

Service users' involvement in the planning of a new psychiatric hospital: an example of a user-focused planning process

Minna Laitila

Nursing Director, PhD, M.Soc.Sc

The Hospital District of South Ostrobothnia

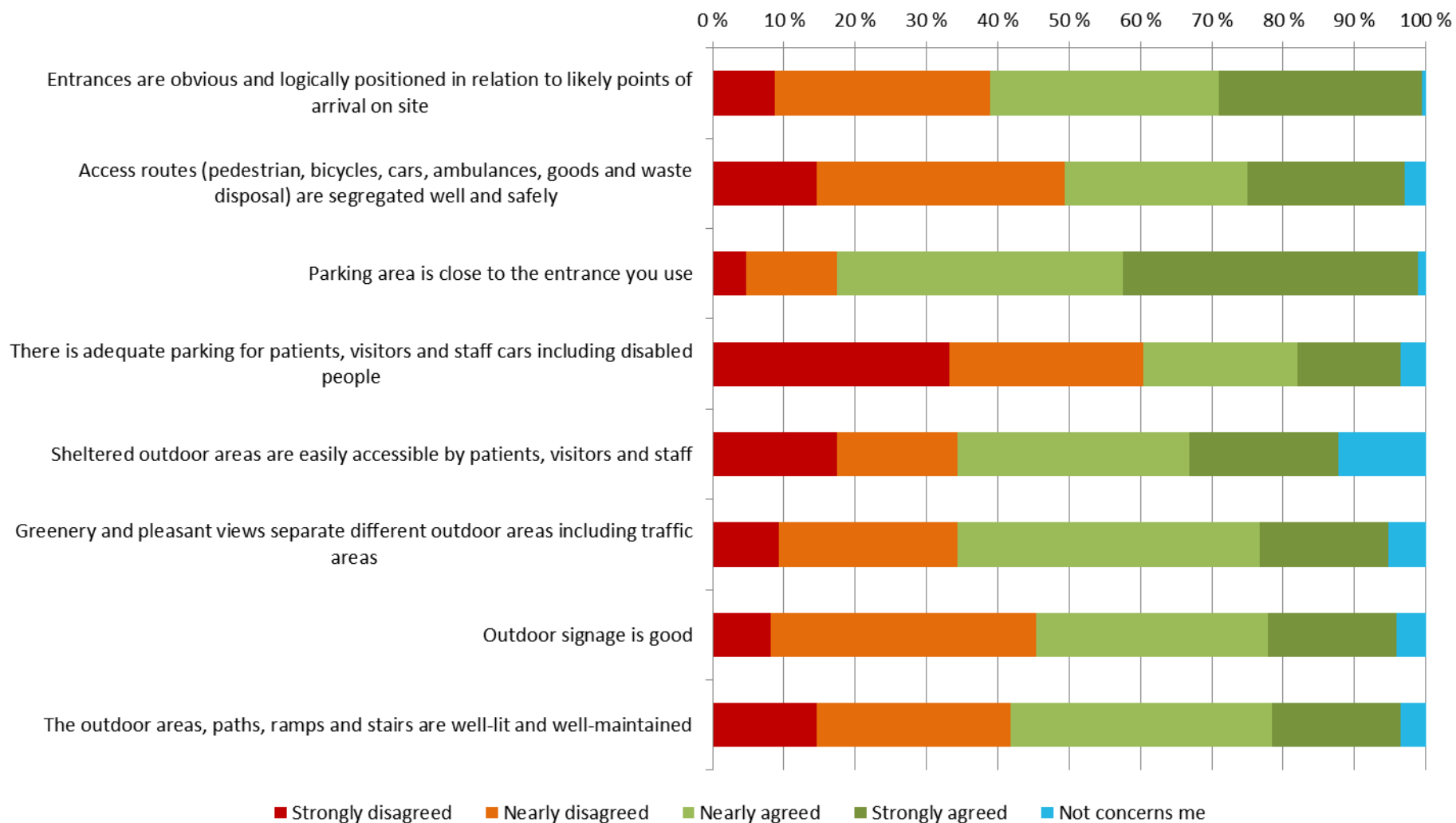




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Yards and entrances

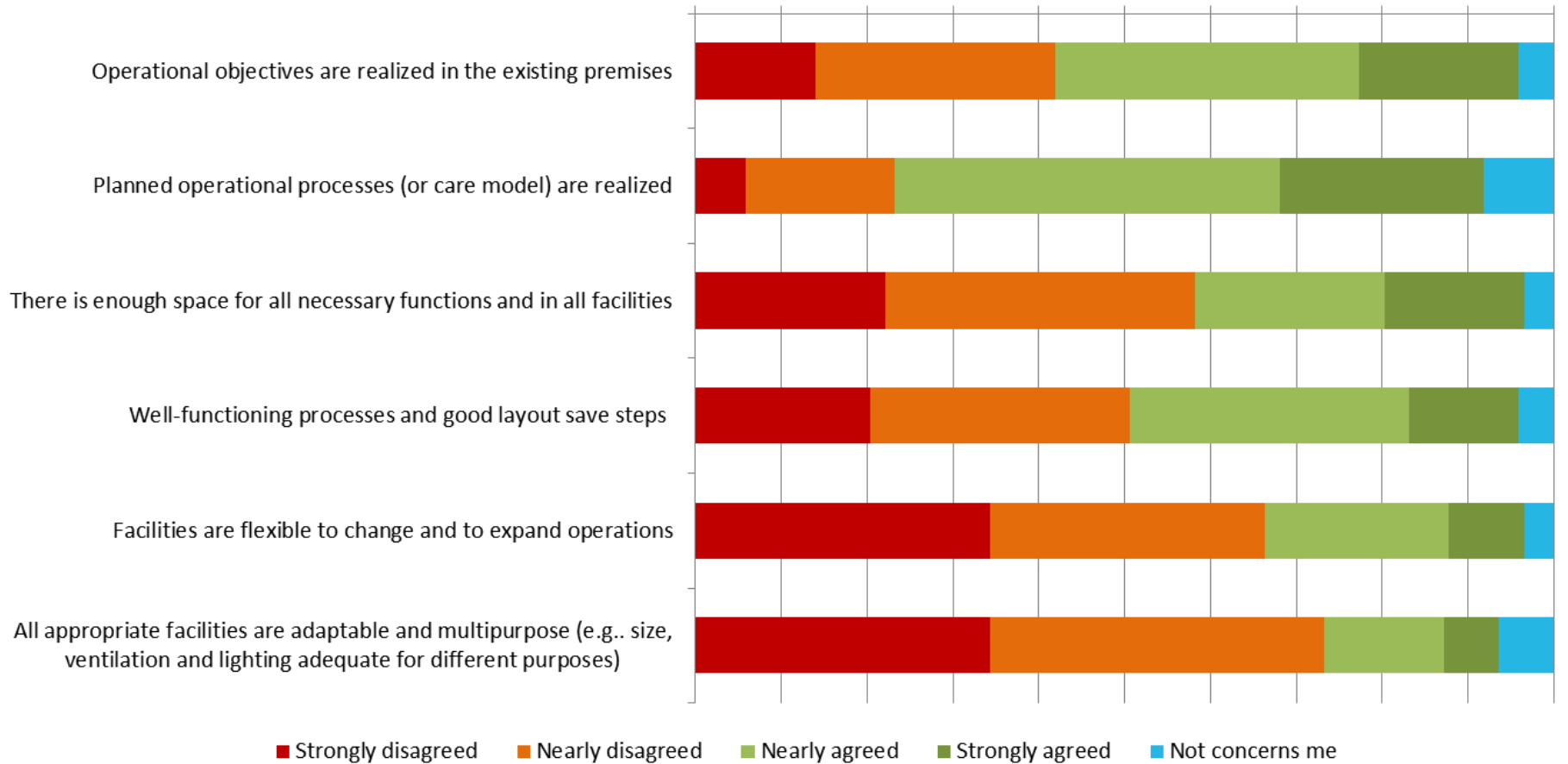




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Functionality

