

## **Bumrungrad’s renovated postpartum recovery rooms are aligned with current trends in parenting and the new Neonatal Intensive Care Unit delivers emergent care to newborns with critical conditions.**

Bumrungrad achieved another milestone in the development of our medical care by renovating our patient-oriented recovery rooms. The renovation is aligned with our vision of “Shifting the Future of Healthcare”. The recovery rooms are more modern and satisfy the needs of our patients. Moreover, they provide a safer environment for patients, families, and healthcare professionals. The new recovery rooms facilitate healthcare processes and provide facilities and amenities modern families need.

**Mrs. Artirat Charukitpipat, CEO of Bumrungrad International Hospital**, reveals “Bumrungrad has always maintained national standards of safety. In addition, we are devoted to improving our infrastructure including hospital buildings, which are key in creating positive experiences for our clients. So, we pay attention to every detail in our luxurious, spacious hospital buildings. Patients feel comfortable and relaxed as if they were not at a hospital. Moreover, the hospital buildings follow hygienic measures which meet international standards of safety. We also have an infection prevention and control system in our buildings. Each section of each building is well planned to enhance privacy and convenience. We put our patients at the heart of our 5-star medical services. Thai and international patients have faith and trust in our outstanding services under the Bumrungrad brand, which has existed for 42 years.

**Mr. Konstantinos Sarris, Director of Property at Bumrungrad International Hospital** states “Recently Bumrungrad has renovated our patient recovery rooms in accordance with current healthcare trends. We consulted an interior design company in 2018 and collected data on our patients’ needs before starting to design and renovate Ward 6, which has the postpartum rooms. The ward is divided into recovery rooms, a nursery, and a rooftop garden. There are 4 types of recovery rooms: VIP rooms which include a guest room, deluxe rooms which are adjacent to the rooftop garden for the best relaxing atmosphere, single rooms, and twin rooms.

Bumrungrad adopted the safety, function, and emotion (SFE) principle and EcoHealth concept in renovating Ward 6. The EcoHealth concept focuses on designing recovery rooms which take into consideration medical care, wellbeing, environment, nature, and energy efficiency. We selected eco-friendly materials for our interior design, like wood, and big windows that let in lots of natural light. Warm colors are used to express balance & relaxation. The colors help destress and bring positive energy to visitors. The ward is equipped with facilities modern mothers need.

The principle of safety, function, and emotion is explained in detail below

## 1. Safety

Bumrungrad improves the safety of visitors, patients, family, and staff members. The interior design reduces the risk of injury in the recovery rooms. For example, the rooms and furniture including tables, chairs, sofas, and closets are designed to be less sharp and more circular. Built-in furniture is used to provide extra storage so patients can keep their belongings like travel baggage with them, providing clear space and reducing risk of tripping. Strong bathroom grab bars are installed to meet safety standards. The bathroom tiles are not slippery and easy to clean. During COVID-19, Bumrungrad replaced 800 air-conditioners with more energy-efficient and less noisy modes. UVC disinfection lighting systems, which are advanced technology certified in Germany, were installed inside air ducts to kill viruses, bacteria, fungi, and the corona viruses in the air as it cycles through the return ducts before the disinfected air is let into the hospital buildings. The UVC disinfection lighting systems ensure clean and safe air. The systems maintain a coil free of microbial growth, maximizing the efficiency of coil heat transfer, while reducing the energy use of the air handling units. The installation of the UVC disinfection lighting systems follows Bumrungrad's energy conservation policy for sustainable development.

## 2. Function

Bumrungrad improves work proficiency of our physicians and staff by prioritizing adjustable lighting design that is modern and suitable for medical work. Bumrungrad has installed a new lighting control system which can be adjusted to 6 different settings, including daytime and nighttime. