

Thoughtful Outpatient Exam Room Design

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BACKGROUND / OBJECTIVES

The Division of General Internal Medicine (GIM) at Mayo Clinic in Rochester, Minnesota provides consultative appointments for complex medical conditions and leverages the expertise of general internal medicine doctors, nurses, and care teams. In planning for a remodel of 12 exam rooms in one of our patient corridors, the team recognized an opportunity to leverage thoughtful design principles and input of experts across multiple disciplines to create an intentional, patient focused exam room design that also streamlines provider and care team activities. Exam rooms are approximately 135 square feet in rectangular shape (15 feet x 9 feet).

PLANNING/RESEARCH METHODS

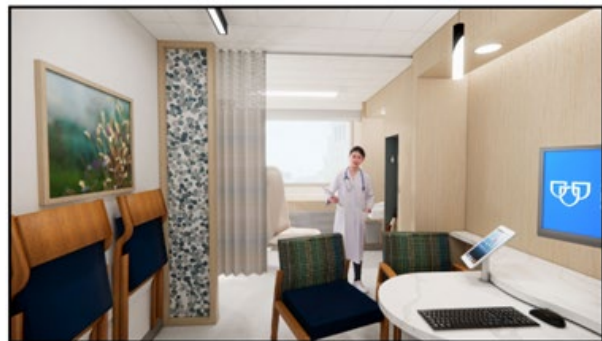
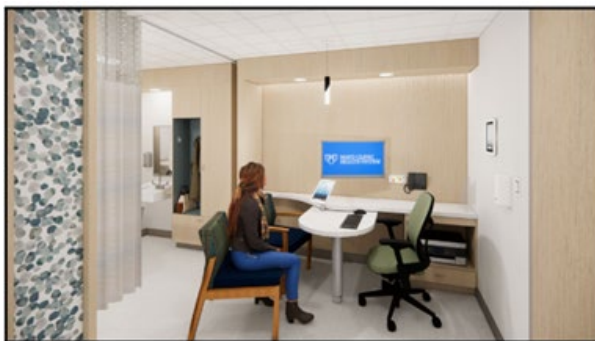
Floor plans of current practices across the Mayo Clinic enterprise and external to Mayo Clinic were reviewed and discussed for pros and cons of the design. A multidisciplinary team was convened and met over several weeks to create an initial design. The team included physicians, operations, nurses, desk/rooming staff, patient experience, interpreter, facilities, interior design, architect (external to Mayo Clinic).

Following design and endorsement by the team, a full-scale mockup of the room was constructed. Additional feedback was obtained via broad walkthroughs of dozens of staff and collection of their input. By way of roleplaying, the end-to-end patient experience was tested which identified additional adjustments to the design. The design was tested for usability, refined, retested, refined, and retested by the project team and other team members across the broader practice.

RESULTS

The final designed included features including

- Placement of staff member closest to the door to allow for easy exit during violent patient situation
- A retractable consult table allowing flexibility and retractability to better accommodate wheelchair maneuverability
- Separation of the exam and consult space to put patient at ease during consultation and allowing for privacy during physical exam with interpreter or others in the room
- Magnetic iPad wall mounts strategically located to facilitate virtual interpreter services and charging/docking station
- A convertible exam table which serves as a chair and exam table allowing elimination of separate dressing space
- Seating for patient, provider and up to 3 additional persons
- Separate colors to identify where patients can put their personal items during exam
- An adjustable monitor to pivot between physician and patient to view patient education and results together



DISCUSSION

Thoughtful multidisciplinary discussion led to an intentional design which will be utilized for the redesigned exam rooms. Individuals involved enjoyed the opportunity to speak about their needs, address gaps in current design and better serve our patients and staff.

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