



# Meeting the Challenge: VHA Culture of Care Transformation

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# Transforming the Culture of VA Nursing Home Care

## ***Purpose:***

- Significantly transform the culture of Nursing Home Care to provide cost effective, competitive (staff) and compassionate world class care to our Veterans

## ***Objective:***

- Transform current traditional/medical model of nursing home care to a resident centered, nurturing model



# VA Projects Serving Veterans

- VA Nursing Homes: 134
- VA Nursing Home Beds: 15,000+
  
- Vermont State Veterans Home
- Missouri State Veterans Home
- Oklahoma State Veterans Home
- New York State Veterans Home:  
Montrose, Batavia, Oxford, St. Albans
- Pennsylvania State Veterans Home
- Colorado State Veterans Home
- Washington State Veterans Home





# VA Long Term Care Facilities Design Guide

## *Purpose:*

- Illustrate concepts, principles and practices towards well designed Long Term Care (LTC) facilities
- Optimally functional
- Technically support current and future healthcare technologies and treatment modalities
- Create a pleasant environment that enables a client/patient/family focused care experience
- Optimize life cycle cost and operational efficiency





# Architectural and Design Issues

*“We must encourage and support patient mobility and independence while creating a feeling of home”*

- Eliminate “shiny” finishes from floors
- Provide grab bars on both sides of the corridor that are incorporated into the design scheme
- Specify floor/wall finishes to be contrasting
- Specify flooring throughout the facility to encourage patient mobility
- Use a variety of styles and patterns when specifying bedspreads and window treatment
- Eliminate glare from overhead lighting
- Use enhanced lighting at: top of stair landings, residents bedrooms (especially near bed), bathrooms and corridor intersections
- Utilize strong color cues by: painting doors and walls a strong (saturated) color to draw attention to area, de-emphasize doors leading to storage areas, electrical, utility closets





# Architectural and Design Issues

- The resident bedroom should offer options for personalization and at the same time encourage the resident to use the public spaces as much as possible.
- A method should be provided to keep individual possessions separate without confusion or clutter.
- The bathing suite should reflect a “spa like atmosphere”
- Bathing is a very personal experience, and if the resident perceives that bathroom to be safe and comfortable, resistance is significantly decreased





# Furniture/Furnishings

*“We must encourage and support patient mobility and independence while creating a feeling of home”*

- Consider testing all product colors and textures for its perception and psychological impact within the Nursing Home environment. There are various aspects of an aging population that influence design of interior finishes and furniture selection. Examples include dementia and incontinence
- Consider the following few key factors in the design process. These considerations have an impact on the built environment and the life cycle costs of the facility. The factors include:
  - Maintenance,
  - Durability,
  - Affordability,
  - Texture,
  - Therapeutic attributes.
- Furnish dayrooms with an eclectic assortment of furniture
- Incorporate local characteristics for accessories
- Specify seating that is designed with an opening between the seats and back (floating back), arms should be padded and cantilevered slightly forward to assist in exiting the seat



# Furniture/Furnishings

- Seating should be designed with “wall saver” properties
- Specify easily cleaned upholstery such as vinyl and fabric with Gore-Tex backing, Cryptons and barrier
- Specify bariatric seating to integrate with overall design
- Bedside stand with lockable drawer, easy to re-core
- TV/hutch/armoire so that TV can be seen from chair or bed-basket for grooming items that can easily be taken to the bathroom
- If overbed table is needed, it should have casters that will lock when pressure is applied
- Hardware – easy to grab and hold on to
- Perhaps a sitting area to apply makeup, fix your hair, take medication, dress
- Comfortable outdoor seating that is weather resistant, easy to get out of
- Traditional centralized nurses station are being replaced with decentralized team centers or “living rooms” or alcoves where charts are secured and charting is done in the residents room





# Furniture/Furnishings

- A need for small libraries and access to the internet and printers
- Easily adjusted tables to adapt to scooters and different wheelchair heights; Specify dining tables with a soft “drip” edge (to contain spills) and contrasting edge detail; tables need to look more homelike especially the bases. Patients use tables to help them up, needs to have more reinforcement
- Healthcare industry needs to take a look a hospitality and merge the two. Much more home like, but all the safety and infection control
- Consider products containing recovered material, environmentally friendly materials





# Wayfinding

*“We must encourage and support patient mobility and independence while creating a feeling of home”*

