



Design for Building an Engaged, Inclusive and Resilient Residential Aged Care Workforce

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3. National Ageing Research Institute
4. Estia Health



Acknowledgements

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Melbourne
School of Design

B Envs

Bachelor of
Environments

FACULTY OF
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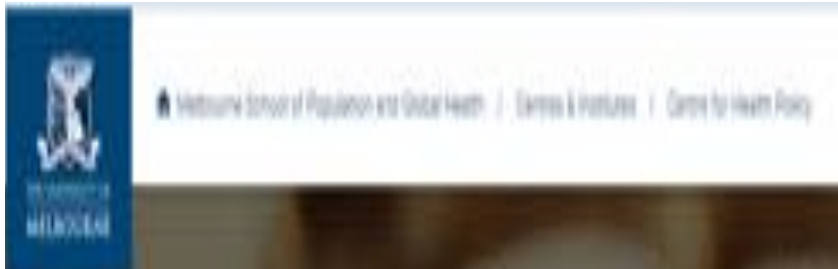
www.msd.unimelb.edu.au



Estia Health



CENTRE FOR
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Presentation Outline

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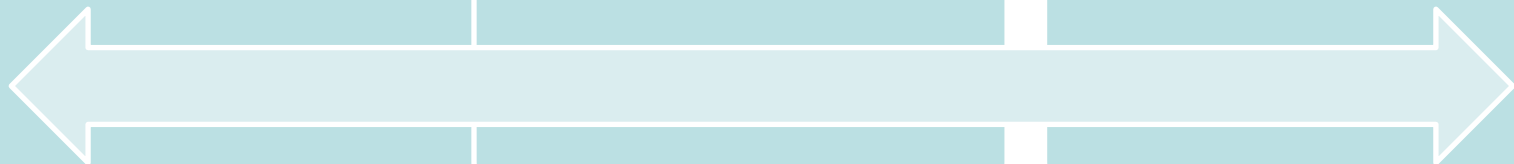
CONTEXT



RESULTS



IMPLICATIONS





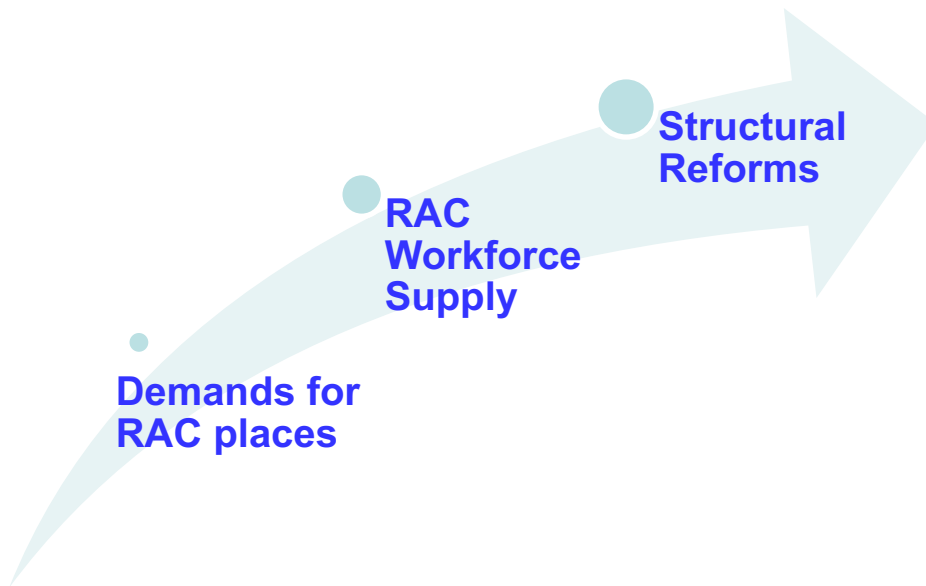
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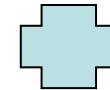
<https://www.dailycare.com.au/aged-care-facilities/vic/estia-health-melton-south>



