PROMOTING BETTER USER EXPERIENCE
― HEALTH ENVIRONMENT DESIGN FROM A PHYSICIAN'S PERSPECTIVES

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Abstract
"First we shape our buildings, thereafter they shape us. "― Winston Churchill

To clinicians, design failure of a hospital is just like the genetic defects of a body. We want to make a difference in designing next generation smart hospital with the integration of medicine and technology. Like world-class medical centers, YongLin X Lab, a place to talk about user experience, lean management, research and technology, focuses on user experience to improve patient safety and quality of care.

We care the experience more than the behavior of users.
Steve Jobs said that we have to get start with customer experience then work back toward the technology. Based on our core methodology - "SMART Model", we fuse Service and Management concepts into our design principles then combined with evidence-based Research and emerging Technology to build a user-centered Architecture and healing healthcare environment. In pre-design phase of new projects, we start the process by making sure we are solving the right problem. To do this we conduct field research, observe the systems and user needs, and assess Internet of Things (IoT) technologies to find out WASTE in current caring process and space configuration. Once the problems and opportunities for change have been identified, We explores possibilities to create efficient and deloading hospital experience through hosting hands-on activities such as simulations, prototyping, module units testing, etc. Also, we have designed "X KIT", a set of tools looks like LEGO, to facilitate communication between professionals with a variety of backgrounds and we are furtherly developing virtual reality mockup and online platform now.

Creating legacy design for future hospital
We put emphasis on sharing experience and encourage people engaged in healthcare innovation by hosting symposiums, workshops and forums, delivering courses to medical students and graduates and publishing paper and series books. We define the DNA of next generation smart hospital (Deload, Nature and Artificial Intelligence) in order to create the legacy hospital design. We regard Doctors' Active Better Communication (ABC) as the crucial values and further build our Express (Fast Track) co-design model that is a cooperation among users, designers and facilitators.

Pre-design tomorrow, Redesign Today and De-sign yesterday
YongLin X Lab expects to share with all our partners to draw a roadmap of smart hospital for 2040s and all of these innovations in ultimately improve people's quality of care, while saving time, money, and even lives.