

A photograph of an intensive care unit (ICU) patient lying in a hospital bed. The patient is covered with a patterned blanket and has medical sensors attached to their chest. In the background, there are several medical monitors displaying vital signs and waveforms, along with IV drip stands and various medical tubes. The scene is dimly lit, typical of a hospital room at night.

ICU JOURNEY: HUMANISING THE PATIENT EXPERIENCE OF INTENSIVE CARE

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— THE —
LONDON
CLINIC



Royal College of Art
**THE HELEN HAMLYN
CENTRE FOR DESIGN**

OBSERVATIONS IN FOUR HOSPITALS



THE MORTALITY RATE IN ICUs IS AROUND 25%



EMOTIONALLY CHARGED ENVIRONMENT



**IMPROVE PATIENTS' & RELATIVES'
EXPERIENCE AND LONG TERM
OUTCOMES**

EX-ICU PATIENT INTERVIEWS



NICOLE



KATE



SHEILA



TRUDY



MARGARET



MICHAEL



HEMANT

01 ORIENTATION



02 SLEEP



03 MOTIVATION



04 ANXIETY



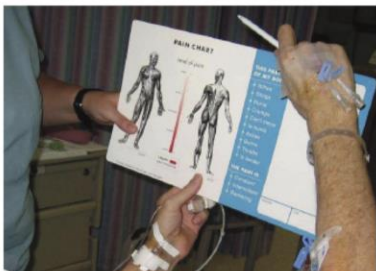
05 RELATIVES



06 DIGNITY



07 COMMUNICATION



08 BOREDOM



09 HALLUCINATIONS



10 SENSES



ICU EXPERIENCE

STAFF WORKSHOP



PATIENT WORKSHOP



01 ORIENTATION



02 SLEEP