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



Planning process

- Planning 2016-2018
- Building 2019-2020
- In use 2021



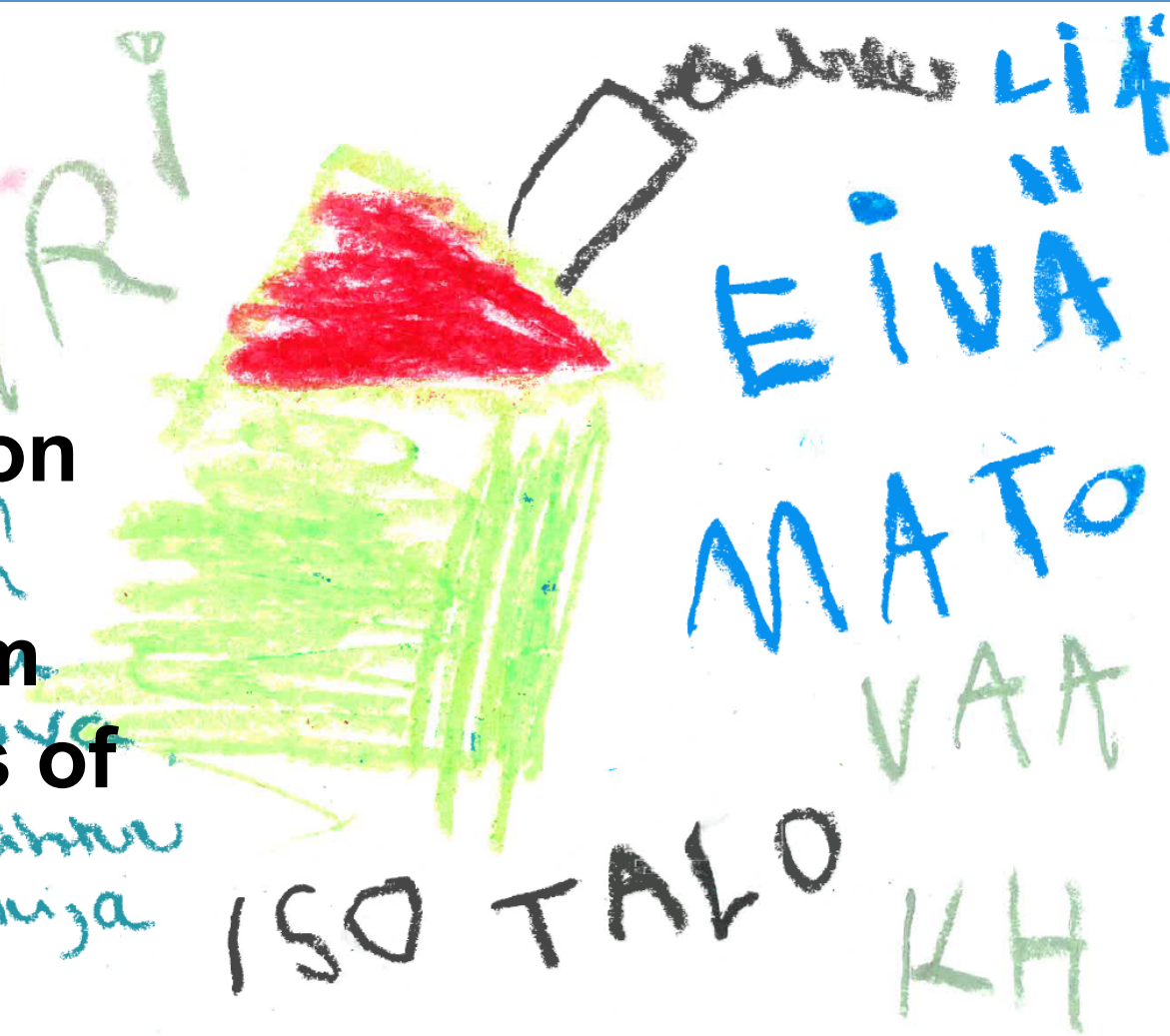
Involving service users

- A working group of service users (experts by experience) all with personal experience of psychiatric services started their work once the planning process was launched.
- Experts by experience or user experts are defined as “individuals with personal experience of mental health problems or substance abuse, either as someone who has them, has recovered from them or has used related services or as a relative or friend”.
- The comments done by the council were taken into planning groups and taken into consideration.
- Service users got feedback whether their ideas were taken into consideration and if not, why.

