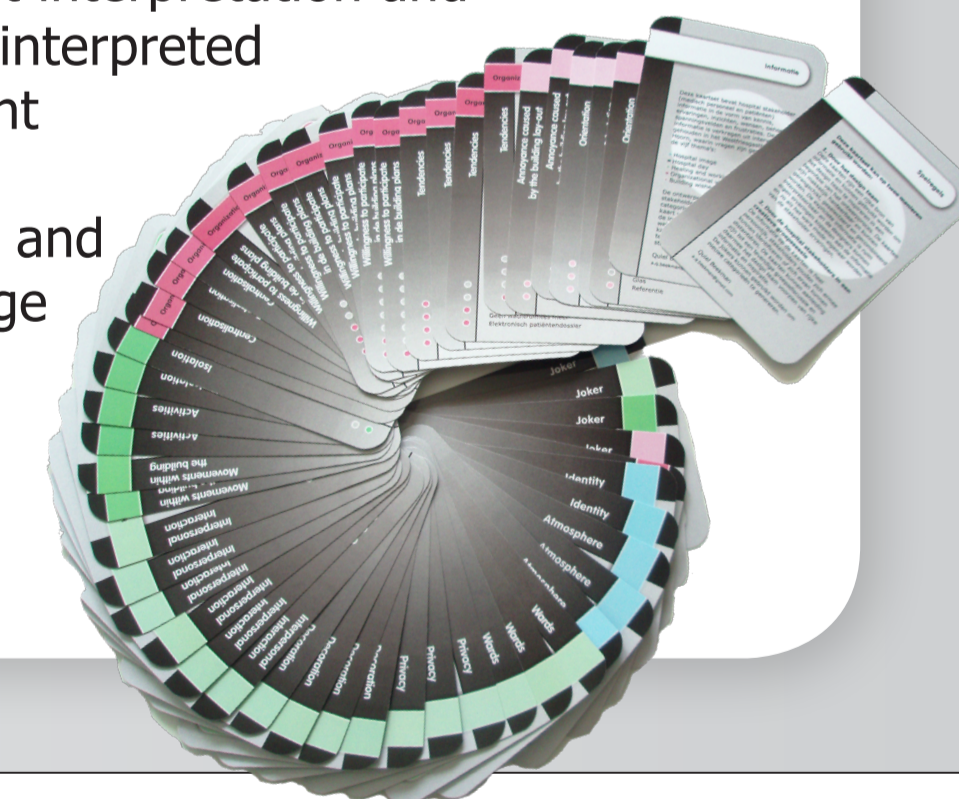


and subsequently conventional research methods (observation and interviews) were conducted. The hospital stakeholders involved were members of the medical staff and patients and their experiences formed a rich source of information.

Experience Communication Cards

The hospital stakeholder information has been translated into experience communication cards, in order to improve the functionality and ease of use. Explicit stakeholder words, combined with the designer's implicit interpretation of the stakeholder's quotes, provide the design team with information and could lead to inspiration.

The cards have an inspirational function and are a framework on which to build conversation, and could therefore also be used by the hospital stakeholders in a group session. The implicit interpretation and the stakeholder words can be interpreted freely. Hopefully, these different interpretations, opinions and experiences lead to discussion and form a rich source of knowledge for the design team.



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