03 MOTIVATION



04 ANXIETY



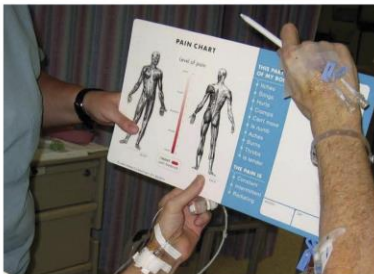
05 RELATIVES



06 DIGNITY



07 COMMUNICATION



08 BOREDOM



09 HALLUCINATIONS



10 SENSES



ICU EXPERIENCE

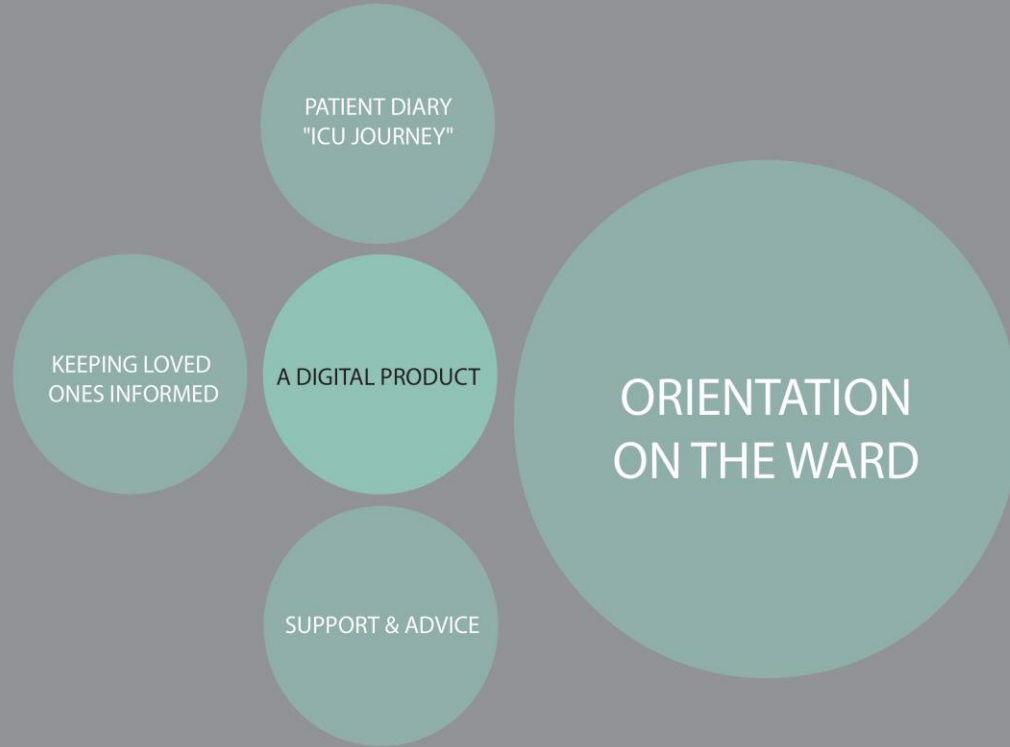
BRAINSTORMING SESSION



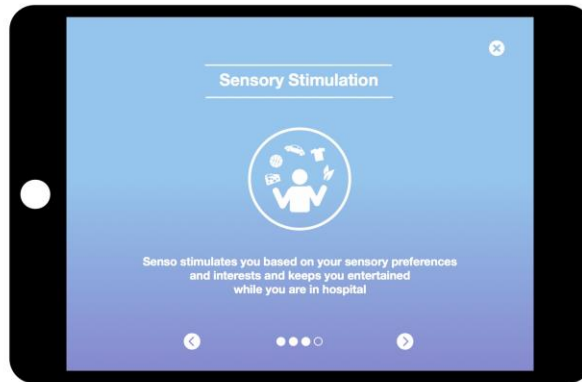
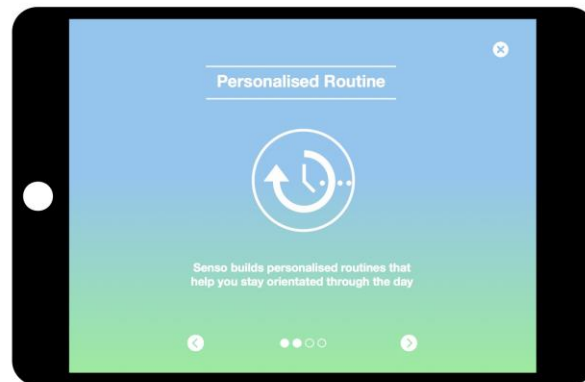
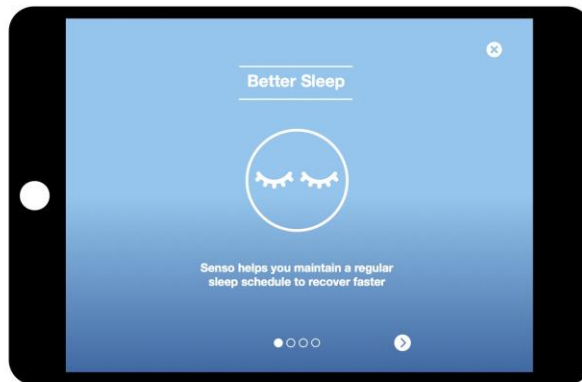
ICU SUPPORT NETWORK IN READING

37 PATIENTS, RELATIVES AND ICU STAFF





SENSO APP



ABOUT THE PATIENT

Personal Profile (1/5)

Full Name

Preferred Name

Age

Gender

Navigation icons: Head, Bed, Heart, Eye, Hand, Monitor

Personal Profile (2/5)

Please describe yourself in a sentence

How do you normally spend your free time?

What do you like to do after work or at the weekend?

Navigation icons: Head, Bed, Heart, Eye, Hand, Monitor

Personal Profile (3/5)

Where is your favourite place in the world?

What's your dream holiday?

Where would you be for your ideal day?

Navigation icons: Head, Bed, Heart, Eye, Hand, Monitor

Personal Profile (4/5)

How does your day normally begin?

What are normally the key parts of your day?

How would you normally relax in the evening?

