

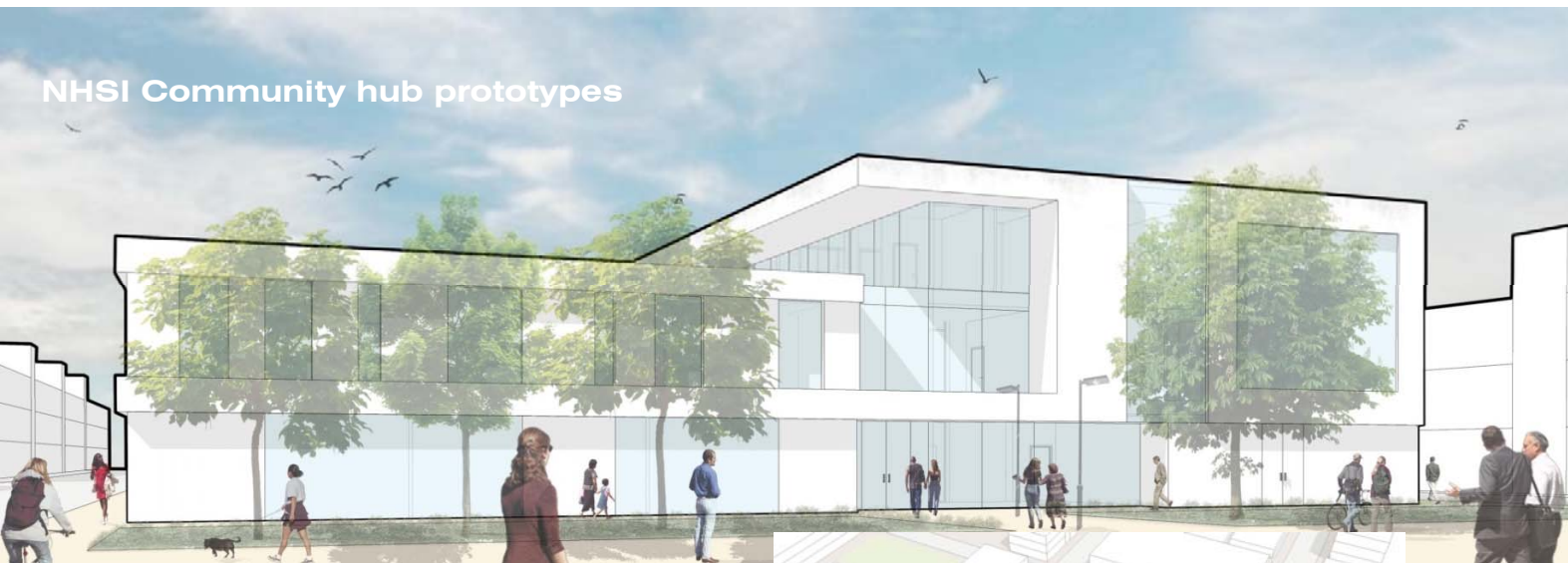
Getting it right first time, for Patients