- Differentiate Corridors (Neighborhoods)
  - name the corridor
  - use colors and finishes unique to the neighborhood
  - use landmarks (sitting area with rocking chairs, special plantings, identifiable artwork)
- Match colors of neighborhood to residents wristbands
- Use symbols on signs leading to key functions, destinations
- Provide visual access to principal destinations
- Personalize resident’s doors by using a saturated color, 10” high raised room numbers, and photo of resident
- Less is more

























PHARMACY  
ELEVATOR  
RAY

NO  
SMOKING  
IN THIS AREA

# VA Furniture Expenditures

- In FY06 over \$79M was spent in furniture and fixtures according to Fiscal reports
- In FY07 - **\$216,276,921.20** was spent purchasing furniture and fixtures
- **An increase of 174%**



# Dallas VAMC



# Illiana Healthcare System at Danville

Before



After



# Battle Creek, Michigan, VAMC

Before



After







All Visitors  
Register At  
The Nursing  
Station

















# Cleveland VAMC Before



After





Before



After



An American flag is shown in the top left corner, with a line of small human figures walking along the white stripes, symbolizing a path or journey.

# Food for thought

- What kind of environment will you want to live in ?



# Mental Health - A New Perspective

## Purpose:

- Change past practices and stereotypes of how Mental Health facilities "should look".

## Objective:

- To provide a method of health care that treats not only the physical aspects of the patients, but to create an atmosphere that is inviting, comfortable, warm, and has a homelike feel, to help in the promotion of healing.



# VA and Mental Health Programs

- The Mental Health Initiatives have been ever increasing over the past several years.
- Programs have expanded at record rates to accommodate veterans and their families
- Mental Health programs have been expanded to reach our CBOC clinics, so patients have easier access to these programs.



# Architectural & Design Issues

"Creating a place where patients feel at home and staff can facilitate the healing process."

- Differentiating between Inpatient and Outpatient.
- Shiny surfaces as a design element, not as a standard
- Ensure there are no "tie off" hazards in the area
- Use a variety of colors and textures to stimulate and/or calm patients.
- Use specialty lighting to enhance or



# Furniture/Accessories

- Consider function of space when selecting furniture.
- Consider colors, textures, and patterns for therapeutic effects on patients.
- Employees are our customers also. Safety, ergonomics and the ease in which they can do their job must be evaluated and considered.
- Remember where you are and include local items and accessories.
- Specify upholstery and other finishes that will be durable, easy to clean and to maintain.
- Make sure items such as wardrobes and larger pieces can be bolted to walls or floors and sharp edges are not prevalent to ensure safety
- Outdoors is part of the entire healing process. Select furniture that is attractive, comfortable, durable and again, easy to maintain.
- Look for areas that patients could hide contraband

# Corridors-institutional





# 4 bedrooms becoming obsolete



# Inviting? Warm? Cozy?





Patients are not our only customers



Millwork-dated, with sharp edges





# Color/Design - what happened?



# Dayrooms



# A place to relax??



...treatment is working.

- As the treatment or therapy begins, you will be given any tests or procedures necessary for your treatment plan.
- You have the right to refuse whatever you will participate in any research project. Any refusal will be clearly recorded. Patient rights of the research will be identified and there will be no pressure on you to participate.
- You will be notified in writing of any additional tests or procedures. You may proceed with the Medical Center's Ethics Committee. You should discuss other staff responsibilities about additional tests.
- If you or the Medical Center believe that you have been harmed, contact the staff. If you need help.

**IV. Confidentiality**

- This site is a research site and is intended to help you have your treatment more as a patient. If you have questions or concerns, you will be given confidential information about the complete process. You will be given a copy of the written consent form at the time of the consent.

Dr. [Name]  
[Address]  
[Phone Number]

University of [Name]



