

Taiwan tunes to innovative hospital service flow design to enhance efficiency

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Taiwan Design Research Institute (TDRI) cooperates with the New Taipei City Department of Health for the "Public Health Center Re-Designed" project, hoping to make use of design to turn the image and service efficiency of public health institutions around.

In Taiwan, the key performance indicator (KPI) of every public health center is to complete 300 services a year. TDRI first launches demo projects at Xizhi District Public Health Center and Yingge District Public Health Center that service large populations, in which TDRI conducts preliminary service design research and then hands over to local design teams "S. Select Lab" and "Zuo Studio" for overall visual and spatial planning.

Public health sectors will always be overcrowded with long queues for every service, affecting the service efficiency and capacity of public health centers. Public health centers across Taiwan are seeing growing workloads, further straining public health centers' utilization effectiveness and spatial affordance.

The design planning focuses on a number of key areas. First, color scheme. In the past, public health centers had no consistent colors, whereas now, neutral and natural earth tones have been used to recolor the space into beige, grey, and khaki, while also defining the waiting areas, consulting rooms, and independent spaces (such as health education rooms and counseling rooms).

Senior-friendly desks and chairs that can be easily moved around are also used to give the overall space consistency and inject a sense of warmth and peace of mind.

Furthermore, modularization is applied for spatial replicability. TDRI hopes that this project can set a new paradigm for the future. This demo project can be flexibly replicated to over 350 public health centers across Taiwan, or even overseas. This project is not just a project of public service design, but also a paradigm of interdepartmental cooperation, offering countries around the world that are in dire need for improved public health service efficiency a quick and effective solution.