**Hrafnhildur Ólafsdóttir**  
Director, JCA





## NHSI Community hub prototypes



## The Khalid Al Hasan Cancer Centre



## The Khalid Al Hasan Cancer Centre

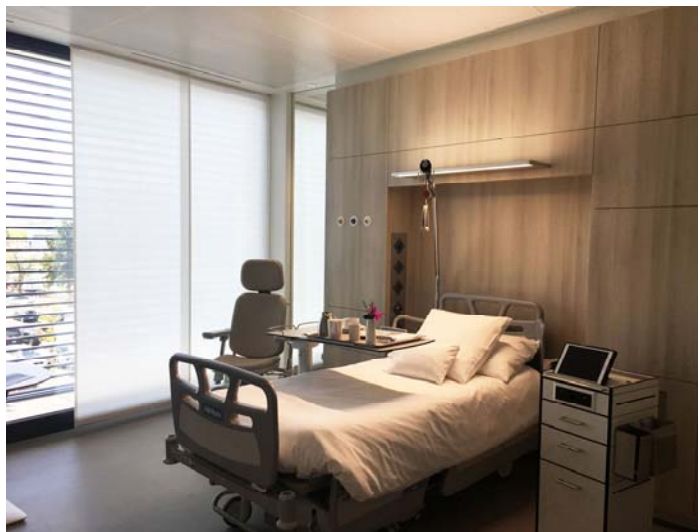




**Hopital de la Tour**



Hopital de la Tour

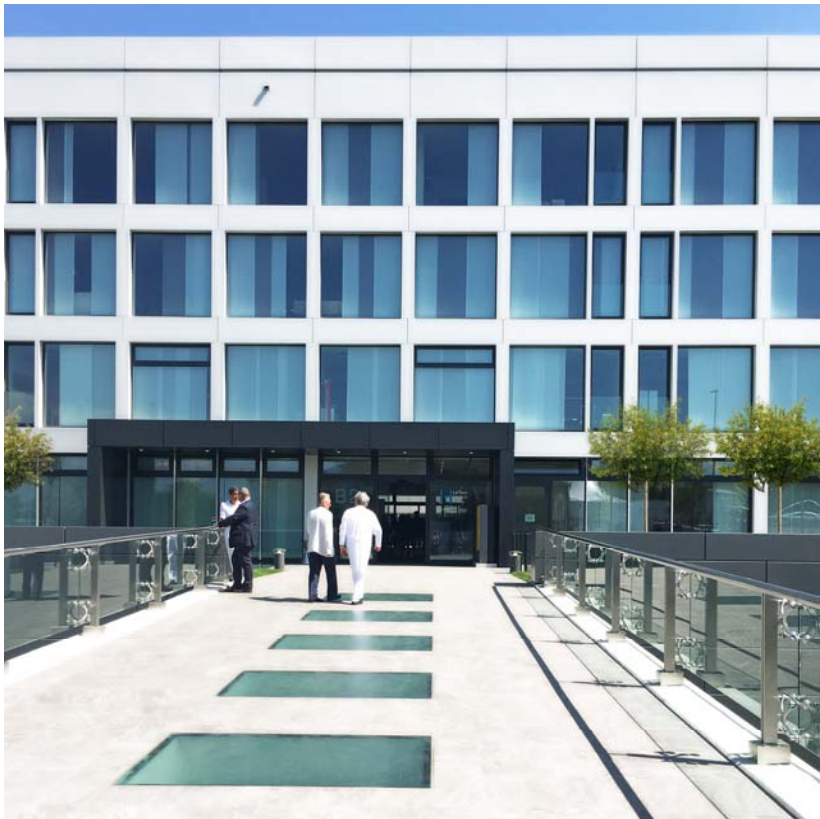


**Hopital de la Tour**





**Hopital de la Tour**

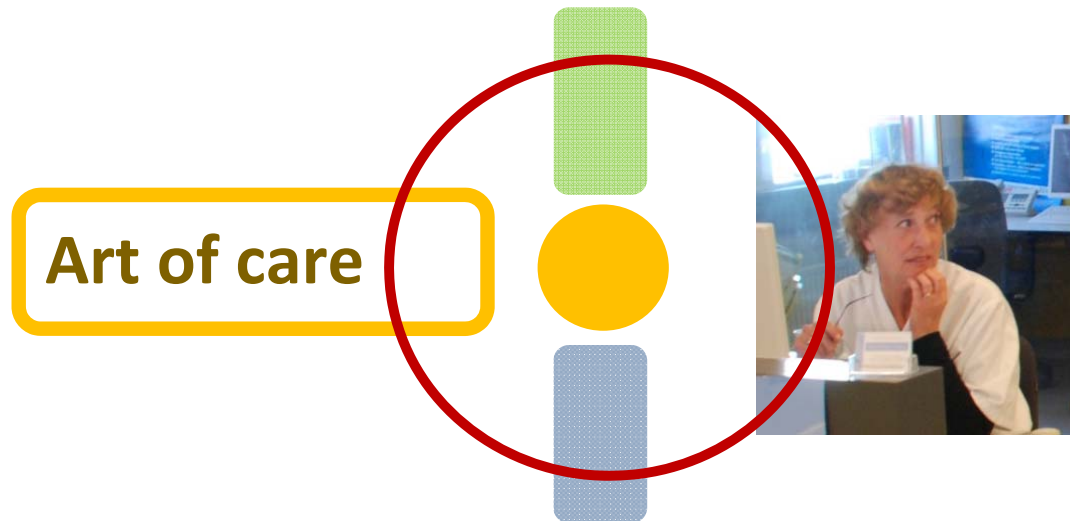


Getting it right the first time, for the **Patient** ?



Getting it right the first time, for the **Patient ?**

**patient's life and family**






## Does architecture matter ?

People can inhabit **anything**. And they can be **miserable** in anything and **ecstatic** in anything. More and more I think that architecture has nothing to do with it.

Of course, that's both liberating and alarming.

Rem Koolhaas



Evidence based design

salutogenic

Lean thinking

Appreciating the combinations of process flow design  
for various levels of health facilities

biophilic

Process mapping

International best practice

Does architecture matter ?





Does architecture matter ?



Does architecture matter ?



Does architecture matter ?





Does architecture matter ?



Architecture does matter and is  
one of the easiest ways to have a  
positive impact on the patient  
experience.

## **JCA approach**

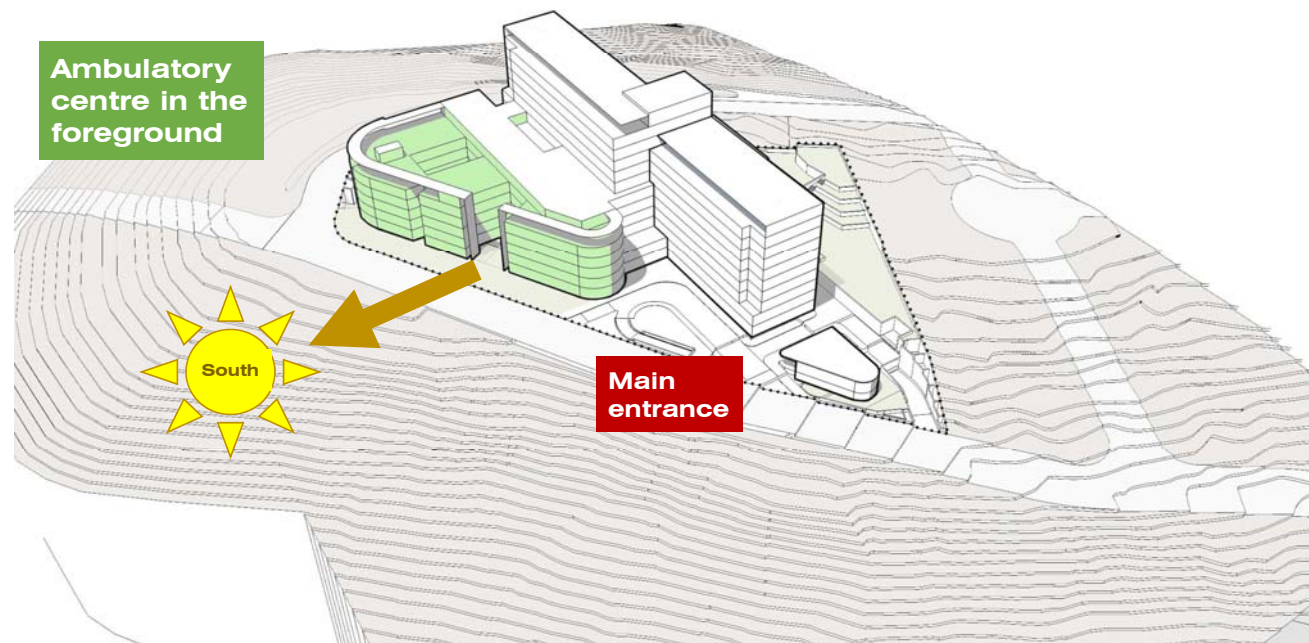
- 1. Simplify; get rid of the unnecessary.  
We are aiming for a stress free environment.**
- 2. Bring daylight and views to every possible space**
- 3. Make sure the building is as flexible as possible on many different levels**
- 4. Be contextual. Hospitals need to be a part of normal life. Where we place a hospital matters.**
- 5. Know the patient experience.**