Residential Aged Care Sector



Workforce employment structures



Workplace physical environments

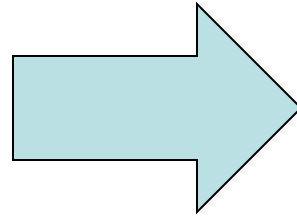


Engaged, Inclusive and Resilient Residential Aged Care Workforce

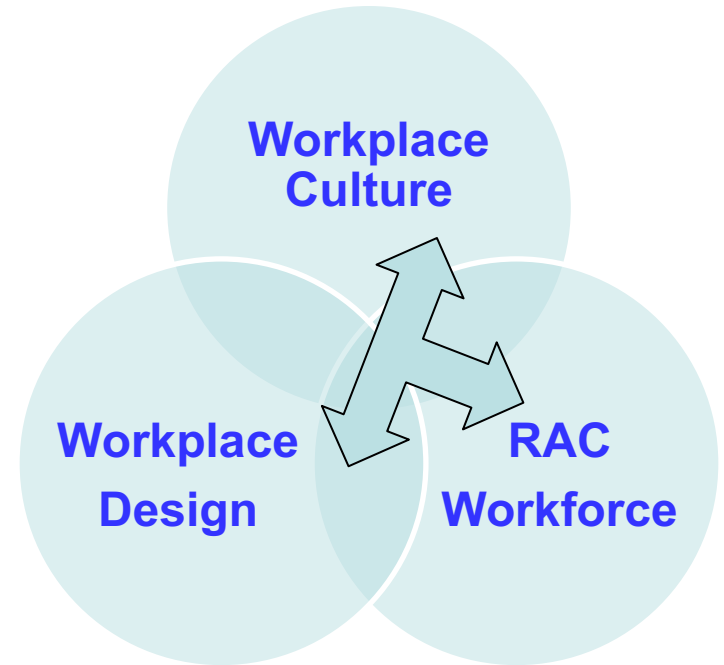


Traditional Measures

- Recruitment
- Wages/benefits
- Funding training
- Career creation
- Regulations
- Workforce planning
- Retention
- Models of Care



Research Foci





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Aims:

To identify Residential Aged Care workplace design that contribute to building an engaged, inclusive and resilient Residential Aged Care workforce.

Setting

- High organisational cultural strengths workplace strengths
- 100 residents and 180 staff.
- Four residential wings, common dining and lounge area, and nurses' stations.

*

Ethics approved





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1. Photo-elicitations
2. Staff Discussion
3. Manager Interviews

How does your workplace environment make you feel?

- Valued?
- Productive?
- Safe?
- You belong?
- Connected?



RESULTS- overall

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Home-like
environment



Access to
outdoor
spaces



Access to
safe, open
and
comfortable
workplaces

Indoor
quality
environment





Home-like environment



- *I like those flowers in the vase.*
- *Happy. I'm constantly walking past the area.*
- *To give the place like a homey feel. Not institute, but homey.*



Access to safe, open and comfortable workspaces

- *This is the reception, this one. Easy access for us let's say if we need something for the reception.*
- *It's very impressive really. Every start let's say if you want to work there first thing. You can't go inside straight away. You can see the view*





Access to outdoor spaces



- *You can go all around the facility all along the pathways – long pathways*
- *It's a relaxing space*
- *If you have had a bad day it's a quiet space you can go*



Indoor quality environment

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- *This is the upstairs office. Quite big. Not very cluttered so it's nice. It's nice and quiet there.*



- *Yeah, what I don't like is the carpet. The carpet turns me off all the time when I have to go [in there]. It's dirty and it's old.*



