

Embold | Blended Waiting Spaces

A collection of thought starter ideas

New Relationships and New Behaviors

For more than a decade, Steelcase Health has delved into the published literature and undertaken our own primary research to better understand the realities and opportunities that all healthcare organizations face. We've studied a broad spectrum of facilities, observing and documenting everyday processes and interactions in real time.

This research has led to our deep understanding of healthcare experiences and spaces. As we continue to learn and synthesize our findings, we gain new insights into how healthcare organizations can achieve their goals by fully leveraging the power of place.

Our understanding of how place can best accomplish this is based on:

- Understanding the challenges of healthcare organizations
- Designing for the human factor
- Integrating the experiences of healthcare

<https://www.steelcase.com/resources/documents/designing-quadruple-aim-booklet-poster/>



23 INVESTIGATIONS COMPLETED
52 HEALTHCARE FACILITIES STUDIES
15,280 HOURS OF OBSERVATIONAL RESEARCH

NEW INSIGHTS

Waiting + Transition Spaces

Healthcare experiences are made up of more than moments of care - they also include the time spent in transition between those moments. Waiting spaces should be considered an asset, not an afterthought.

A well-designed waiting experience is an opportunity to decrease stress and promote positive perceptions

- Patients and family members choose from a variety of seating options
- Convenient access to power makes it easy to use technology while waiting
- Space to place personal items
- Separation from strangers
- Enough space for families to sit together

<https://www.steelcase.com/spaces-inspiration/health-spaces-transition-waiting/>

<https://www.steelcase.com/research/articles/topics/healthcare/new-insight-into-the-patient-experience/>



WAITING 1



Concept

In this waiting space, end-users have the opportunity to utilize a variety of settings that offer choice and control, in an accessible and relaxed atmosphere. By providing a variety of settings, customer experience is enhanced, and creates a welcoming environment.

WAITING 1

WS _1a

Application Includes

- Embold
- Montara
- Regard
- Ancillary additions*
- Blu Dot | Laika Pendant

Details

1. Regard seating provides power access to users, allowing them to work remote while waiting.
2. The use of planters help create a division of space, while encouraging biophilic design opportunities.



* Steelcase Health brand items are tested to BIFMA standards, are HHI compliant and are designed to be clinically appropriate and support patient safety and infection prevention protocols. However, some of the ancillary items shown in this application may or may not be appropriate for your specific clinical space or adhere to your facilities cleaning protocols. Please weigh each of these ancillary items on their own merit for use in your facility.

WAITING 1

WS _1b

Application Includes

- Embold
- Montara
- Regard
- Ancillary additions*
- Blu Dot | Laika Pendant

Details

1. In this “living room” setting, furniture is strategically placed, allowing access to wheelchairs. This promotes the opportunity for inclusion and collaboration.
2. Tables nearby offer a place to set personal items.



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WAITING 1

WS _1c

Application Includes

- Embold
- Montara
- Regard
- Ancillary additions*
- Blu Dot | Laika Pendant

Details

1. Regard's double-sided frame offers seating with access to conveniently located power outlets.
2. The screen provides a sense of separation while seated but does not inhibit sightlines for staff.



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WAITING 2



Concept

This waiting environment offers a palette of postures and supports various group sizes in the space. In addition, a variety of flooring materials create perceived separation, while ensuring those in wheelchairs still have access to all settings.

WAITING 2

WS _2a

Application Includes

- Embold
- Payback
- Shortcut
- Alight
- Ancillary additions*
- BluDot | Turn Tall Side Table

Details

1. Regard seating provides power access to users, allowing them to work remote while waiting.
2. The use of planters help create a division of space, while encouraging biophilic design opportunities.



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WAITING 2

W
S _2b

Application Includes

- Embold

Details

1. Embold tables provide support for personal belongings, magazines and technology.
2. Individual seats create a natural barrier, encouraging guests who arrive alone to sit near each other.



Application Includes

- Regard
- Last Minute
- Montage
- Shortcut
- Alight

Details

1. Regard's standing height surface can be utilized as a self check in or provides an additional posture change for guests.
2. Regard's frame allows a tablet surface to support personal belongings. The tablet arm slides easily along the frame and can be stowed away when not in use.
3. Planters create a sense of separation between settings, allowing the user on the end to feel less exposed.



This waiting space provides multiple seating options for end-users, allowing them the opportunity of choice and control. Guests are able to choose seating based on comfort, technology support, and adaptability for periods of extended wait time.

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Application Includes

- Embold
- Elective Elements
- Alight
- Campfire Big Table
- Enea
- Bassline
- Circa
- Ancillary additions*
- Mitchell Gold | Savoy

Details

1. Patients and family members are able to watch television comfortably, in this familiar, residential seating configuration.
2. Ottomans are available for additional seating when needed.
3. Tables provide support for personal items, food, or technology.
4. Standing height surfaces allows for clear sightlines to be maintained, allowing all users access to technology.



Application Includes

- Embold
- Elective Elements
- Alight
- Campfire Big Table
- Enea
- Bassline
- Circa
- Ancillary additions*
- Mitchell Gold | Savoy
- Blu Dot | Laika Lamp

Details

1. A welcoming transition space puts people at ease, setting the stage for positive experiences.
2. Pendant lighting creates a residential ambiance.
3. The Circa center table creates a division of space between users, while also providing a surface for personal belongings.
4. Campfire Half Depth Big Table creates a natural separation between settings, also providing additional workspace for guests.



WAITING 4



Concept

Furniture and flooring defines vignettes for either short term or long term waiting. Integrated power encourages productivity and positive distraction.

Application Includes

- Embold
- Alight
- Ancillary additions*
- Flos | Smithfield Suspension Pendant

Details

1. Embold's residential design encourages users to feel comfortable and relaxed.
2. Embold tables offer a place to add decorative and/or personal items.
3. Alight ottomans support personal belongings and additional seating.
4. A change in flooring materials add visual interest and defines space.



Application Includes

- Embold
- Alight
- Clipper
- Ancillary additions*
- Flos | Smithfield Suspension Pendant

Details

1. Embold easy-access chairs blend seamlessly in the space, offering a comfortable choice for patients who need a higher sit.
2. Embold tables provide access to power.
3. Clipper screens create enclosed spaces, giving a sense of privacy in an open setting. (Note: Clipper screen must be bleach cleanable)



WAITING 5



Concept

This waiting space enhances customer experiences by providing a variety of seating configurations, access to power, and connection with technology. Campfire Big Lamps aid in creating scale within the space, making the area feel enclosed and intimate.

WAITING 5

WS _5a

Application Includes

- Regard
- Embold
- Campfire Big Lamp
- Brody Footrest
- Campfire Skate Table
- Campfire Slim Table

Details

1. Campfire Big Lamps help ground each setting within an open environment.
2. Singular settings provide a quiet space for resting, reading and/or working.
3. Slim Tables create a division of space between settings. Power and a place for personal items are provided.



WAITING 5

WS _5b

Application Includes

- Regard
- Embold
- Campfire Big Lamp
- Campfire Slim Table

Details

1. This setting provides choice and control as it encourages conversation or can be used as a workspace.
2. Regard arms create a physical barrier between guests, maximizing seating within a confined footprint.



WAITING 5

WS _5c

Application Includes

- Regard
- Embold

Details

1. A small double-sided Regard bench maximizes seating in a small footprint.
2. Regard benches are ideal for a quick sit and provide an opportunity for posture change.
3. Wall mounted monitor can be utilized for informational content sharing or brand recognition.



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