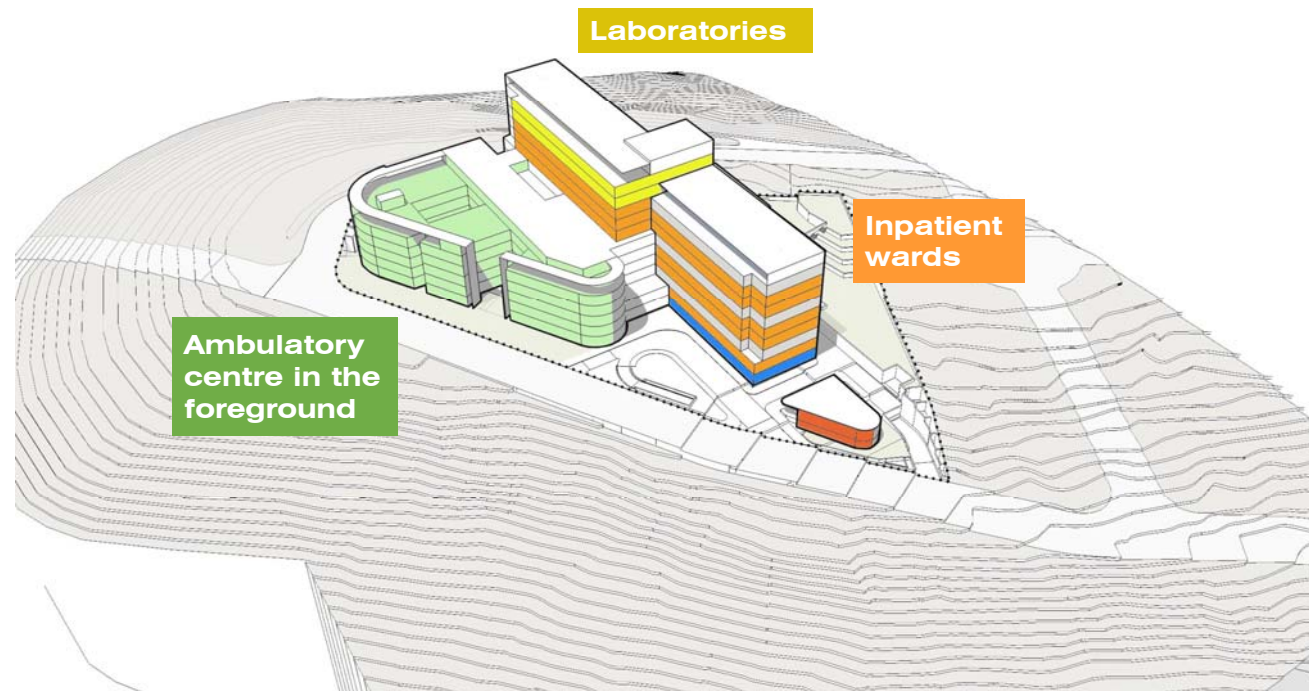
Simplify: Khalid Al Hasan



## Simplify: Khalid Al Hasan



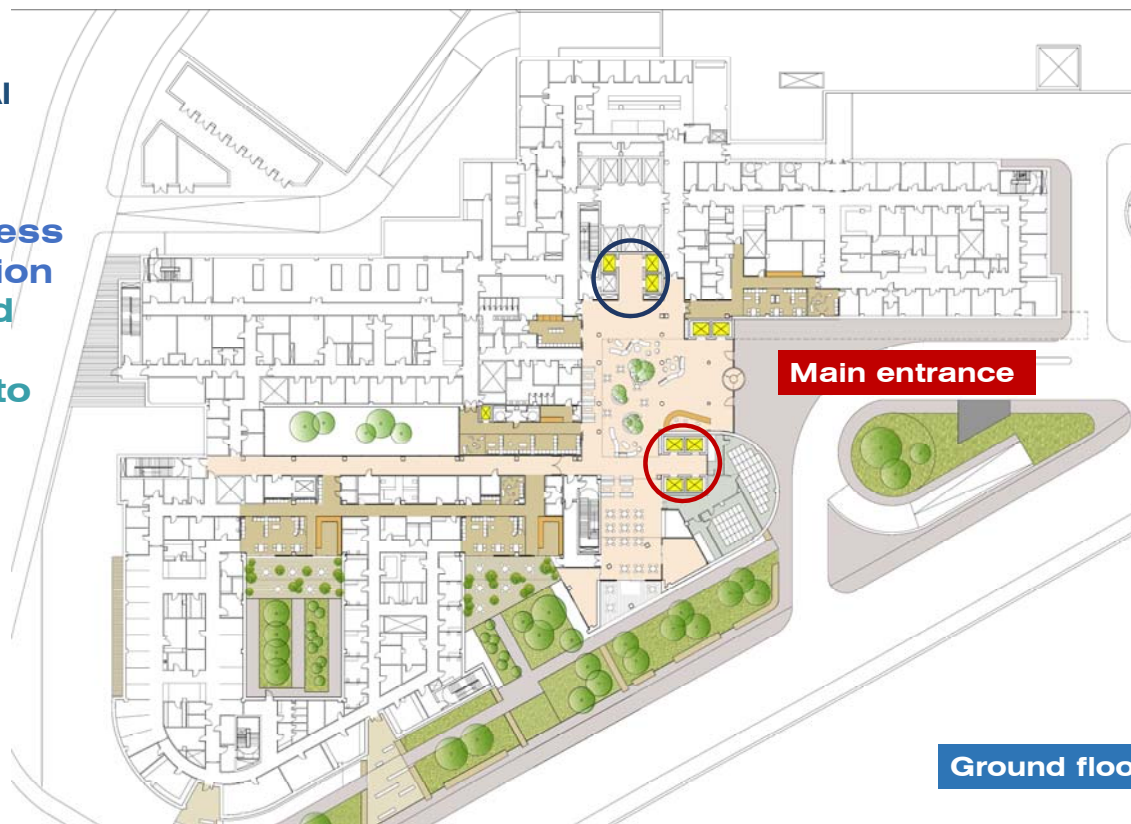
**Simplify: Khalid Al Hasan**





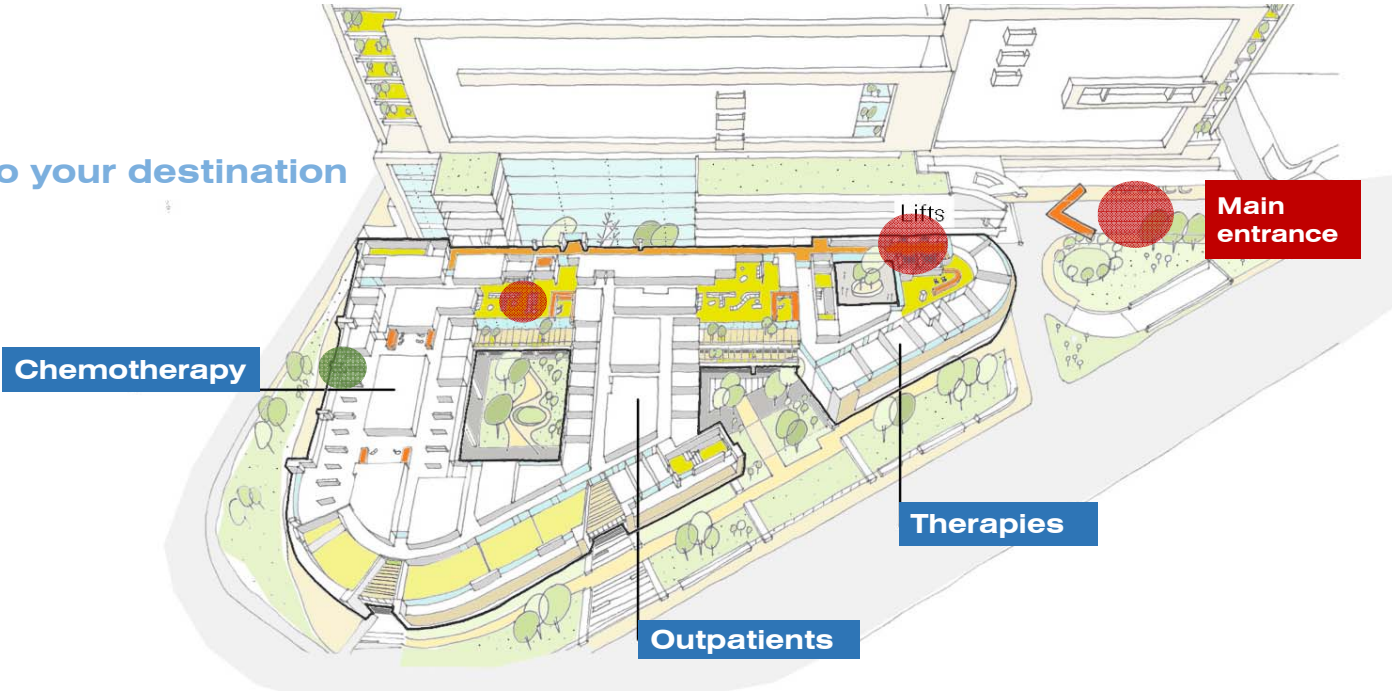
### Simplify: Khalid Al

- Daylight
- Ease of access and navigation
- Physical and visual connection to landscape



Ground floor

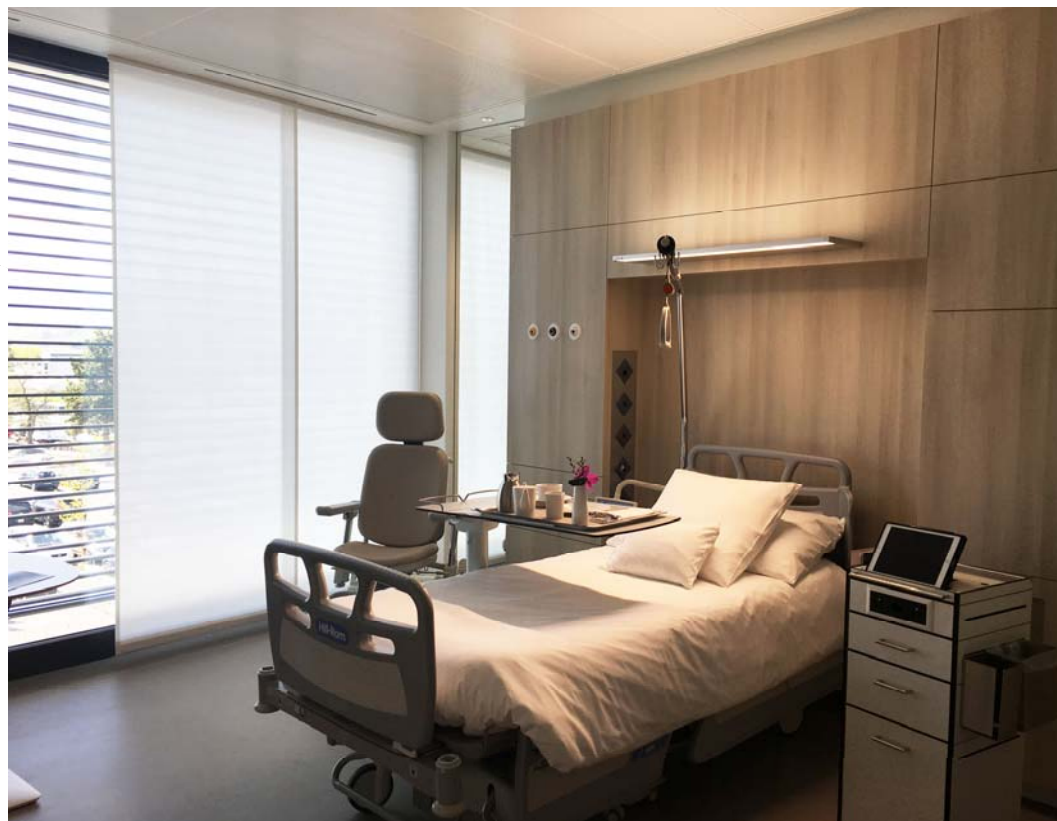
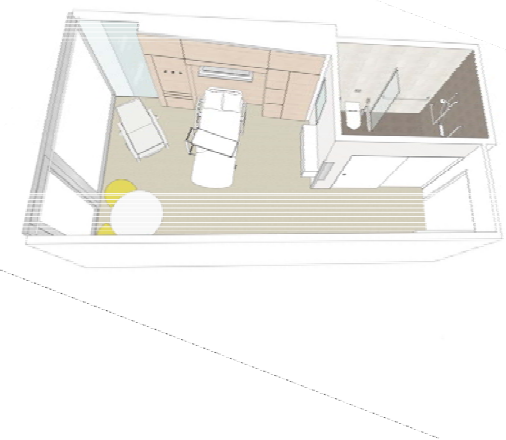
Getting to your destination



**Simplify: Khalid Al Hasan**



## Simplify: Hopital de la Tour





## Bad first impressions

The reception staff were miserable and looked fed up... **Not the warm welcome** you expect. The main parts of the hotel are reasonable but **a shadow** of what it must have been originally. Our rooms were **tired, worn and grubby**, my room had a radiator that was on full with **no way** of turning it down and **the windows were jammed shut**... The bathroom was **clean**..

