Student Involvement in Facility Management Research in Hospitals
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[part about Wayfinding Studies]
Exploratory study: Wayfinding

• Who works in a hospital?
• Who has recently visited a hospital where he had never been before?
• Who could find the way?
Study 1: Wayfinding

Study:

... research on the wayfinding of visitors and patients entering the hospital from the multi-storey car park

Setting:

Bachelor Engineering and bachelor Facility Management at the Living Lab Health Space Design
Wayfinding, method

Qualitative research:

• Shadowing

• Other methods
  • Observations
  • Documentary research
Shadowing

Qualitative research method, researcher follows a participant (McDonald, 2005)

• Registration of conscious and unconscious responses (id.)

• Objective observation of experiences (Eager & Oppenheim, 1996)
Wayfinding: results: bottlenecks *

* Koehorst & Meinsma, 2014
Results study Wayfinding

• Quick wins: advantage: cheap
• New design of the central hall: disadvantage: expensive

! Actually, the hospital is considering the new design of the central hall!
Further research: Arts College

Study:
Continue with preceding findings

Setting:
Fifteen 2nd and 3rd year Arts student, course ‘business oriented Arts design’
Wayfinding

Arts:

Example 1

Sketch of distinguished routes
Introduction
Methods
Study 1
Wayfinding
Study 2
GERT suit
Other studies
Lessons learned

Wayfinding Arts:
Example 1

The ‘Cloud’ route
Wayfinding Arts: Example 1

Study 1
Wayfinding

Study 2
GERT suit

Other studies
Lessons learned

The ‘Forest’ route
Wayfinding Arts: Example 2

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Now
Advice
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Wayfinding Arts:
Example 2

Now

Advice
Wayfinding Arts: Example 3

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hsd
health space design

HanzeResearch
University of Applied Sciences

HOPE Congress
27-28 May 2014 RAI Amsterdam
Wayfinding Arts: Example 3

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Methods
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Schiphol Airport Amsterdam
Introduction
Methods
Study 1 Wayfinding
Study 2 GERT suit
Other studies
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Advice
Recap: Wayfinding

- Student involvement
- Multi disciplinarity
- Value of applied sciences