



HOW CAN ONE OF THE NATION'S TOP CHILDREN'S HOSPITALS CREATE THE ULTIMATE FAMILY-CENTERED HEALING ENVIRONMENT?

Childhood is a time of transformation, of energy, and of color. And for a sick child, those things are even more important. fathom's team of research professionals are moms, dad, grandparents, sisters and brothers. We work together to make healthcare facilities that make kids better, inside and out.

CHALLENGE

To guide the Children's Hospital of Pittsburgh of UPMC architectural team and all stakeholders as they create the ultimate family-centered healing environment, one that meets the needs of the users on both a physical and emotional level.

METHODS

As the team embarked on creating a new world-class pediatric hospital, the hospital leadership recognized the clear connection between designing a healing environment and improving healthcare quality for patients, staff, and families. Through 30 interviews, on-site observation and photo documentation, and multiple brainstorming sessions with patients, parents, and staff, **fathom** uncovered a new perspective on how a children's hospital should look and, more importantly, feel to its most important users.

FINDINGS

Out of our research, **fathom** identified four metaphors to guide the design of the new hospital. At the most fundamental level, the new hospital is about **Transformation**—movement from an unbalanced to a balanced state. Transformation is supported by **Control, Connection, and Energy**.

SELECTED ACTIONABLE INSIGHTS

Transformation: the corridor connecting the parking garage to the main lobby literally transforms as one travels through. The lighting, texture, floor and wall patterns change and support the underlying motif of a cocoon turning into a butterfly.

Control: children are given as much control (over heating, lighting, etc.) in their individual patient rooms as possible. They are family-friendly places that are intimate and private, allowing an escape from the hospital environment.

Connection: the building's rich and colorful façade is one with which children can emotionally identify.

Energy: an outdoor healing garden energizes patients, family and staff by immersing them in nature and the outside world.



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