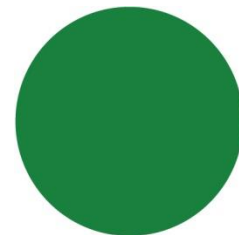


Navigation as a form of communication in a university hospital

Santiñà M, Roel E, García M.
Hospital Clinic Barcelona. HPH-Catalunya



Introduction

Patients have different and various appointments at one tertiary hospital of high technology as a consequence of their state of health.

Introduction

Patients sometimes have difficulties arriving at their appointments due to the structural complexity that the high technological acute hospitals have.

Objectives

. To know if the signs in the hospital facilitate the access of patients to their medical appointments

Objectives

. To analyze the situation of the navigability to arrive at the vaccination center

Methodology

We used the HPH Catalan Network adaptation of a tool created and evaluated by Prof Rima Rudd of the Harvard University: First Impressions & Walking Interview the "Guided Tour".

Methodology

The assessment of the situation was done with the participation of two evaluators. One evaluator acted as an observer and the other acted as a guide.

Methodology

The observer had the objective to walk through the hospital trying to arrive at the vaccination center.

Methodology

The observer was a person who did not know the hospital nor the vaccination center.

The guide had the role of taking notes about the problems the observer found.

Results

- There is no graphic or visual information nor maps leading from public transport stops to the Hospital.
- Neither from the exits of the car parks.

Results

- There is no indication of where the vaccination unit is located nor the out-patient department on the signs of the Hospital Hall.

Results

The signs in the building where the vaccination unit is make it difficult to understand where this unit is.

Conclusion

It will be necessary to improve the signs because they are some aspects that difficult the navigation in the hospital.

Conclusion

The navigation from the Hospital Hall to the vaccination center is impossible if we don't ask at the information service.

Conclusion

Using methodology of navigability assessment it is possible to know the situation and what is necessary to improve.

Thank you very much

Dr Manel Santità

msantina@clinic.cat

www.promociodelasaluthph.cat