The Pandemic-Resilient Hospital:

How Design Can Help Facilities Stay Operational and Safe

July 2021



HKS ARUP (Ashe, American Hospital Association



ABSTRACT

As the SARS-CoV-2 pandemic is continuing to stress our health care system, it is hitting our hospitals especially hard. In this guide, we share actionable strategies for how hospital systems, large and small, can implement resilience strategies to support and maintain operations during a pandemic.

Contents

01 Introduction The Problem

The Problem	3
The Approach	3
The Concept	3
Principles	4
HVAC Considerations	5

02 Case Study

Campus and System Level	7
Building Level	8
Unit Level	9-11
Room Level	12-13
Key Takeaways	14

03 Project Examples

Orlando Regional Medical Center	15
Memorial Regional Hospital	15
Baylor St. Luke's McNair Campus	16
Baptist Health Hamburg	16
Southampton Hospital	16
Memorial Regional Hospital Baylor St. Luke's McNair Campus Baptist Health Hamburg	16 16

04 Acknowledgements and References 17

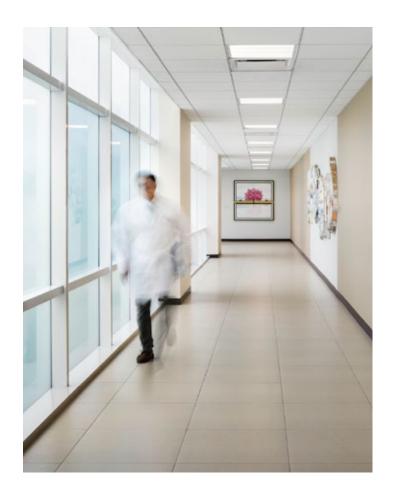
Introduction

THE PROBLEM

The SARS-CoV-2 virus has killed more than 2 million globally, 400,000 in the United States, and sent many more into hospital care. This pandemic has brought with it the unintended consequence of deferring an estimated 4 in 10 people from seeking care, temporarily shuttering surgery centers, and causing many hospitals - already with narrow margins - to implement wide layoffs, furloughs, or even shut down in some cases. The American Hospital Association estimates lost revenue has cost America's hospitals an average of \$50.7 billion per month.

Infectious diseases are increasingly likely to arise and become more widespread in the future due to climate migration and the growing spread of zoonotic diseases, and the environments of care must be a part of the solution.

Creating facilities that are able to maintain operations during a pandemic is essential. Facilities need to be safe and demonstrate safety to foster public trust and a return to care. Without this, there will continue to be a monumental impact on our health care delivery system, and patients seeking care for conditions like heart disease, cancer, diabetes or a knee replacement.



THE CONCEPT

The following document is intended to help hospital executives, facility directors, and planners with facility investment considerations when designing and renovating spaces to address the current pandemic and increase resilience for the future. It is not meant to be a prescription or to give one answer, but rather to offer priorities and key considerations regardless of the space constraints and offer examples of what this could look like in action.

The 7 Principles for Pandemic-Resilient Healthcare Design offer core considerations, providing a variety solutions based on a facility's unique situational needs.

THE APPROACH

This guide was created by an interdisciplinary team of architects, engineers, clinicians, and medical planners from HKS, a top global architecture firm, Arup, a top international engineering firm, and The American Society for Health Care Engineering (ASHE), the largest association dedicated to optimizing the health care built environment, with feedback in interviews from health care professionals across the nation.

We address design for long-range airborne infectious diseases and leverage synergies between infectious disease care and overall healthcare priorities, with the goal of creating a flexible and resilient hospital campus. Interviews with frontline clinical, administrative, and executive staff informed the design strategies. We recognize that no one strategy or modification has been a panacea, and each facility needs unique approaches based on their foundational infrastructure.

01 Introduction

7 Principles for Pandemic-Resilient Healthcare Design

The following ideas for infrastructure and planning can support the maintenance of operations during a pandemic through the fostering of safety for patients, staff, and family, and the flexibility of a facility to respond to the changing needs.



HKS ARUP (ASHE, American Hospital Association

The design supports clear channels for circulation and flow to support safe movement and minimize

07



Digital/Physical

We must design innovative, appealing spaces and places that allow for seamless transitions from the physical to the digital realm.

Heating, Ventilation, and Air Conditioning (HVAC) Considerations

The hospital air distribution systems play an essential role in protecting frontline essential workers and isolating infectious patients from the standard, non-infectious hospital operations. Risk-based, guantifiable targets should be established for the indoor air quality with the goal of **reducing the contaminated** particulate concentration and increasing the dilution percentage at the patient, room, and building levels. Wherever possible, treat the contagion source directly and shrink the containment zone to minimize risk to the bedside caregivers, reduce possibility of migration, and effectively address the contagion.

The following are **Key HVAC Considerations** for infrastructure investment to facilitate the safe operations during a long-range airborne transmission pandemic. Risk mitigation measures should be evaluated based on performance specific to each individual hospital application and is not meant to be prescriptive.



Ventilation (System Level)

Increase outside air to maximum design availability as well as exhaust to outside in order to increase the contaminant dilution percentage.

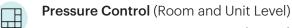
Total Air Changes (System Level)

Increase total supply and return/exhaust air to infected areas to reduce contaminated particulate concentration.



Air Treatment (Room and System Level)

Remove, capture or eradicate the contaminant locally or centrally with filtration and/or molecular modification technologies.



Incorporate negative pressure relationships where isolation from its adjacent space is required.