# Color & Texture - Important?





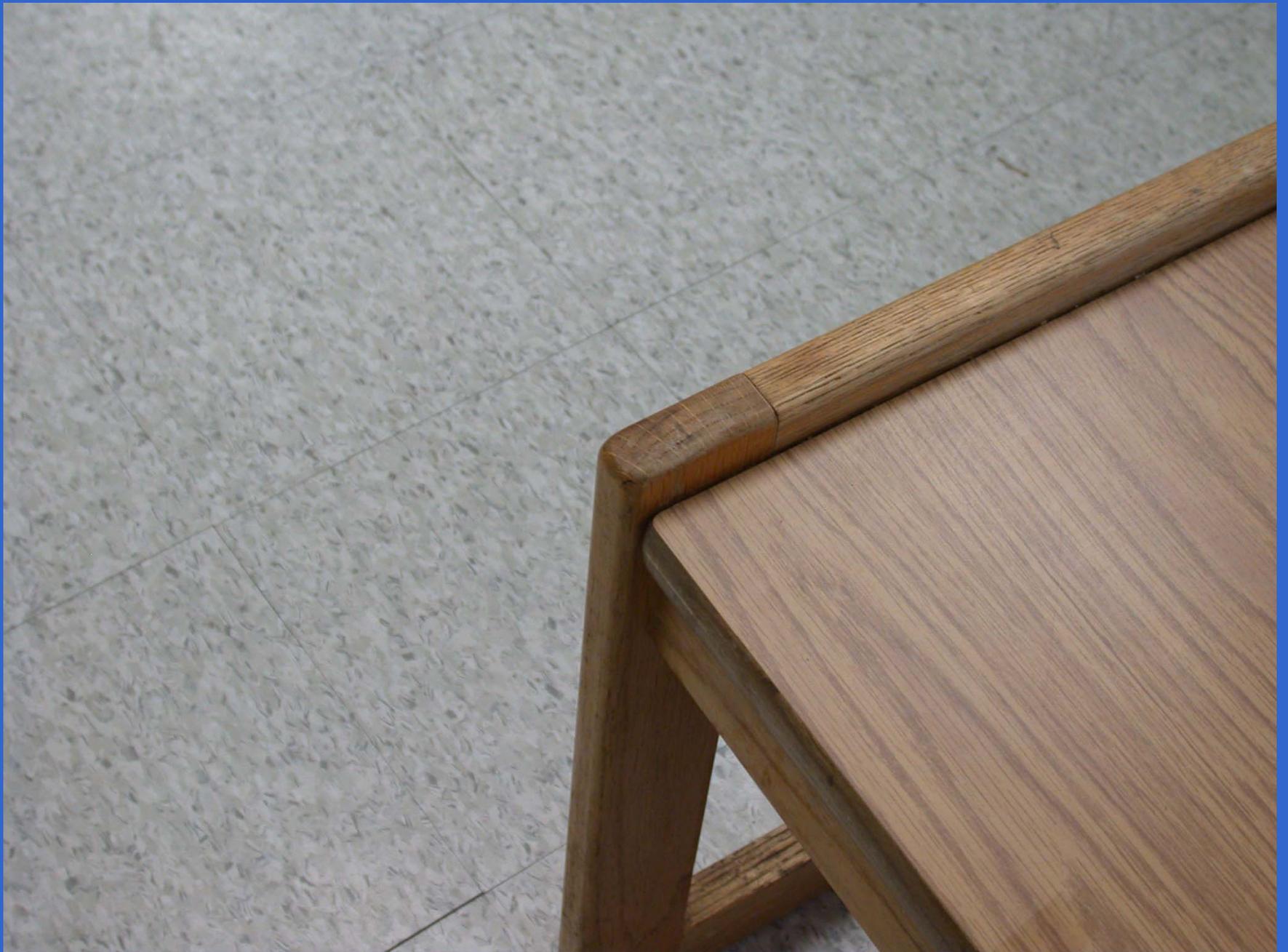
# Dayroom-Kitchen Area



Safety is an issue











# New and Improved

- Colors
- Textures
- Finishes
- Furniture
- Fabrics





# Colors and Textures

- Colors, finishes and textures are changing to create a warm, inviting, homelike atmosphere.
- Colors are prominent, but soft and calming
- Surfaces with textural appearance verses actual texture, give depth to fixtures without cleaning hassles



# Finishes

- Does everything have to shine?
- Matte finishes for flooring, work surfaces, and ceramic tile cuts down on glare and helps hide surface defects.
- Resilient Wood Plank Flooring create a homelike atmosphere, yet require no stripping or waxing.



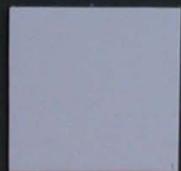
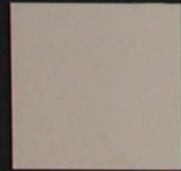
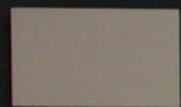
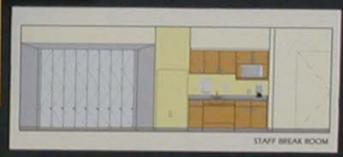
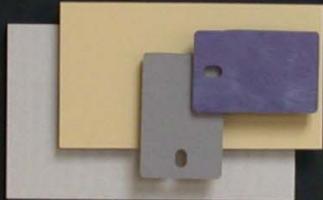
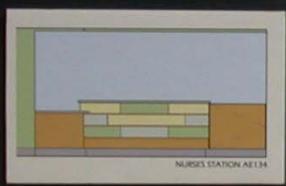
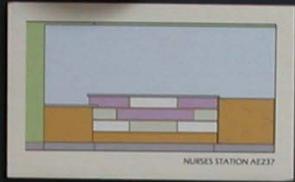
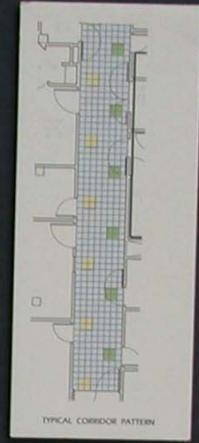
# Furniture

