

EAST TENNESSEE CHILDREN'S HOSPITAL

Knoxville, TN

HEALTHCARE | INTERIOR + EXTERIOR | DESIGN + WAYFINDING

PROJECT PROFILE

Located in downtown Knoxville, TN, East Tennessee Children's Hospital (ETCH) is a 152-bed Comprehensive Regional Pediatric Center in Tennessee and is accredited by the Joint Commission. As a Comprehensive Regional Pediatric Center, Children's Hospital cares for seriously ill children in an environment designed to comfort its patients and offers many different pediatric subspecialties. Children's Hospital works jointly with the University of Tennessee Medical Center to ensure that patients receive trauma care at the institution most appropriate to the patient condition.

With a facility master plan in place that included a \$75 million surgery and NICU addition, ETCH partnered with INNERFACE starting in 2013 to begin assessment of the existing campus and development of a new interior and exterior signage standard and wayfinding master plan.



Design and Wayfinding Solutions

The existing ETCH campus consisted of multiple buildings, entrances and parking options in a very dense downtown environment. Our design team was tasked with analysis of all wayfinding, traffic flow and identification elements. We created short term solutions for major wayfinding and identification challenges and a long term wayfinding and identification master plan to accommodate the new 5 story surgery and NICU addition.

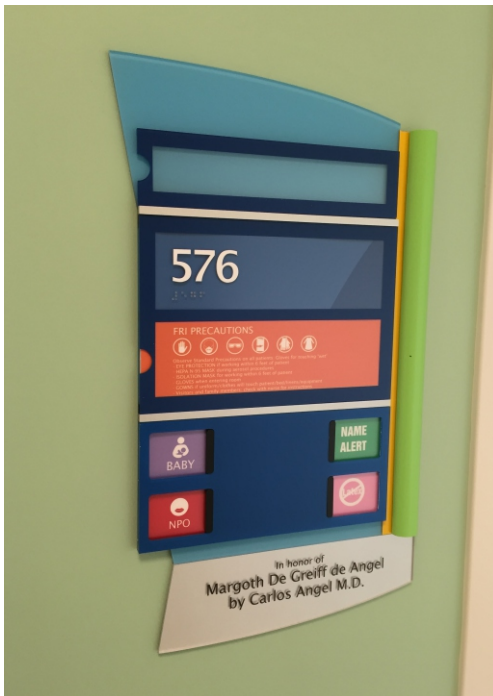
Critical elements to the new interior and exterior design include modularity, brand integration and donor recognition. Our designers worked closely with the ETCH team to make sure that each application met the established goals while focusing on providing patients and visitors the best possible tools to navigate the existing and new spaces and reduce their level of stress.



Planning and Implementation

With construction plans completed, the INNERFACE team worked to coordinate and communicate all interior and exterior wayfinding and identification signage details with ETCH and the construction team. Integrating new and existing interior spaces and reworking exterior traffic flow, entrance and parking identification was critical to overall project success. A critical path of travel was identified linking new and existing spaces and we worked to route patients and visitors along this path to designated elevators and the fifth floor crosswalk.

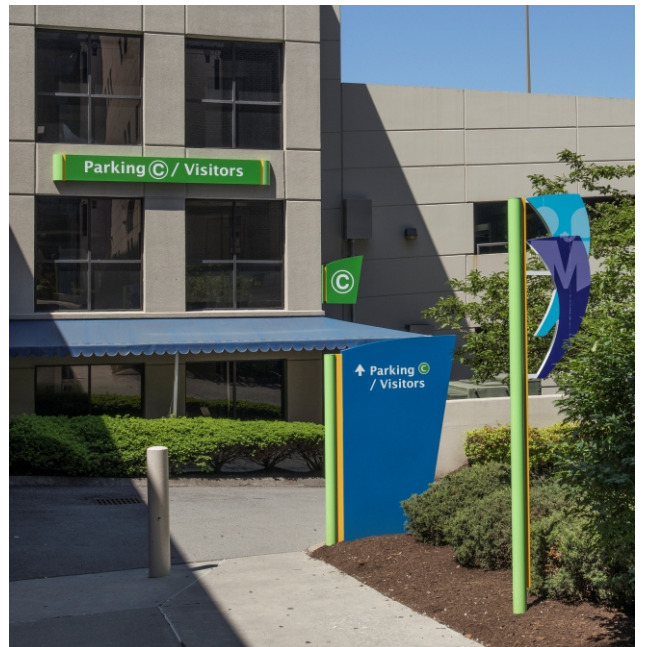
During our design development process, we were approached by the ETCH foundation with the opportunity to develop a complete donor recognition program to consist of freestanding elements and integrating with room ID signage where appropriate. By integrating the donor with the room and area identification signage, we were able to save time and money and create a cohesive program that is easy to add to in the future. We also worked very closely with the nursing team to develop custom patient room signs. These modular and easy to use patient precaution sign types help the nursing staff quickly identify and adapt to changing patients and patient conditions.





Future Plans

As we look to the future with ETCH, the next project will be branding all of their satellite facilities and clinics with their new brand. Survey and design work has started on this phase of the project and implementation is likely in the next eighteen to twenty four months.



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