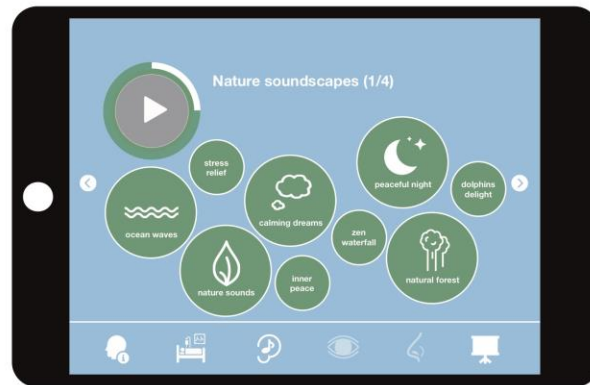
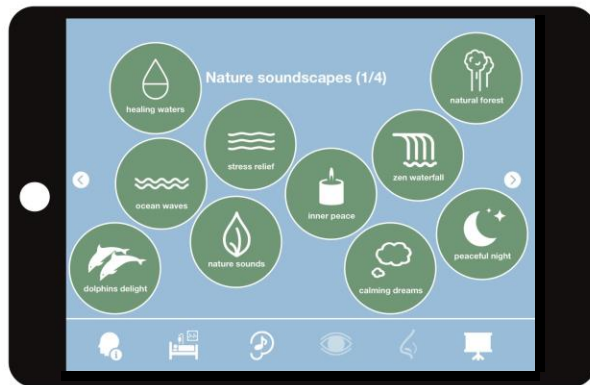
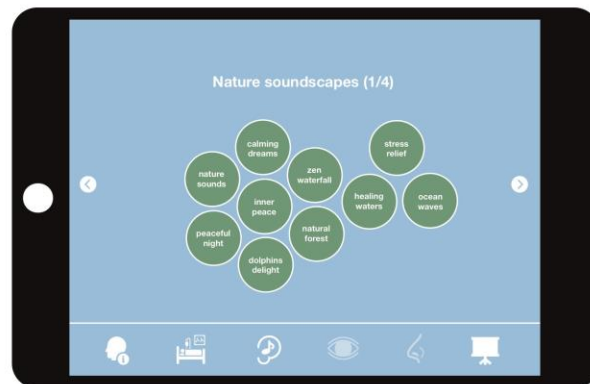
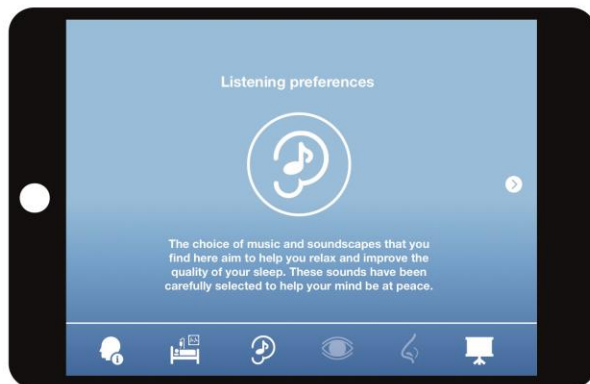
How do you prepare for bed?

