

# Navigating What's Next: Healthcare Environments

The return to providing non-emergency healthcare services is challenging every organization to contend with the complex factors of patient satisfaction, clinician burnout, rising costs and safety in order to drive revenue and deliver better outcomes for all.

Steelcase will draw on the knowledge of our diverse network of workplace and healthcare thought leaders and experts to explore and understand the implications to patients, families, systems and communities. Organizations will need strategies that can help them navigate this crisis across three time horizons - now, near and far.

## Now

The restoration of non-emergency services is unfolding in waves. In the first wave of re-opening, systems will need approaches to **retrofit** their existing spaces to improve safety and infection control based on the current understanding of preventing COVID-19 transmission.

## Near

As healthcare organizations continue to ramp up services at care sites, they will need to **reconfigure** their spaces to accommodate increased numbers of people while still adhering to distancing guidelines. Solutions should be highly adaptable so spaces can change quickly in response to any unplanned future disruptions.

## Far

There will be an urgency to not simply return to where we were, but to be resilient, move forward and thrive. Innovations in how health systems provide care can be accelerated with an environment designed to support the work of healthcare while also promoting wellbeing for patients, staff and clinicians.

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Healthcare systems have always prioritized safety and infection control in their clinical spaces. But now, more than ever, they must become resilient and more adaptive as we move beyond the immediate crisis and into a new healthcare ecosystem.