Airflow Pattern (Room Level)

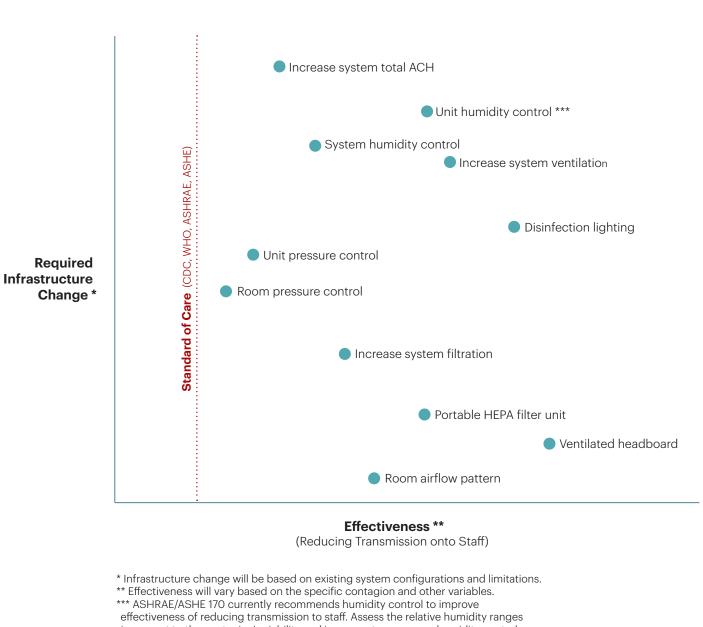
Configure placement of diffusers and grilles to allow air to flow from clean to less clean to protect the clinical staff.



Utilize upper air (indirect) UV-C lights in patient rooms and other strategic locations in concert with a complimentary HVAC system to kill airborne pathogens that remain in the room. Consider direct UV-C lighting for transient spaces.

HKS ARUP (ASHE, American Hospital Association

INFRASTRUCTURE IMPACT ANALYSIS



in respect to the contagion's viability and incorporate necessary humidity control.

5

Case Study

Hospitals come in many forms. To help facilitate the design principles outlined previously and provide tangible design strategies, we chose one case study on the following pages to exemplify these principles. What is provided is not meant to be a one-size-fits-all solution, but rather emblematic of how the design of space can help facilities to maintain operations during a pandemic involving long-range airborne transmission.

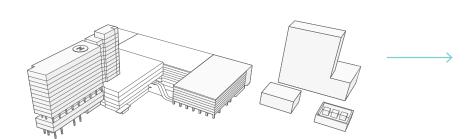
LEVEL CONSIDERATIONS

- Campus & System Level
- Building Level
- Unit Level
- Room Level

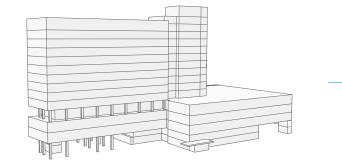
"Our facility's response to the COVID-19 pandemic was born out of extreme collaboration, interdisciplinary planning, rapid learning, and modularity based on constantly changing circumstances. These have been, and will remain, the keys to effective emergency response."

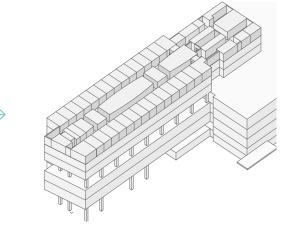
Mark Greenspan

Director, Construction Services Memorial Healthcare System



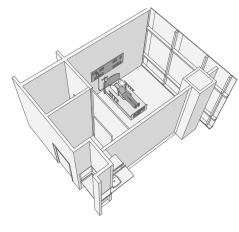
Campus & System Level





Building Level

Unit Level



Room Level

Campus & System Level

At a campus-wide level, considerations need to be given to how a patient arrives, is screened and tested, and is admitted to the hospital. There needs to be clear signage and communication at a campus level to facilitate this process.

Regarding patient transportation in most hospitals, one of the primary paths of travel tends to be from the Emergency Department (ED), where patients are first assessed and discharged or admitted. Buildings and units that have a shorter and more direct path of travel from the ED warrant greater consideration for designated infectious disease care.

Operational considerations such as bed capacity and staffing needs must be considered when choosing the location for a dedicated infectious disease unit.

"Universal precautions were required for all patients. Splitting into clean and dirty did not work because symptoms were so varied, it was impossible to identify by physical exam and there was no immediate accurate testing."

Jim Augustine MD US Acute CareSolutions, Serves 200 EDs in the USA

TECHNOLOGY HIGHLIGHTS

Robust Infrastructure

Remote telecommunication and electrical infrastructure extensions to quickly accommodate temporary setups for testing, triage and entry sequence.

Flexible Wireless Nurse Call

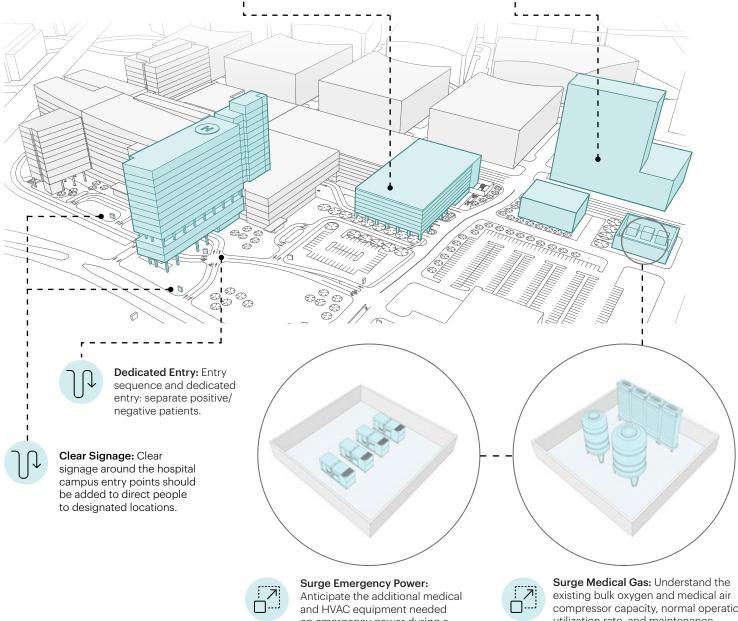
Consider nurse call "rapid response" kits that can easily expand and extend the existing nurse call system to serve temporary triage and bed units.

