



ADJUSTABLE TECHNOLOGY WALL STATIONS

and the Caregiving Experience:
A Research Summary

Adjustable technology wall stations serve purposes far beyond the logistics of physically supporting equipment in healthcare settings. With healthcare environments relying more and more on digital technology, these wall stations play a role in both promoting the comfort and productivity of caregivers through postural improvements, and in improving patient-caregiver interactions.

The importance of adjustable technology wall stations is bolstered by the research findings in the following areas:

Adjustability and Communication

It is fundamentally important that technology wall stations be adjustable. If a wall station has articulating monitor arms, it allows caregivers to position the monitor exactly where it is needed for comfortable viewing and to optimize communication—which is essential to cultivate trust—when caregivers share data with their patients. A research study performed by McGrath et al. supports this idea and found the following¹:

- When the patient was positioned 45 degrees from the computer, with both patient and computer in the caregiver's line of sight, the caregiver was able to maintain eye contact, improve communication and convey cues suggesting trust and liking.
- When the caregiver's back was turned to the patient, these forms of effective communication decreased.

Patient Access to Information

The significance of caregivers being able to share pertinent data with patients by allowing them access to the screen was demonstrated in a research study performed by Almquist et al., which found the following²:

- Patients expressed greater satisfaction when their medical data, in the form of excellent visual aids displayed on the screen, acted as an explanation of treatment and options.
- This easy access to data also encouraged caregivers to discuss care with their patients and allowed patients to take an active role in their own care.

Adjustable technology wall stations are integral to creating ergonomic environments that physically support caregivers by reducing their discomfort and providing postural benefits. In addition, adjustable technology wall stations help to facilitate patient-caregiver communication, enhance overall patient experience with their care and improve the quality of patient care.

¹ McGrath, John M. et al. "The influence of electronic medical record usage on nonverbal communication in the medical interview." *Health Informatics J* 2007; 13 (2); 105-118. DOI: 10.1177/1460458207076466.

² Almquist, Julka R. et al. "Consultation room design and the clinical encounter: The space and interaction randomized trial." *Health Environments Research & Design Journal* 2009; 3 (1).

