

Wayfinding for Healthcare Facilities

Summary Wayfinding for Healthcare Facilities intends to inform those designing and managing wayfinding about the full scope and key considerations at any stage for the process.

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Corporate Administration - Asset Management, Governance

Applies to Ministry of Health, Public Health Units, Local Health Districts, Specialty Network Governed Statutory Health Corporations, NSW Health Pathology, Public Health System Support Division, Cancer Institute, Community Health Centres, NSW Ambulance Service, Public Hospitals

Distributed to Ministry of Health, Public Health System, NSW Ambulance Service, Private Hospitals and Day Procedure Centres

Audience Local Health District or Health Service Board Members; Local Health Districts (LHD); Service CEOs and Executives; Facility and Operations Managers; Corporate and Customer Service Managers; Project Directors; Architects and Facility Planners; Wayfinding Consultants; Change and Transition Managers; Quality Managers

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PURPOSE

This Information Bulletin informs of an update of the first edition of *Wayfinding for Healthcare Facilities*. The document is now published on the [NSW Health website](#).

Wayfinding for Healthcare Facilities reduces the focus on signage as the single tool for wayfinding and provides a broader, system focused perspective, based on experiences of patients and families.

KEY INFORMATION

The first edition of the *Wayfinding in Healthcare Facilities* was issued as an update of Technical Standard 2 (TS-2) following the ***Final Report of the Special Commission of Inquiry into Acute Care Services in NSW Public Hospitals (2008 Garling Report)***. The current document is the published second edition of the *Wayfinding in Healthcare Facilities*.

This edition was amended and is now assembled into three main parts and appendices:

- Part 1 – Introduction to the Guidelines
- Part 2 – Introduction to Wayfinding
- Part 3 – Wayfinding Process Step by Step
- Appendices 1- 4.

Wayfinding for Healthcare Facilities has undergone a substantial update and expanded to include precinct models and integrated transport systems, use of technology, Aboriginal cultural safety and universal design, spaces of special considerations, directing by code, buildings and entrances, welcome areas and fixed on-site terminals, performance assessment and audit tool update.

This document is intended to inform those designing and managing healthcare facilities about the full scope of wayfinding and key considerations throughout the entire process. The focus of the document is wayfinding: in design, delivery, and ongoing management of healthcare facilities.

Wayfinding for Healthcare Facilities seeks to reduce the focus on signs as the key tool for wayfinding and instead provides a broader perspective. Building on previous versions, this edition of the *Wayfinding for Healthcare Facilities*, responds to the ongoing need for healthcare design to cater for *all* people who use healthcare facilities.

A framework for understanding good wayfinding in practice is provided. A holistic approach is described in which wayfinding is considered across its full spectrum rather than just focusing on a single component such as signs.

Healthcare facilities can be complex and need to be navigated by people of all abilities, ages, and cultural backgrounds. This document provides direction to assist designers and managers to consider the bigger picture: fit for purpose, complete user experience and integrated functionality.

Special focus areas such as Emergency Departments, Mental Health Units and Dementia Units, have a wayfinding requirement that should be dealt with as part of their functional briefing and clinical safety processes. These areas are not covered in detail by this document. Designers and managers must reference the most current policies and standards.

Wayfinding for Healthcare Facilities does not prescribe a particular wayfinding system nor does it suggest terminology that should be adopted by healthcare facilities. However, terminology must be clear and consistent across all elements of wayfinding. This document does not specify sign designs or sign types, but information about effective use of signage as one of the tools for wayfinding is provided.

The *Wayfinding for Healthcare Facilities* document has been specifically written for a range of professionals involved in the design, delivery and ongoing management of healthcare facilities including:

- Local Health District or Health Service Board Members
- Local Health District or Health Service CEOs and Executives
- Facility and Operations Managers
- Corporate and Customer Service Managers
- Project Directors
- Architects and Facility Planners
- Wayfinding Consultants
- Change and Transition Managers
- Quality Managers.

This resource can be used when:

- Planning a new healthcare facility
- Redeveloping an existing healthcare facility
- Upgrading or making modifications to an existing healthcare facility
- Undertaking quality auditing to identify opportunities for improvement while
- checking compliance with legislation
- Planning for ongoing management and maintenance.

REVISION HISTORY

Version	Approved By	Amendment Notes
IB2022_048 December-2022	Deputy Secretary, Health System Strategy and Planning	This second edition of <i>Wayfinding for Healthcare Facilities</i> has been significantly amended from the 2014 first edition with a collaborative approach and universal design for patient centred approach.
GL2014_018 August-2014	Deputy Secretary, Governance, Workforce and Corporate	This first edition <i>Wayfinding for Healthcare Facilities</i> replaces the Fifth Edition of (TS2) published in 2009. This document has been significantly amended.
GL2009_010 June-2009	Acting Director- General	New guideline covering the revised Technical Series TS-2 and Emergency Department Signage.