Location Tracking

Consider installing a campus-wide Real-Time Locating System (RTLS) to contact trace patients and staff and quickly identify and monitor exposure risks. RTLS technology can also assist in patient flow optimization, nurse call automation, and equipment tracking.

Staff Resourcing

Utilize integration resourcing tools to help allocate proper staffing, sustain operational efficiencies and to provide greater flexibility by allowing caregivers to float across departments and buildings when there are shortages of staff.



on emergency power during a pandemic. Consider whether the emergency power system has adequate capacity to support the additional load while supporting the remainder of the hospital functions.

For additional emergency capacity, consider temporary generator connections and other associated auxiliary equipment.

Parking Flex for Testing: Create dedicated entry for infectious disease patients that can be easily modified to address patient needs and have adjacent space to a parking lot, garage, or other open space in order to have patients waiting.



Staff housing: Many facilities found themselves needing to house staff who could not safely go home. Facilities that had partnerships with local hotels, or alternate temporary housing were able to better serve their staff.

compressor capacity, normal operation utilization rate, and maintenance refill schedule. Assess how many ventilators can be supported with its current infrastructure.

For additional emergency capacity, consider supplementing temporary dewars and/or mini-bulk systems. oxygen generators as well as temporary manifolds within patient care areas.

Building Level

At a building level, considerations need to be given to how an infectious patient can receive care safely and separately from non-infectious patients with their surgical, imaging, dietary needs, and more. As we think about patient transportation, we need to ensure separation of flows however possible.

HIGHLIGHTS

Versatility

Adding intentional details like pop up temporary walls, or fitting in clear dividers, etc. for the purpose of separating infected patients These temporary walls and devices need to be carefully balanced to ensure life safety and HVAC concerns are considered.

Surge Ready

Designated surge spaces for testing, triage, and care should incorporate necessary medical gas, telecommunication and critical power to support the surge conditions but be used for standard-care purposes.

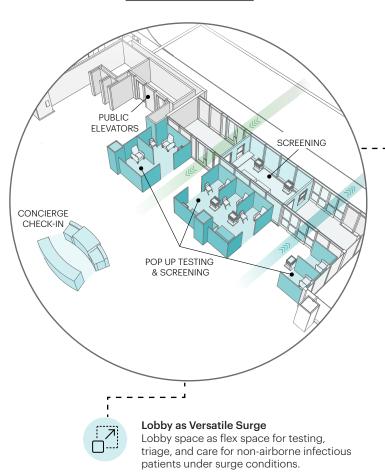
Well-being for Patients

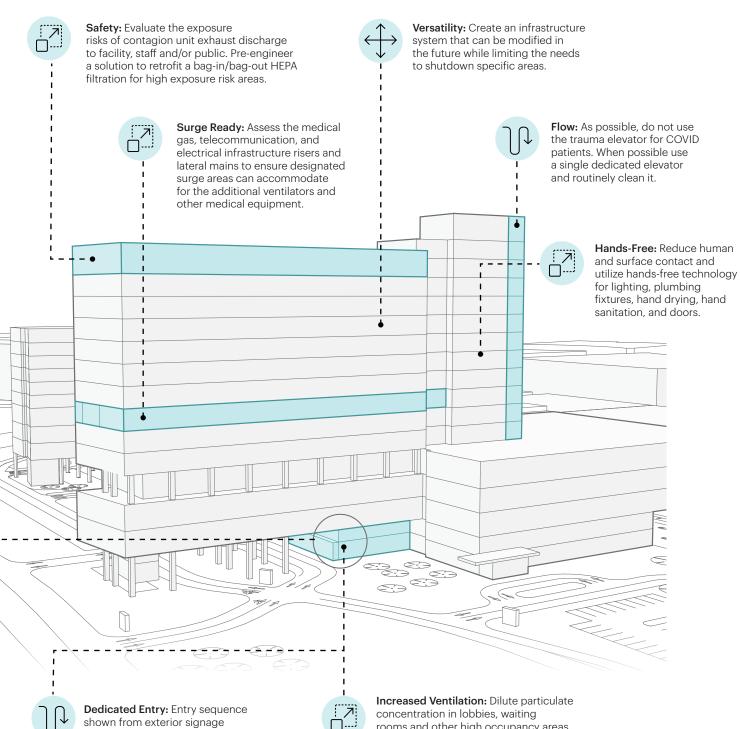
Support the well-being of patients, and virtual/ physical interaction with loved ones.

Well-being for Staff

Plan for locations of respite where staff can safely relax, both within and outside the units.

HOSPITAL ENTRY







shown from exterior signage and separate positive/negative patients prior to entry.



Thermal Imaging: Consider an automated thermal imaging at all entrances and other strategic critical care entrance areas and integrating into the Building Automation System.

rooms and other high occupancy areas with the use of CO2 sensors.