**Workplace
environments
and
workforce**

**Workplace
design
frameworks**

**Workplace
environment
evaluation**

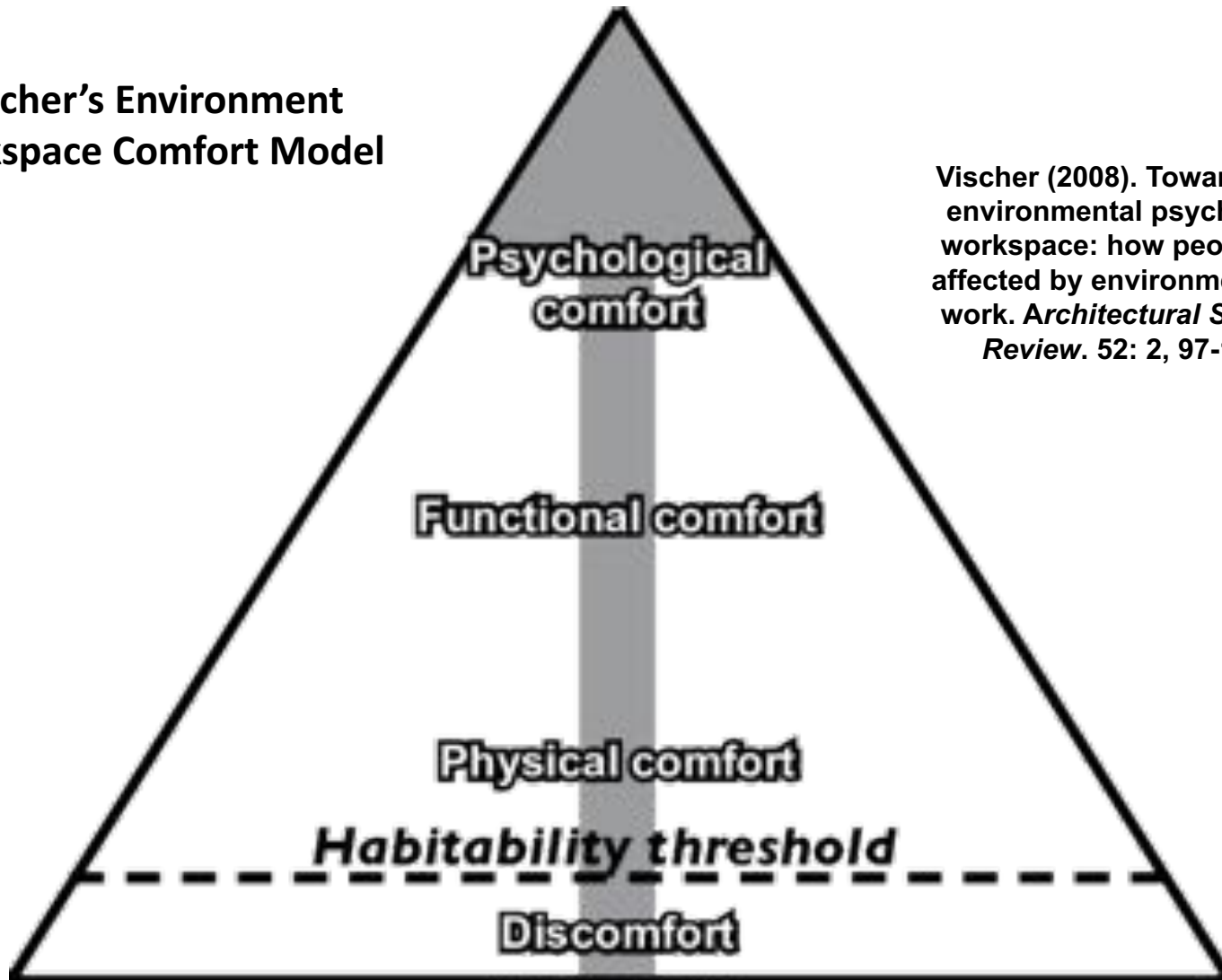


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Vischer's Environment Workspace Comfort Model

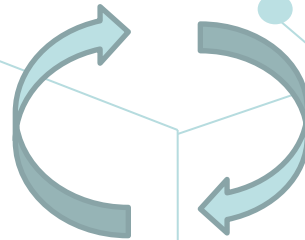
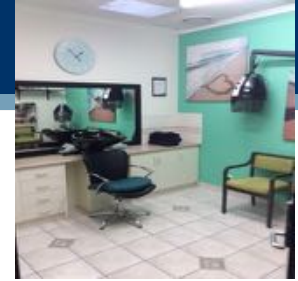
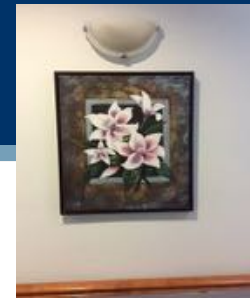


Vischer (2008). Towards and environmental psychology workspace: how people are affected by environments for work. *Architectural Science Review*. 52: 2, 97-108.



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Psychological Comfort



Functional Comfort



Physical Comfort



What gets measured
gets improved.

Robin S. Sharma



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Examples

- Post-Occupancy Evaluation
- Building Performance Evaluation
- Building-In-Use Assessment

Key issues:

- Staff engagement
- Staff empowerment



Need:

- Easy to use tools
- Little training
- Clear indication of what's working (or not)
- Provides score to discuss
- Leads to recommendations

Engages & Empowers



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- ***An evidence-based design evaluation approach is needed that empowers & engages RAC to self-assess workplace design***



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The screenshot displays the Estia Health website interface. At the top left is the Estia Health logo, which consists of a stylized butterfly icon followed by the text "Estia Health". To the right of the logo is a navigation bar with the following links: Home, Careers, 1800 Centre, a search box containing the text "SEARCH", and a phone number "CALL 1300 682 833". Below this bar is a secondary navigation menu with links for Locations, What we do, Who we are, Investor Centre, and Contact Us. The main content area features a large photograph of two women walking outdoors in a park-like setting. The woman on the left is wearing a white short-sleeved button-down shirt, and the woman on the right is wearing a light blue short-sleeved button-down shirt. At the bottom of the page, there is a horizontal menu with four categories: OUR APPROACH, HEALTH & WELLBEING, DRINK & NUTRITION, and CLINICAL CARE.