- Furniture designed for comfort, relaxation and therapy.
- Chairs that are of one design, but have a dual function create a continuity for design.  
Static vs. Motion chairs.
- Chairs with open arms and backs allow for ease of cleaning and reupholstering.
- Recliners that function as recliners and can be placed in the Trendelenburg position
- Armoires and nightstands with homelike appearance.



# Laminates and Fabrics

- Laminates that look like real wood and colors/stains available have made it easier to create the warm, inviting looks of a home into healthcare settings.
- Fabrics such as the Cryptons, have allowed designers to use a softer, more comfortable fabric on seating, without compromising infection control and cleaning issues.
- Standard vinyls have patterns and colors that also allow creativity, yet still have the ease of cleaning needed in some areas.



# Warmer-homelike wood and colors



# What a view!



# Windows on the world



# Open and spacious

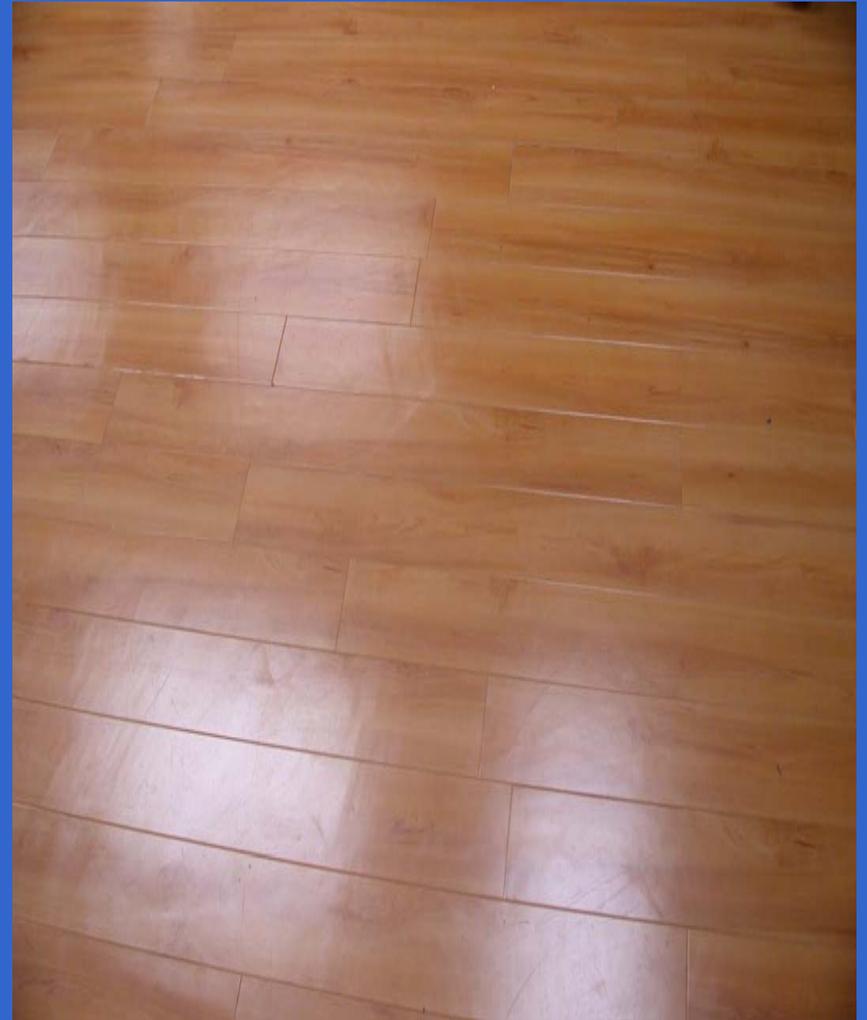




# Spaces open and inviting



# Resilient Wood Plank Floor



The outdoors count too!





# Contacts and References

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New VA Nursing Home Care Design Guide  
<http://vaww.va.gov/facmgt/standard/dguide>