

## Quality Patient Experience Tool

### The Conducive Office Environment: Five Patient Needs



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The following five patient needs are primary in providing an environment conducive to patient comfort, satisfaction and a quality patient experience.

1. **Wayfinding:** Patients are stressed when they have any sort of problem finding or making their way to your offices. Maps, transportation options, convenient parking, graphics and signs are all important to consider in order to remove impediments and reduce unsettling confusion.
2. **Physical Comfort:** Chairs, lighting, room arrangements, furniture design, assistive devices and railings, smells, colors, textures, and noise all influence the patient's comfort level.
3. **Privacy and Personal Territory:** People appreciate the ability to control the extent to which they interact with other people. The optimal environment caters to people with different preferences.
4. **Peace and the Absence of Noise:** The **Devil's Dictionary** (Ambrose Bierce) defines noise as "a stench in the ear." Unwanted noise increases people's perception of pain. Noise interferes with relaxation and often leads to irritability and anxiety. In their doctor's office and other ambulatory care settings, people expect peace and quiet.
5. **Sense of Security:** People want to feel protected, protected from slips, slides and falls, confident that the equipment will hold them, and so safe that they can let go of watchfulness and close their eyes.