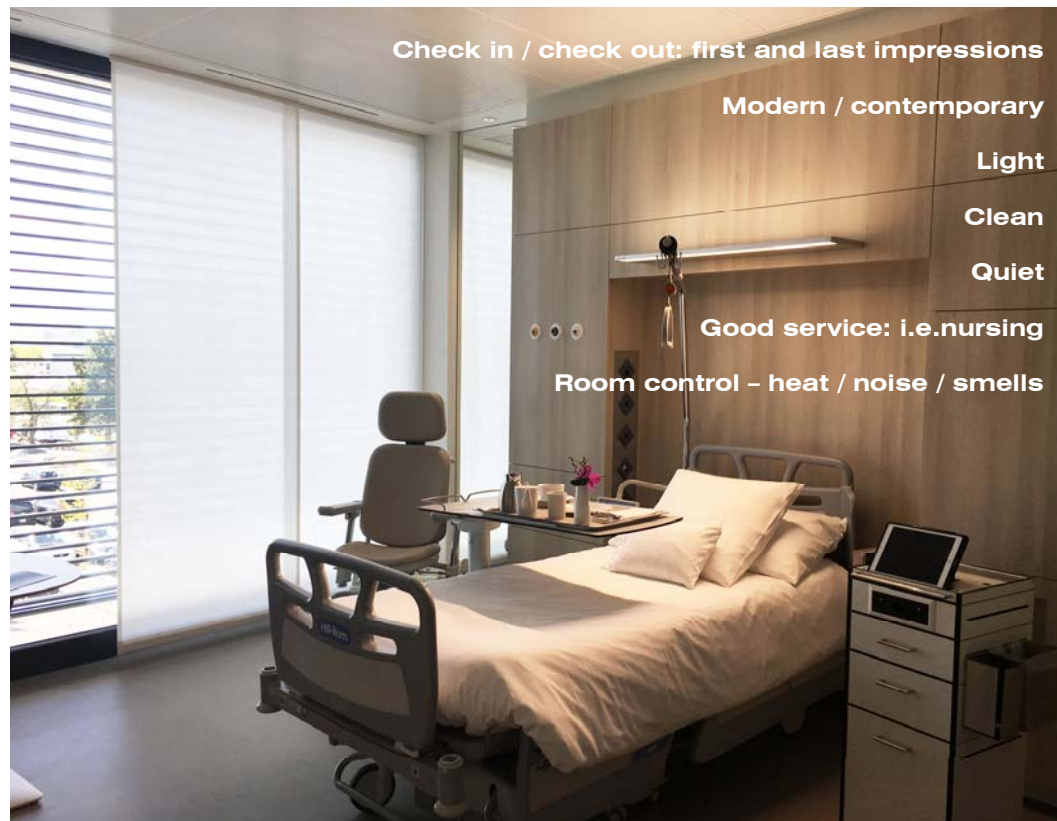


## Good first impressions

The check-in was swift and **efficient**. The hotel interior was **modern** and **very clean**. Our room was lovely, it was **very light** due to large windows, **very clean**, plenty of room, **the bathroom was lovely**. We were a little worried about potential **noise** from the nearby bars etc, but the rooms were **perfectly quiet**.