The ideas of service users

- Yards and their aesthetics
- Good guidance and an easy-to-find entrance
- Adequate number of parking spots
- Good acoustics and soundproofing
- Single patient rooms with ensuite
- Colourful materials
- Natural light and good lighting
- Small wards
- Spaces for family visits
- Facilities for peer support

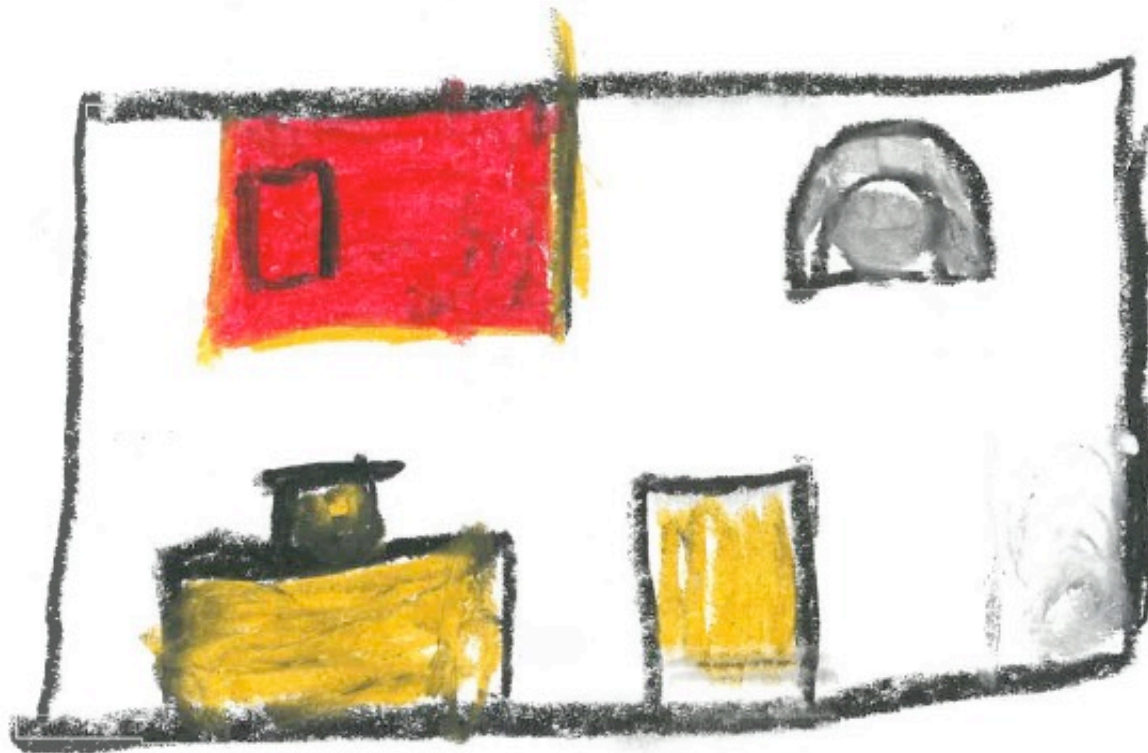
- A nice painted picture on the wall
- Big room with lots of toys



- A soft toy to squeeze and which would be a night lamp
- A radio
- Board games



A big house



Teenaged patients wished for

- more action like billiard and ping-pong tables
- punching bags,
- a gym,
- Play Stations,
- different musical instruments,
- a room for cooking and baking,
- a round soft room for calming down





