



IMPACT REPORT:

ProMedica Generations Tower

ProMedica, a leading Midwest U.S. healthcare organization knew that they wanted to utilize an evidence-based design approach when embarking on the design of their new Generations of Care Tower. To support this vision, a Design Diagnostic was conducted by the research team in the Surgical Intensive Care unit (SICU) and Med-surg units of the existing facility in 2015. Long walking distances for staff, excessive noise levels, and limited point-of use access to meds and supplies were identified as opportunities for improvement. Innovative design solutions were implemented in the new facility to improve outcomes. Following construction and phased move-in, Occupancy Outcomes were evaluated in 2021 in the SICU, acute care unit and the overall tower. The pre- and post-move comparative statistics are presented in this impact report.

Overall Improvements

7% Increase in Quietness Score*

5% Increase in Patient Stay Rating*

6% Increase in Recommendation Score*

10% Increase in Cleanliness Score*

76% of Staff Expressed Satisfaction With Overall Facility***

Acute Care Unit Improvements

46% Reduction in Walking Distances

28% Reduction (20dBa) in average daytime noise levels**

3.5/5 Staff Satisfaction with Noise Levels***

3.3/5 Staff Perception of Patient Satisfaction with Noise Levels***

Surgical Intensive Care Unit Improvements

19% Reduction (20dBa) in average daytime noise levels**

3.2/5 Staff Satisfaction with Noise Levels***

3.5/5 Staff Perception of Patient Satisfaction with Noise Levels***

*Average top-box scores of HCHAPS survey items from 2017 - 2020 were compared to 2021 scores

**Decibel levels obtained using a smartphone app

***Staff surveys regarding experience and effectiveness of overall department or specific unit