## Simplify: Hopital de la Tour



Check in / check out: first and last impressions

Modern / contemporary

Light

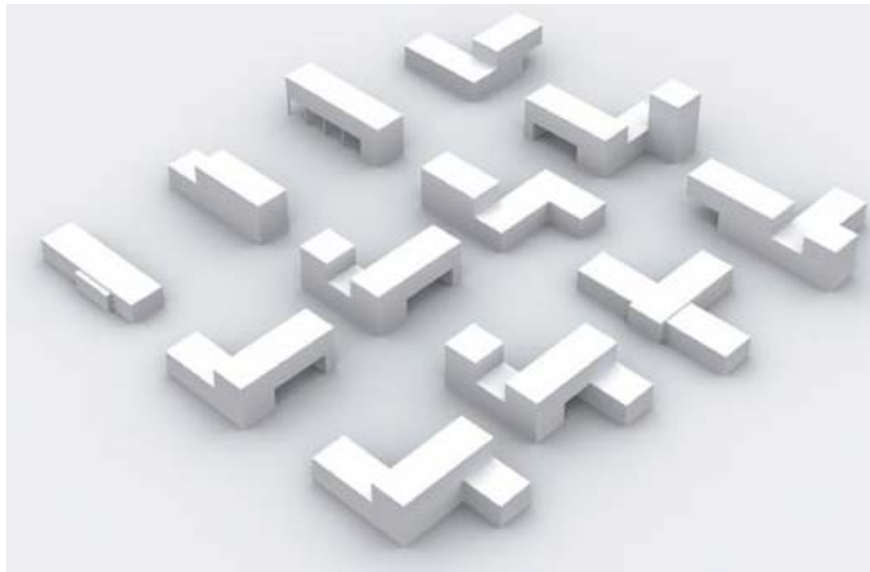
Clean

Quiet

Good service: i.e. nursing

Room control – heat / noise / smells

## Simplify: NHSI





Simplify: NHSI



Daylight/views: KHACC



First floor

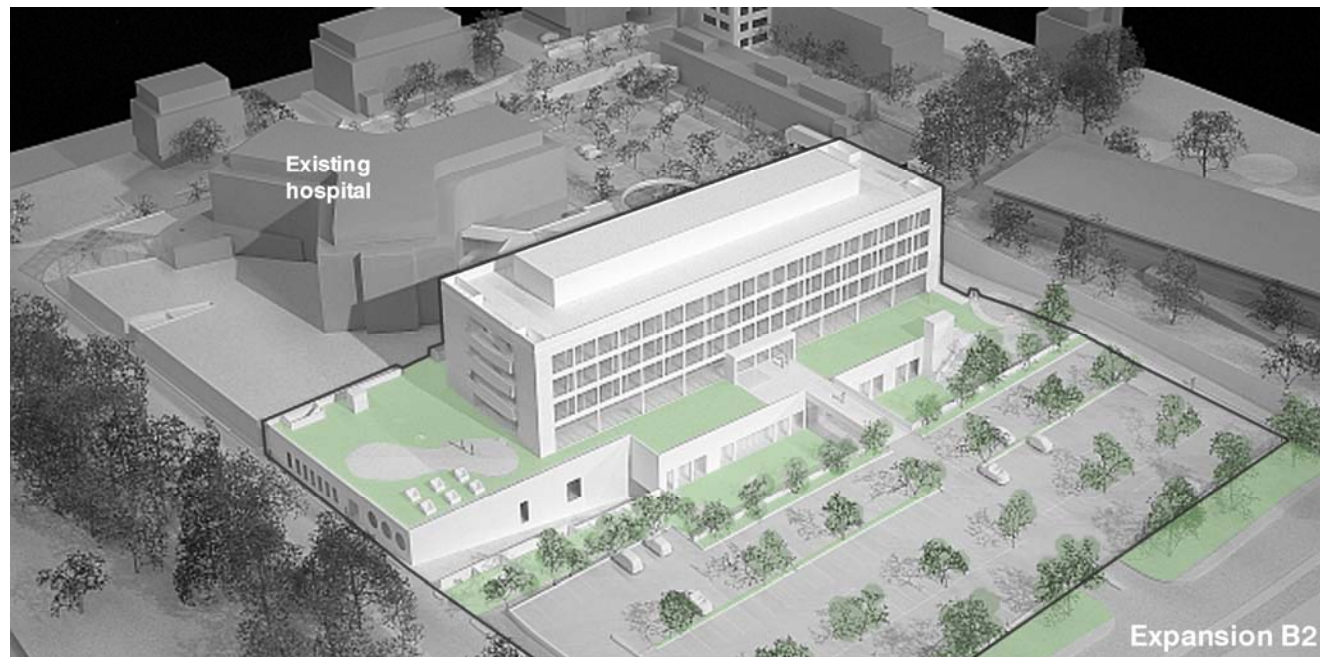
## Daylight/views: KHACC

- Daylight
- Ease of access and navigation

Radiology



## Daylight/views: HDLT





## Daylight/views: HDLT



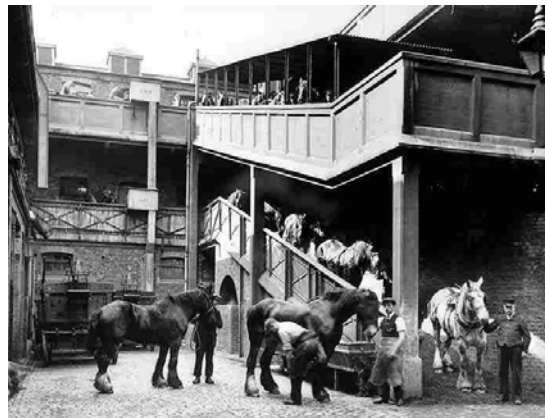
## Flexibility

However, if you look back in history, you also see that almost any building is able to accommodate almost any kind of activity. Something that was built as a home becomes an office building and then becomes a housing block.

A building has at least two lives - the one imagined by its maker and the life it lives afterward - and they are never the same.