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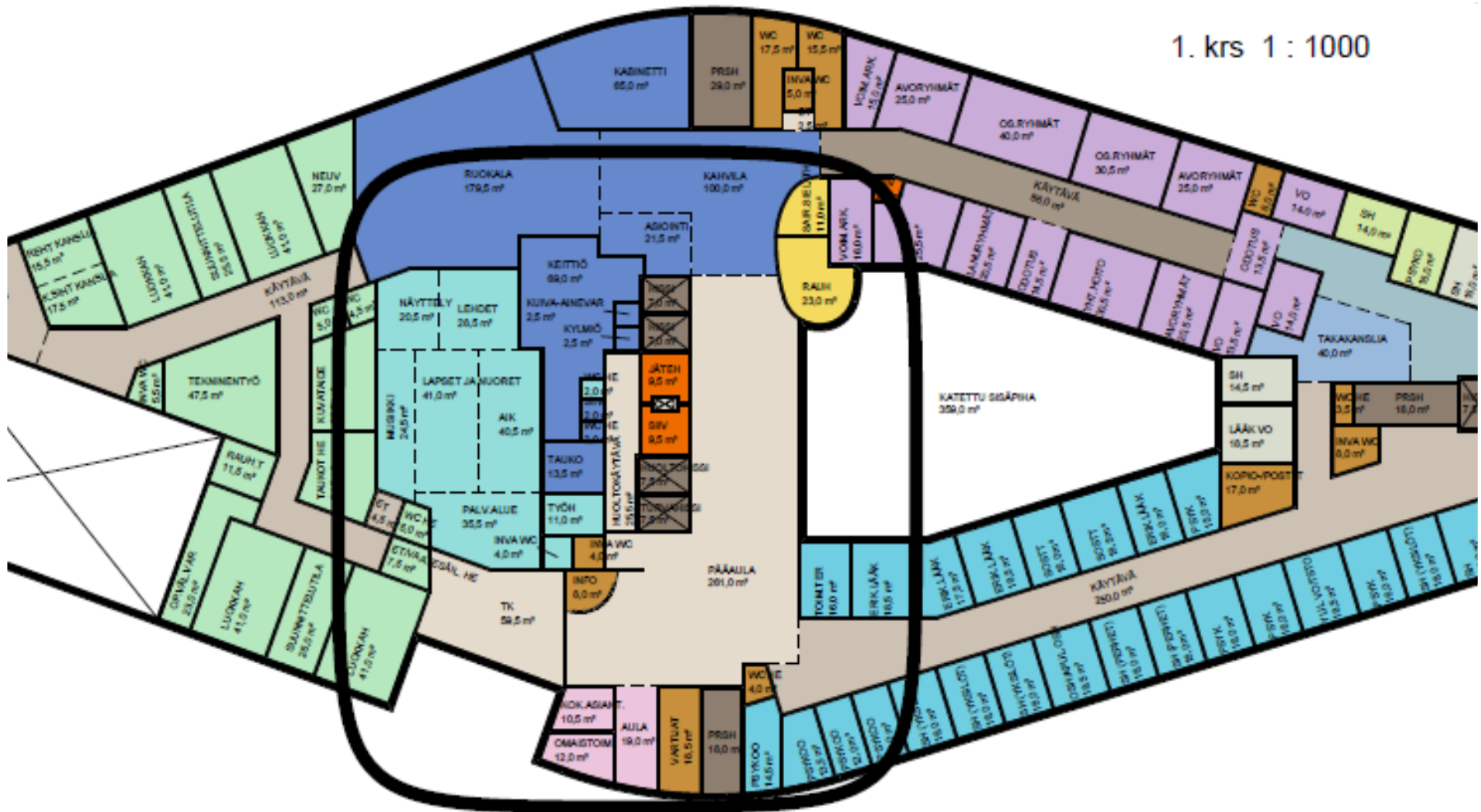
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The next steps

- **Space planning**
- Spring 2017
 - Room requirements
 - The plans are "locked"
 - Spaces, rooms, furniture, equipment...
- Autumn 2017
 - Floor plans, pictures of the rooms for comments



The functional processes

- Intensive out-patient care
- In-patient care
- Group therapies
- Out-patient/community care



Conclusions

- Co-designing with service users have given new, patient centred aspects and ideas to the planning process
- Planning a psychiatric hospital for the future and for the recovery of the patients would not be possible without collaboration and service user involvement
- The new psychiatric hospital is ready in 2021
- Service users are closely involved in the planning process
 - Especially when planning the new processes and care models