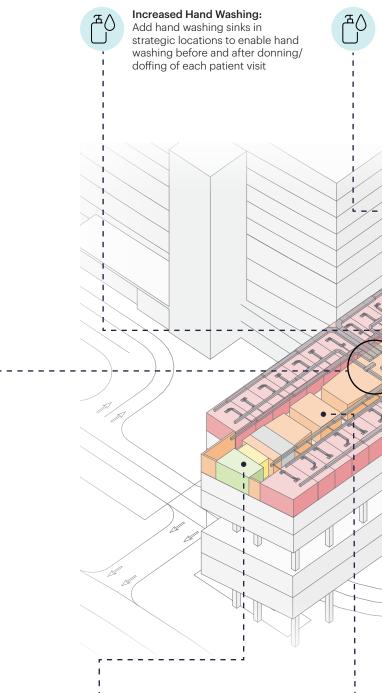
Unit Level

The majority of hospital clients that were interviewed had established at least one dedicated unit for COVID-positive patients. Many projects currently in design have modified their plans above mandated minimums in order to increase their future operational flexibility, this include an increased percentage of isolation rooms, and/or universal design rooms, which quickly can shift from acute to critical care.

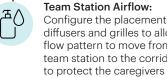
"A guiding principle of our design is flexibility. Paramount in the design were additional handwashing sinks, negative pressure capability, re-configurable waiting space and additional restrooms and toilet facilities. We feel the new unit will be adaptable to unknown emerging healthcare issues in the future."

Karen S. Hill

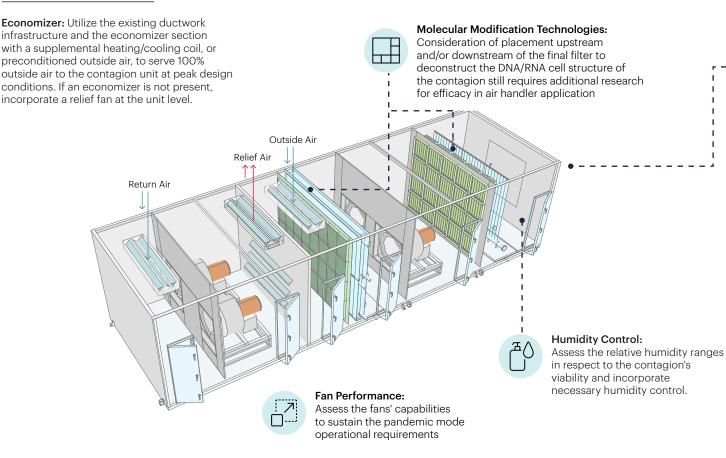
DNP, RN, NEA-BC, FACHE, FAAN, Chief Operating Officer/ Chief Nursing Officer, Baptist Health Lexington.



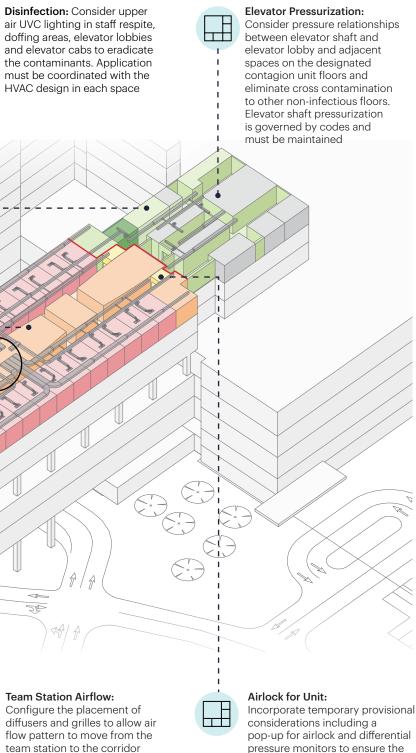
Staff Area Pressurization: Positively pressurize and incorporate differential pressure monitors to the staffing respite areas to protect the clinical staff



AIR HANDLING UNIT



HKS ARUP (ASHE, American Hospital



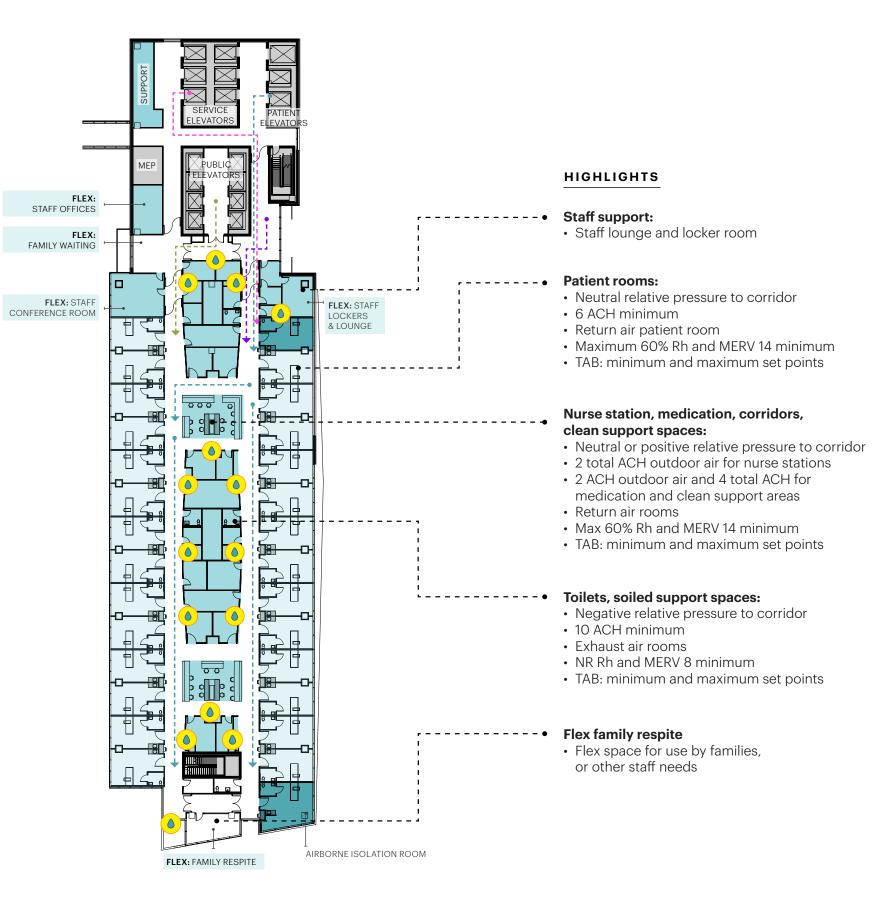
The Pandemic-Resilient Hospital: How Design Can Help Facilities Stay Operational and Safe

