



PHILIPS

Ambient Experience

Creating a premium radiography experience

When working in a hospital, it is sometimes easy to forget that for many patients, going to a hospital is a stressful experience. Stress affects a patient's physical reactions and their mental ability to comply with staff requests. Reducing patient stress is key to improving the patient experience.

With Ambient Experience you can create an engaging, multi-sensorial radiography 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. Implemented in over 1500 sites around the world, it is based on years of design research and collaboration, incorporating dynamic lighting, wall projection and sound, to create positive and engaging environments.

Key benefits

- Reduced patient stress
- Improved patient and staff experience
- Improved patient and staff satisfaction
- Supports clinical workflow
- Differentiates the hospital

Improved patient experience

A patient's scanning experience, and often the efficacy of the examination itself, is influenced by many factors, and the imaging environment is an important one.

Ambient Experience solutions help patients become an active participant in the process. They can personalize the imaging environment by selecting a journey, which distracts them and gives them something positive to remember.

Instead of focusing on the imposing equipment, the patient is now able to concentrate on various elements of the selected theme, reducing stress, and contributing to a better hospital experience.

Workplace efficiency

Integrated storage, recessed counters and concealed waste bins open up the room. In an uncluttered, ergonomically designed work environment, staff move about more freely.

This renewed sense of comfort along with a more relaxed patient can help boost confidence, speed workflow and increase throughput. Job satisfaction may improve, strengthening employee retention.

Patient and staff satisfaction

Philips Ambient Experience provides a unique opportunity to enhance a facility's radiography room, maximize the clinical investment and establish a competitive edge.

A study* by Philips Research at Jeroen Bosch Hospital X-ray exam rooms, confirmed that the Ambient Experience rooms are improving patient satisfaction significantly. They documented an increase of 29% and 45.45% in patient satisfaction in the Ambient Experience rooms compared to the control room. Staff benefited as well. Ambient Experience makes their working environment feel less clinical and promotes a more pleasant experience.



“Since we installed Ambient Experience we have had a constant stream of positive reactions, because it clearly helps exams go more smoothly. We are convinced of its value, and wanted to offer it to all patients undergoing radiography exams.”

Harm Geraedts, business operations manager at Jeroen Bosch Hospital



* Study conducted by Marjolein van der Zwaag in collaboration with Harm Geraedts from Jeroen Bosch Hospital, 's-Hertogenbosch, Netherlands, Philips Research Laboratories Europe, November/ December 2011.

* Results from case studies are not predictive of results in other cases.

* Results in other cases may vary

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