PHILIPS

Ambient Experience

Impacting patient and staff experience in CT

Patients often experience high levels of stress when going to a hospital. A cold, unfriendly atmosphere can contribute unnecessarily to a poor healthcare experience.

With Ambient Experience you can create an engaging, multi-sensorial CT imaging environment that promotes a sense of well-being.

Ambient Experience is an approach to clinical environment design that aims to help facilities reduce patient stress, increase staff satisfaction and improve workflow. It incorporates architecture, design and technology (dynamic lighting, wall projection, ceiling displays and sound), creating environments that are less intimidating.

Key benefits
· Reduced patient stress
· Improved patient and staff experience
· Improved patient and staff satisfaction
· Supports clinical workflow
· Lower cost of care (less repeat imaging)
· Differentiates the hospital

Improving the patient and staff experience

A patient's scanning experience, and the efficacy of the examination itself, is often influenced by more than the scanner. With Ambient Experience for CT we focus on meeting the needs of the patient and staff alike.

Before entering the CT imaging room, the patient can select one of the many Ambient Experience themes. This gives the patient some control over the procedure and something to think about besides the upcoming procedure.
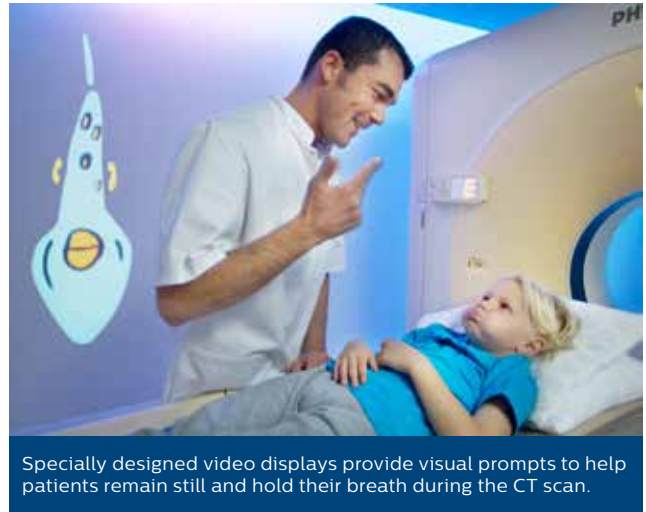
Instead of focusing on the intimidating scanner in the middle of the room, the patient can now concentrate on the dynamic lighting and projections, which helps reduce stress and contributes to a better hospital experience.

Calming and empowering children

For children undergoing a CT examination without mom or dad nearby, can be scary. Adding a KittenScanner to the waiting room gives children a playful way to understand what's happening to them and learn how a scanner works. With the KittenScanner children are involved in their own exam through play, reassurance and effective preparation.

Before the scan, both pediatric and adult patients are taught the importance of lying still during the imaging examination. Doing this benefits both the patients and the hospital by reducing the need for repeat scans.

Specially designed video displays provide visual prompts to help patients remain still and hold their breath during the CT scan.

"Patients relax when they look at the selected theme, which makes the procedure go a lot more smoothly."

Aino Yamazaki (nurse), Tokyo Metropolitan Geriatric Medical Center, Radiology Department, Tokyo, Japan

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