unit is negatively pressurized to the remainder of the building

Unit Level

NORMAL MODE

In normal mode, special consideration is given to areas that will need high future flexibility. Those spaces are designed here as flex spaces.



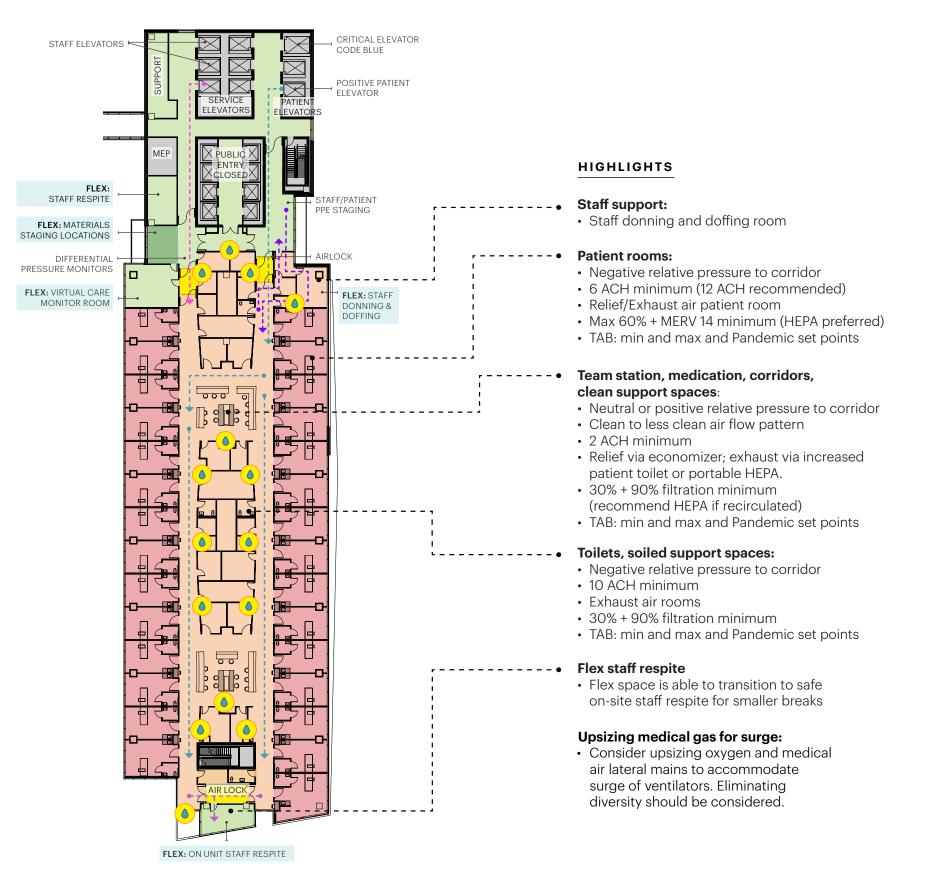
KEY

	FLEX	Recommended Staff Core Sink Location Multipurpose Flexible Room			
		Public Flow			
	+	Patient Flow			
	+	Staff Flow			
		Materials Flow			
		Patient Room			
		Staff Support			
		Isolation Room			
• ACH - Air changes per hour					
• HEPA - High efficiency particulate air					
• TAB - Testing, adjusting, and balancing					

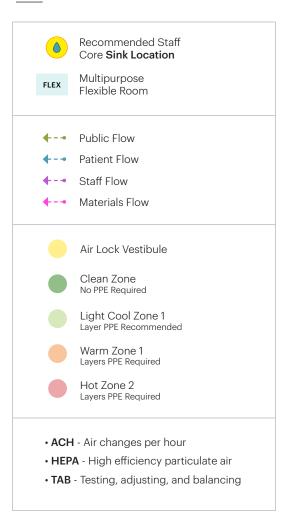
Unit Level

PANDEMIC MODE

In pandemic mode, the built in flex spaces are converted to new uses such as materials staging and donning and doffing. In pandemic mode, the unit supports flow and process changes that help keep patients and staff safe.