Rem Koolhaas

## Flexibility: St. Mary's hospital London

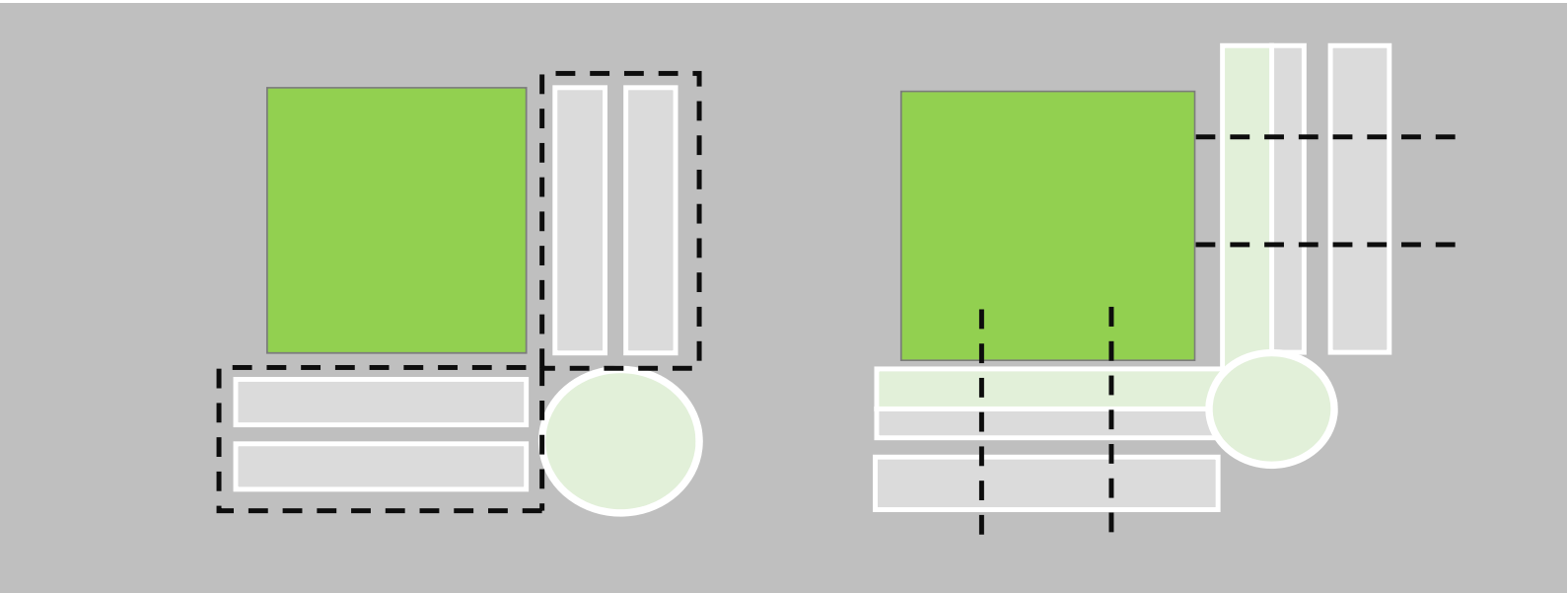


**Flexibility**

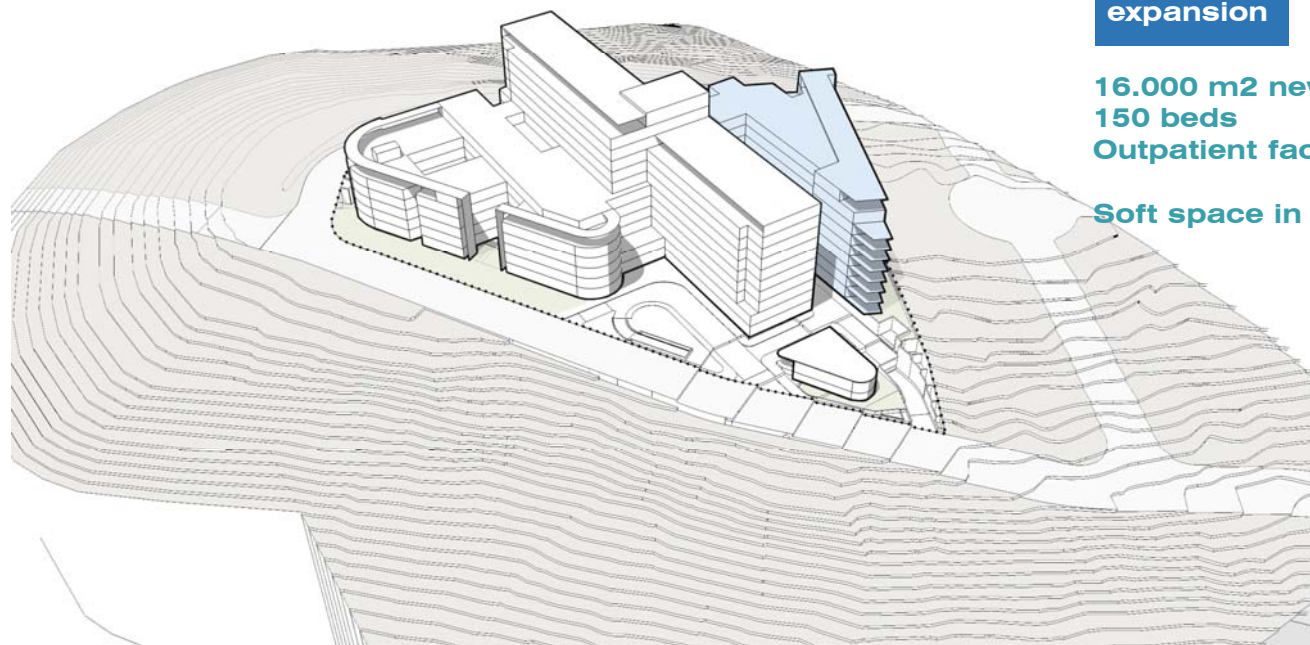




Flexibility: NHSI



## Flexibility: KHACC



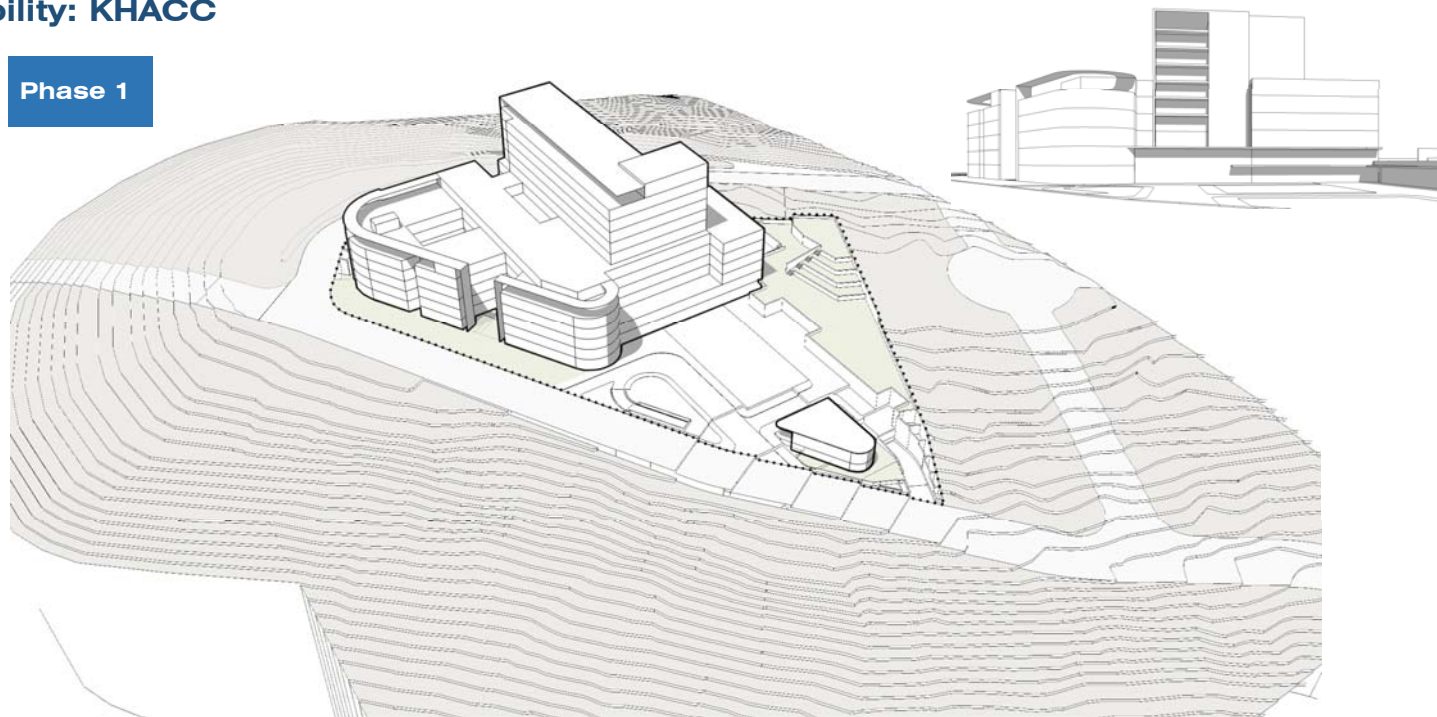
**Future  
expansion**

**16.000 m2 newbuild  
150 beds  
Outpatient facilities**

**Soft space in phase 1**

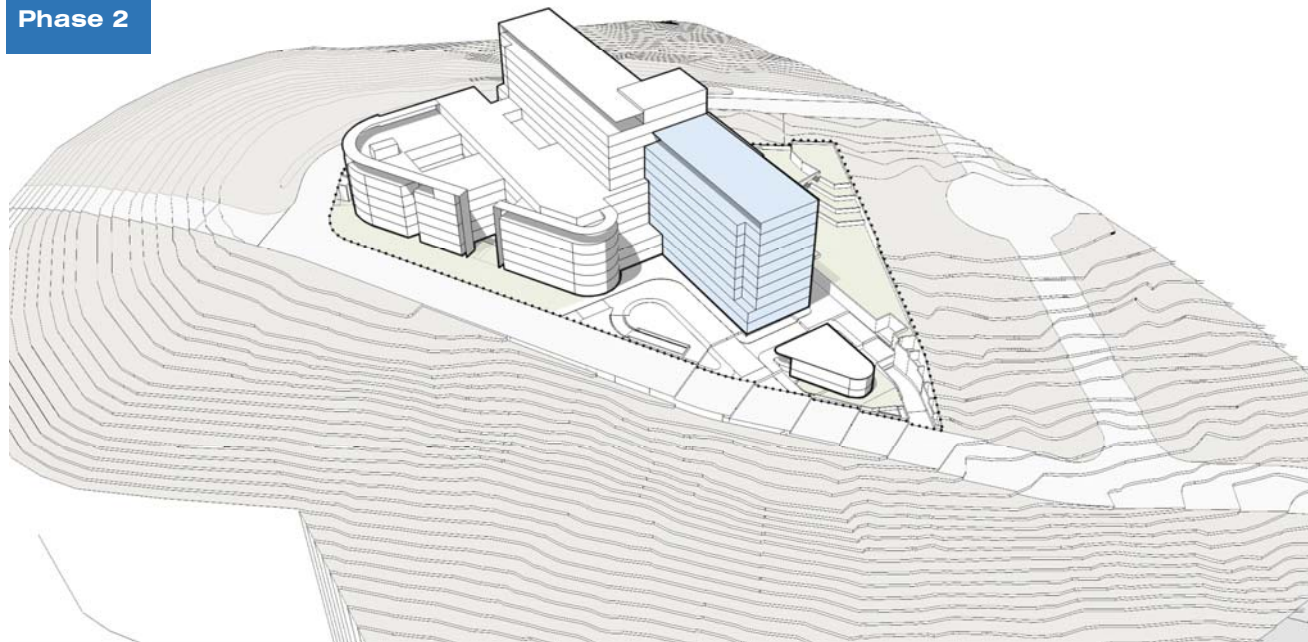
## Flexibility: KHACC

Phase 1



## Flexibility: KHACC

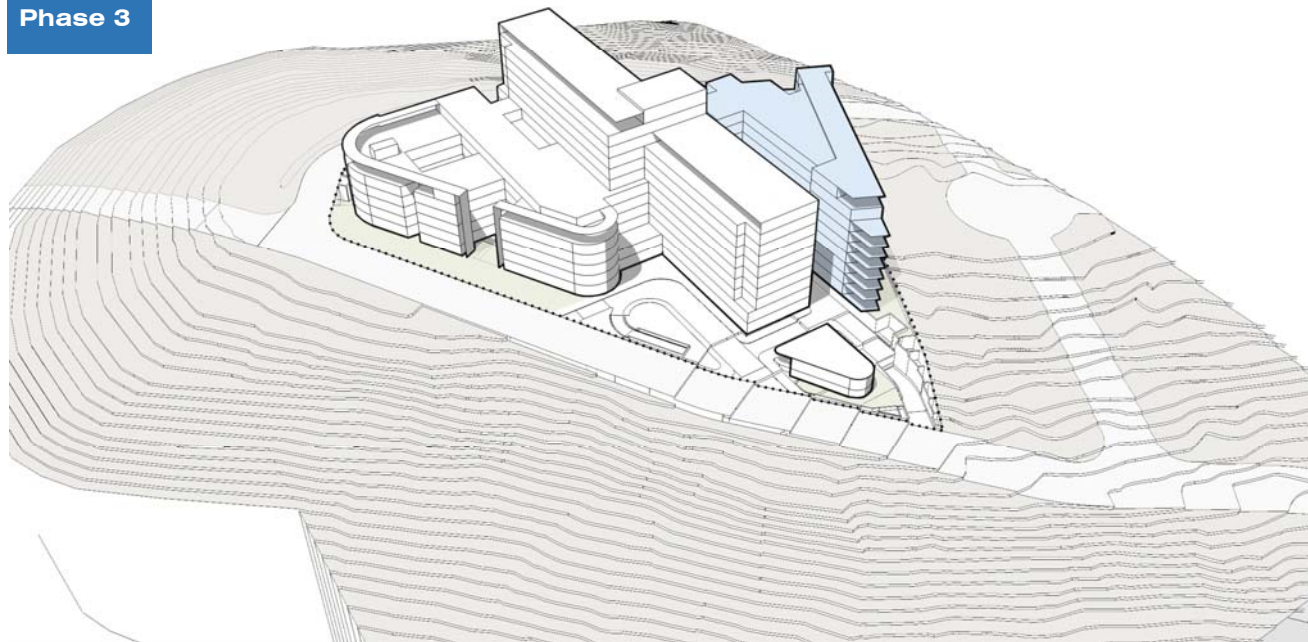
### Phase 2





## Flexibility: KHACC

### Phase 3



## Context







## Context

### The Nelson Mandela Children's hospital





### The Nelson Mandela Children's hospital







**Context: KHACC**



## Context: KHACC





## Context

## Tertiary hospital

Radiology

Chemotherapy

## Women's Imaging

A 28 bed Ward

### Aseptic Suite

## Offices

Auditorium



Context



Context



Context





Context



## Does architecture matter ?

Architecture is really about well-being. I think that people want to feel good in a space... On the one hand it's about shelter, but it's also about pleasure

Zaha Hadid

Getting it right first time, for Patients

