

Supporting the Change Toward Better Healthcare

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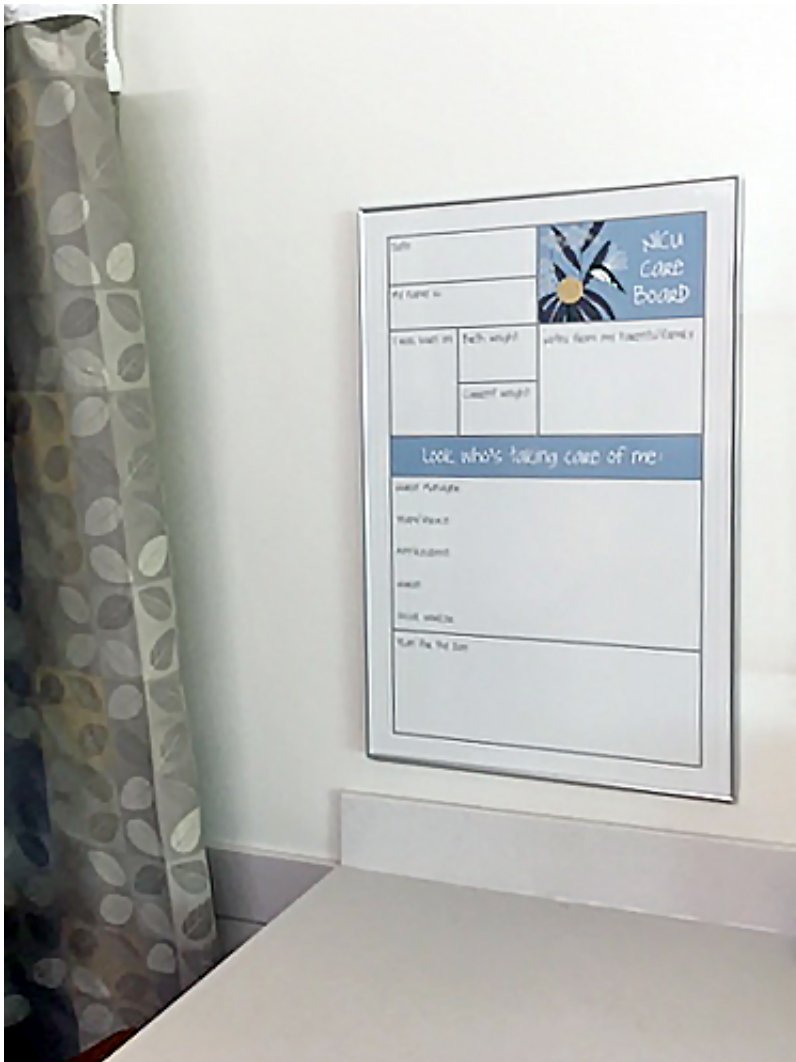
In the era of online reviews, service is now a top priority for consumers across all markets, and the healthcare industry is no exception. Patients are demanding better quality service at more affordable costs from their healthcare providers – resulting in the addition of the [Triple Aim](#) framework for healthcare to standards of practice – introduced by the [Institute for Healthcare Improvement](#), an international organization dedicated to developing approaches for better outcomes in healthcare across the globe.



The Triple Aim framework is a holistic approach to healthcare, encompassing environmental effects on the whole of a population. This includes addressing a population's health, experience of care and per capita cost of care. Propelling a shift in the healthcare industry, Triple Aim has enhanced the need for effective communication, collaboration, and accurate information delivery, which increases the scope of focus for healthcare providers while still providing personalized care for individual patients.

With expanding responsibilities and heightened expectations, a [Steelcase 360](#) study addresses the shortfall of a Triple Aim approach – the health and wellbeing of medical personnel. An increase in cases of burnout among healthcare providers has required a fourth aim dedicated to the provision of support for the health and wellbeing of clinicians and staff.

One form of support is the opportunity for collaboration. Without time for team collaboration, healthcare providers are unable to effectively align on patient needs and plans of care. The negative effects of decreased collaboration in healthcare can prove life-or-death in some circumstances. When provided with the proper [collaborative tools](#) such as [wall mounted whiteboards](#), clinicians and staff can effectively communicate with one another, decreasing stress and confusion in the workplace while enhancing patient experience and care.



Collaborative writing surfaces, including patient care whiteboards and [mobile whiteboards](#) that can move from room to room, are essential to effectively communicating information among the healthcare space. Patient care whiteboards provide both patients and clinicians with important details about the plan of care, including physician and nurse information, patient allergies and special circumstances. Without these collaborative worktools in place, staff members would waste time researching these necessary details before beginning care.



Scheduling, patient assignment and even care plan walkthroughs are regularly conducted on conference room whiteboards or mobile writing surfaces. These visuals help guide collaborative sessions and promote organization essential to the quality and accuracy of patient care.

Without worktools providing the opportunity for collaboration, healthcare providers and staff cannot communicate as effectively – in turn heightening stress and lending to burnout.