KEY

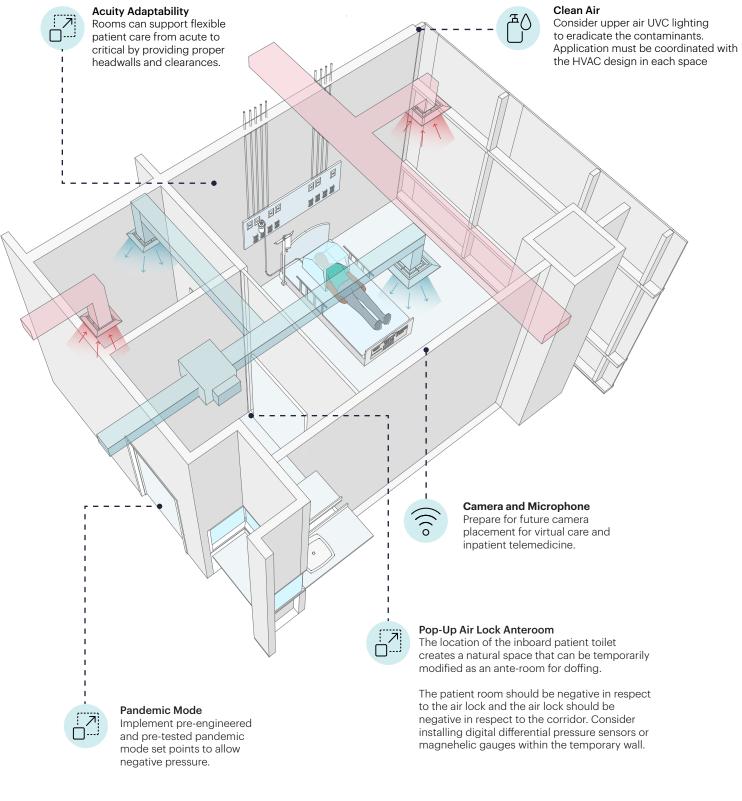


INBOARD PATIENT ROOM

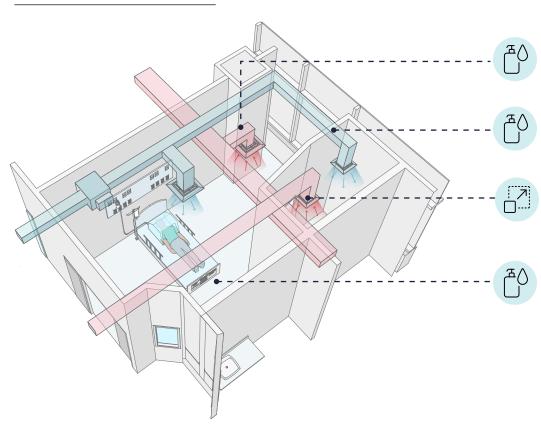
Room Level

At a room level, we need to consider how a room could quickly and safely flex into an isolation room, and adapt to provide higher acuity care, while keeping both the staff and patients safe. The entry into the room offers an important threshold to gue behavior and the level of recommended precautions. This includes clearly marked donning and doffing zones at the door to the patient room with convenient access to PPE.

Different room configurations offer trade-offs in flexibility to support pandemic care. A bathroom adjacent to the corridor can create a natural area for a flex anteroom; however, the bathroom exhaust creates a negative pressure in respect to the patient room, in which case a bathroom on the external building wall can serve to better isolate infectious particles. However, either room type can be transitioned into an isolation room.



OUTBOARD PATIENT ROOM



HKS ARUP (ASHE, American Hospital Association

Return Air Less clean air is pulled to the far end of the room, away from corridor.

Clean Air Supply Ensure airflow pattern is going from clean to less clean.

Increase Exhaust

Consider increasing patient toilet exhaust via variable-frequency drive (VFD) and high static fan.

Infection Control

Terminal clean and adequately ventilate the room prior to the reuse to ensure complete removal of all airborne contaminants. Follow CDC and ASHE air change clearance rates. Consider supplementing terminal clean with portable or upper room UVGI lights along with proper HVAC design.

Room Level

Ideally hospitals would like to follow existing code, but during the SARS-CoV-2 pandemic many facilities needed to limit the amount of times that staff members have to go into the patient rooms, and thus use often-scarce PPE. Many hospitals have passed the cords under the door to be able to access regular-use equipment like IV pumps without entering. In this instance, it needs to be done on a multi-disciplinary team with leadership and management, and there needs to be clear visibility to the patient from outside the room.

HIGHLIGHTS

Treat the Source

Treat the contagion source directly and shrink the containment zone to allow the caregiver to be outside of the highly infectious and most susceptible area.

Staff Safety

Providing convenient access to PPE, clear donning and doffing spaces, and patient visibility without having to enter the room can help staff safety.

BEDSIDE

Ventilated Headboard

Considerations of a portable HEPA unit tied into a ventilated headboard over the patient bed should be made. Air will be exhausted from the headboard and passed through a HEPA filtration system before recirculating back into the patient room with clean air. Alternatively, the ventilated headboard air can be exhausted to the outside with a fully engineered solution



(((°

Medical Gas Incorporate medical air infrastructure - - - to allow use of ventilators