Navigation icons: Head, Bed, Heart, Eye, Hand, Monitor

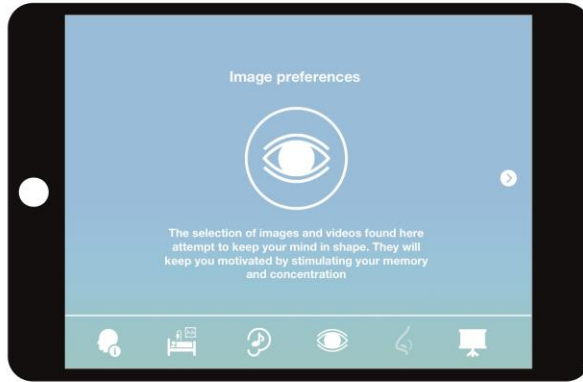
ICU WARD TOUR



ONBOARDING - LISTENING PREFERENCES



ONBOARDING - IMAGE PREFERENCES



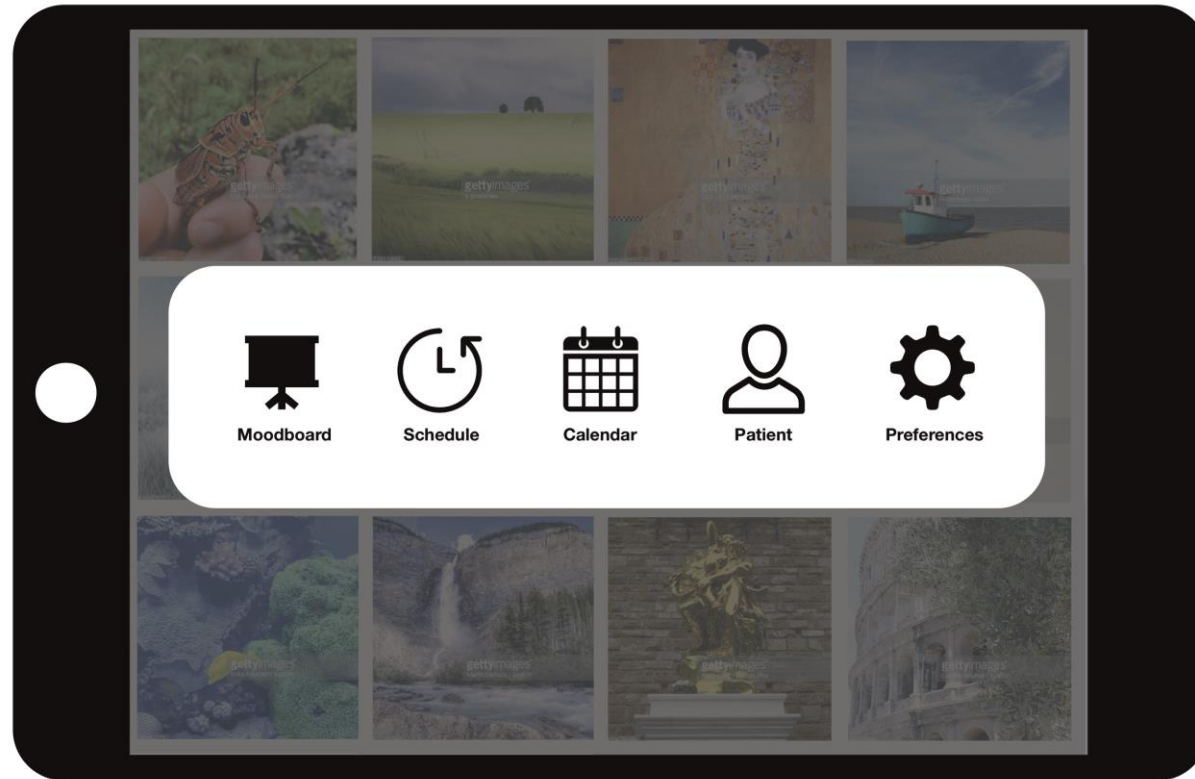
ONBOARDING - SMELL PREFERENCES



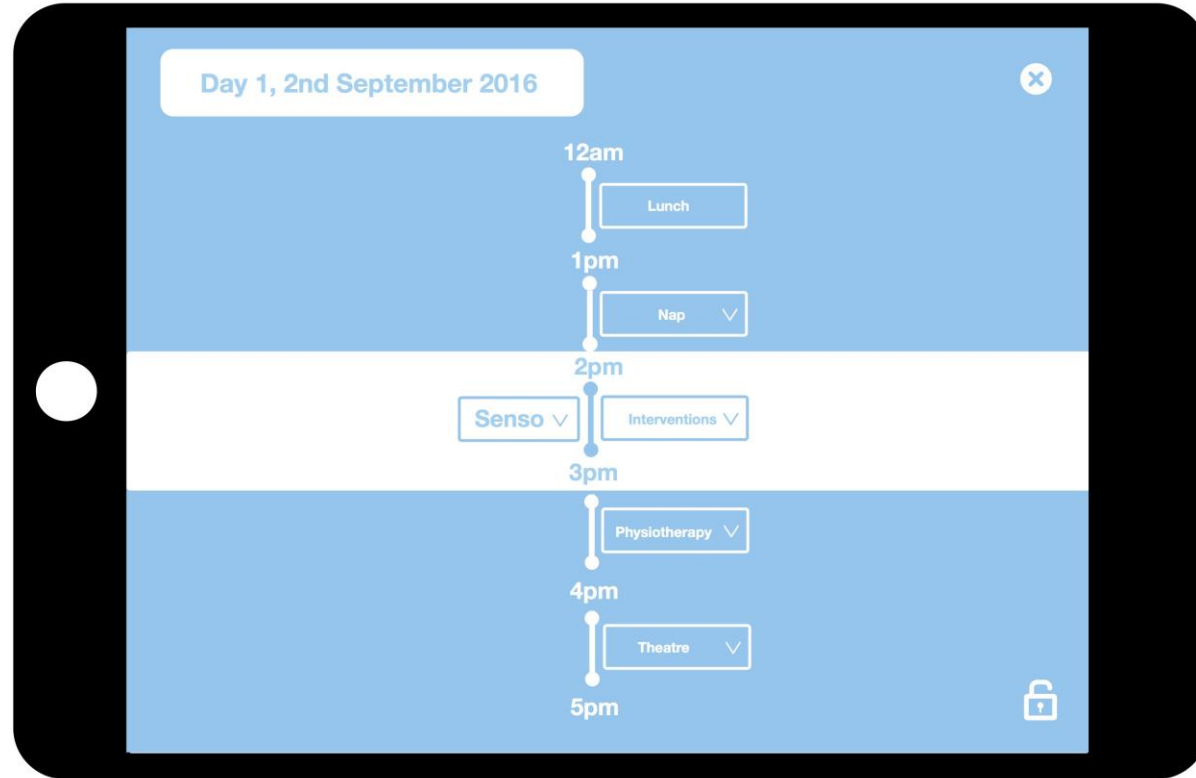
MOODBOARD



ON THE WARD USE



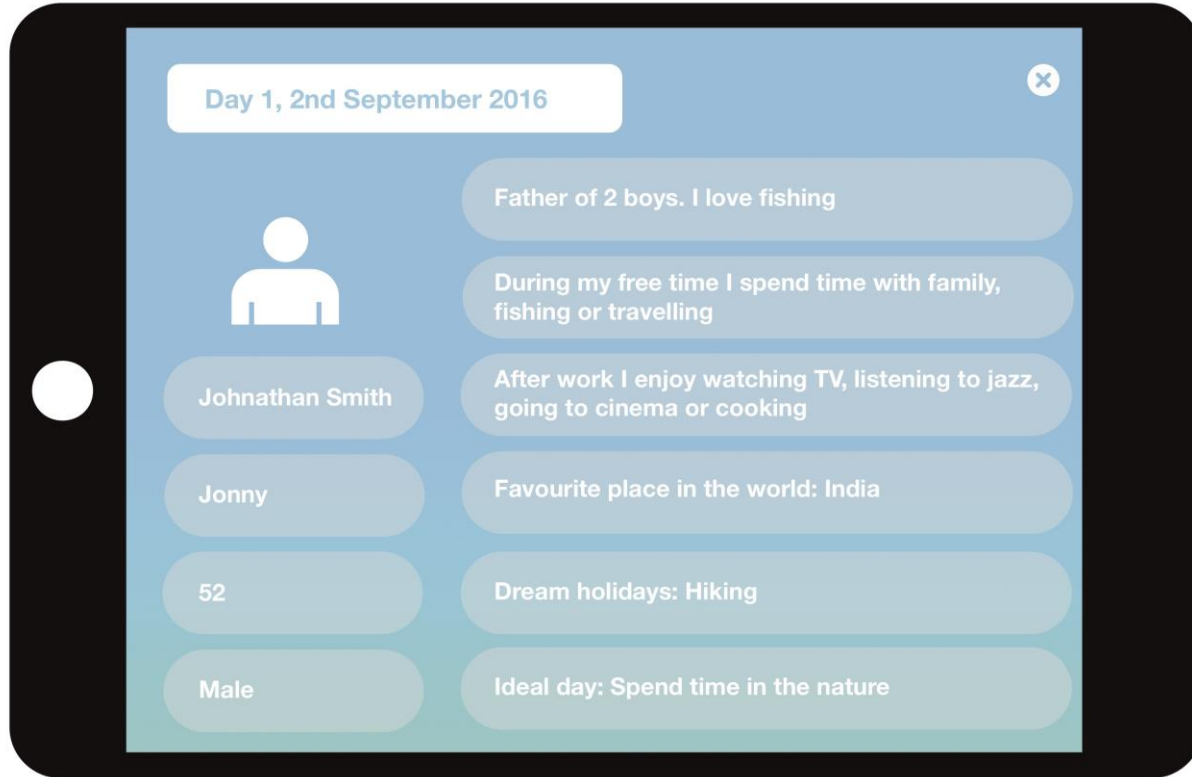
SCHEDULE




CALENDAR



PATIENT



Day 1, 2nd September 2016



Johnathan Smith

Jonny

52

Male

Father of 2 boys. I love fishing

During my free time I spend time with family, fishing or travelling

After work I enjoy watching TV, listening to jazz, going to cinema or cooking

Favourite place in the world: India

Dream holidays: Hiking

Ideal day: Spend time in the nature

THANK YOU