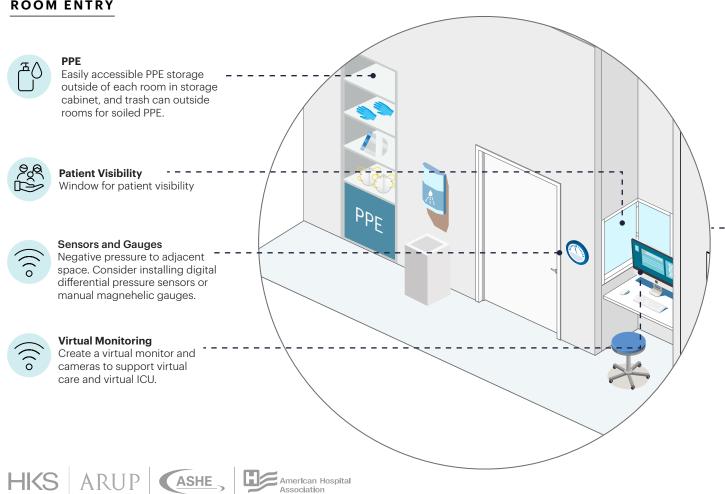
Emergency Power

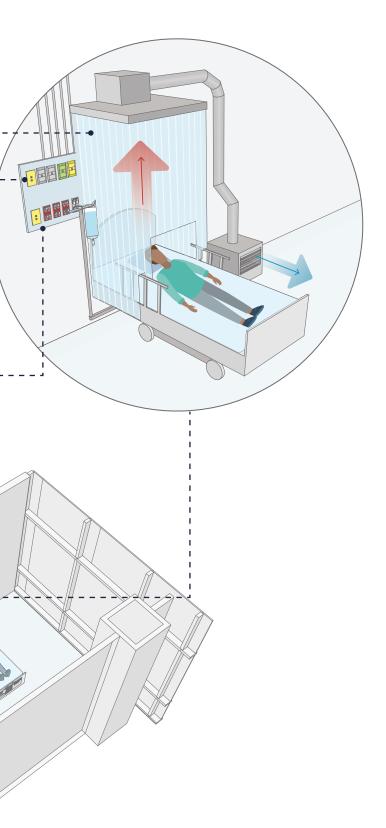
Evaluate additional emergency power requirements for increased equipment use in the acuity-adaptable space

Data Infrastructure

Assess and increase data infrastructure for additional medical equipment utilization

ROOM ENTRY





Key Takeaways

- Continuity of operations and care is critical to our healthcare system and the health of patients, and the design of our healthcare facilities can help support this.
- Designing for flexibility, from acuity to isolation level, or the use of multipurpose or flex spaces, is essential in healthcare design going forward.
- Interventions at the facility level must consider the role of ventilation, power, medical gas and plumbing as a part of any solution to address infection control and pandemic response.
- The solutions to this challenge will look different for each facility. The below table provides a range of options for mechanical interventions and their relative level of cost and benefit.

LEVELS OF HVAC INVESTMENT

	HVAC Design Strategies			
	Applied to Bedside Only	Applied to Room Only	Applied to Bedside + Room	Applied to Patient + Room + Unit
Methodology	 Portable HEPA unit tied to a ventilated headboard Appropriate airflow patterns Enhanced filtration 	 Stand-alone portable HEPA unit Increase total air changes Increase toilet exhaust Upper-air UV-C 	• Bedside + Room Level Strategies	 BAS Pandemic Mode Humidity control Unit-level negative pressure and 100% exhaust System-level filtration and/or bi-polar ionization
Level of Protection (Staff + Hospital)	• Moderate to high	Low to moderate	• Moderate to high	• High
Infrastructure Changes	• Low	• Low to moderate	• Moderate	• Moderate to high
Benefits	 Treats the source directly and positions caregivers outside the containment zone Lowest infrastructure impact 	 Contagion contained to patient room level Reduces impact on adjacent connecting spaces 	 Effective short-range aerosol control Reduces risk for staff within the room 	 Effective short and long range aerosol control within the unit Unit effectively isolated from the remainder of the hospital Reduces risk for all staff within the unit
Risks	 Staff's mobility around the ventilated headboard All other areas at unit level are at risk 	 Staff within patient room repains at risk All other areas in unit are at risk 	• All other areas at unit level are at risk	 Disruption to modify infrastructure Longer preparation time Highest energy utilization

HKS ARUP (ASHE, American Hospital Association



The bulk of this report focuses on inpatient environments; however, we recognize that many other spaces help to create a pandemic-resilient hospital. Below are lessons learned across critical hospital service lines from clients across the nation.

Surgical

Because operating rooms (ORs) are central to operational solvency, hospitals have paid special attention to the perioperative spaces, creating designated ORs with anterooms for COVID-19 positive patients separated from the rest of the surgical areas. For perioperative spaces, some new build facilities have decided to eliminate all open bay prep and recovery spaces, in favor of a three-walled solution, while increasing the number of four-walled isolation bays.

Imaging

For imaging, facilities have screening and masking protocols for all patients. Some facilities have increased the separation between patients by creating gowned-waiting cubbies (three walls with a curtain) or designated four-walled family waiting with a door. These interventions were not only to address COVID-19 but also seen as benefits to patient satisfaction and the ability to have mixed-gender gowned waiting.

Emergency Department

The Emergency Department (ED) offers the first line of defense for most facilities. Many EDs have expanded into adjacent parking lots or lobbies to increase triage and testing, and to separate patients to limit infectious disease spread. To learn more, reference our 2020 ER Contagion report.

Support Services

Support Services have always been critical but now this is even more true, everything from turnaround time of testing to the cleaning of care spaces and the movement of critical supplies, personal protective equipment (PPE) and clean supplies. These are often considered back-of-house processes, but they are on the forefront of being able to maintain and operate efficiently.

Registration and Pre-Admission Testing

For registration and pre-admission testing, the majority of facilities have expanded their use of online systems paperwork and many have worked to create individualization of spaces or do more in-room/ in-bay registration.

Vaccine Storage & Distribution

Existing COVID-19 vaccines show a need for extremely cold temperatures for storage. Large-scale vaccination of staff can take place through employee health.

03 Project Examples

Project Status:

2015 Services: Planning and Design HKS Engineering Walter P. Moore

Orlando Regional Medical Center

Orlando, Florida

- The ED opened in 2015 and is a part of a larger hospital campus.
- Has a designated flex pod that serves for urgent care when in normal mode, and can flip to pandemic mode at the flip of a button. This has been throughout the current pandemic and has been reported to greatly increase staff comfort and safety.
- Each exam room has three standard walls, and a wall of glass with a door to maximize visibility while maximizing physical separation between patients.
- At the flip of a button, the unit can switch to negative pressure with 100% outside air in order to protect the staff and patients.
- When in pandemic mode, the pod has its own entry and waiting area to provide physical separation from the rest of the unit.

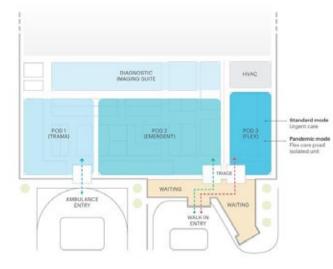
Project Status:

COVID-19 Response 2020 Services: Planning and Design HKS

Memorial Regional Hospital

Orlando, Florida

- provide airlocks and increase safety.



HKS ARUP (ASHE, American Hospital Association







• The facility responded swiftly to pandemic threat, modifying and creating spaces to increase the safety of patients and staff while increasing capacity to handle potential surges in the demand.

• Conversion of trauma operating room into a dedicated COVID-19, airborne isolation operating room. Utilized temporary barriers to

• Utilized the ED canopy to create a covered entry into medical tents. Medical tents served to increase ED capacity for COVID-19 dedicated care and improve separation between patient populations.

• Large conference hall was converted into inpatient and observation surge beds with dividers between each bed.

03 Project Examples

Project Status:

Under Design Services: Planning and Design *HKS* Engineering *Arup*

Baylor St. Luke's McNair Campus

Houston, Texas

- In the planning of a new construction, the facility is planning to invest in a number of MEP/IT features to harden the infrastructure and provide greater flexibility to overcome future challenges.
- Pre-engineered solutions to increase the ventilation rates of the patient bed tower and emergency department to 100% outside air while satisfying peak design conditions.
- Flexibility to enhance filtration to 99.999% HEPA filters safely and quickly in the future using an adaptable filter housing.
- Robust medical gas, electrical and telecommunication infrastructure at the system level and at strategic inpatient areas to support surge capacity demands.





HKS ARUP (ASHE, American Hospital



Baptist Health Hamburg

Lexington, Kentucky

- The ED and Clinical Decision Unit are designed for flexibility and resilience.
 Examples of the facility strategies designed in include the following.
- The area is highly flexible to be used as a respiratory infection receiving unit, as a triage unit for our larger facility and to hold and stabilize patients in an overflow situation.
- Paramount were additional handwashing sinks, negative pressure capability, re-configurable waiting space, and additional restrooms and toilet facilities.

Southampton Hospital Association New Facility Stony Brook Southampton Hospital

Southampton, New York

- The facility responded swiftly to pandemic threat, modifying and creating spaces to increase the safety of patients and staff while increasing capacity to handle potential surges in the demand.
- Conversion of trauma OR into a dedicated airborne isolation OR. Utilized temporary barriers to provide airlocks and increase safety.
- Utilized the ED canopy to create a covered entry into medical tents to increase COVID-19 dedicated care and separation between patient populations.

04 Acknowledgments and References

AUTHORS

Erin Peavey, AIA, NCARB, EDAC, LEED AP BD+C Vice President, Architect + Design Researcher, HKS

Min Kim, PE, LEED AP Associate Principal, Arup

Justin Roark, AIA, NCARB, EDAC Vice President, Senior Designer, HKS

Sarah Holton, RN, BSN, MBA Vice President, Operations, HKS Advisory Services

Jason Schroer, AIA, ACHA, LEED AP Principal, Global Health Leader, HKS

Bill Scrantom, PE Principal, National Healthcare Leader, Arup

Jennie Evans, RN, MBA, EDAC Associate Principal, Development Director, HKS

ASHE CO-AUTHORS

Chad Beebe, AIA, CHFM, CFPS, CBO, FASHE Deputy Executive Director

Jonathan Flannery, MHSA, CHFM, FASHE, FACHE Senior Associate Director of Advocacy

GRAPHIC DESIGN

Leanne Doore

CONTRIBUTIONS

James Augustine, MD Arthur Brito, Arq., Intl. Assoc. AIA, CAU, EDAC Christine Carr, MD, CPE, FACEP Patrick Cassell, RN, MSN, NE-BC, CPEN Jerry Chiricolo, MD Karen Ganshirt Mark Greenspan Karen Hill, DNP, RN, NEA-BC, FACHE, FAAN Joe Don Holly, AIA Camilla Moretti, AIA, ACHA, LSSGB, LEED AP BD+C Lynne Rizk, Assoc. AIA, LSSYB, ACHE Kenneth Webb, AIA, ACHA, LEED AP BD+C Deborah Wingler, PhD, EDAC, MSD-HEE

For additional information, please contact:

Jason Schroer, AIA, ACHA, LEED AP Principal, Health Practice Executive HKS, Inc. jschroer@hksinc.com +1 214 969 5599

Bill Scrantom, PE Principal, Regional Healthcare Leader Arup bill.scrantom@arup.com +1 310 578 4400

REFERENCES



HKS & WSP ER Contagion: 8 Ways to Beat the Second Wave



HKS FLeXX Hospital: Surge Scenario



HKS & CADRE FleXX: A Study of Flexibility

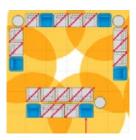
HKS



Community-BLOC: A Framework for Healthy and Pandemic-Resilient Communities



HKS Reboot Readiness: A Primer on How to Design for Contagions



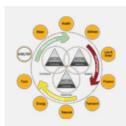
ASHE COVID-19 Recovery



Smithsonian Magazine How COVID-19 Could Inform the Future of Hospital Design



CDC Guidance for U.S. Healthcare Facilities about Coronavirus (COVID-19)



AlA Alternative Care Sites Preparedness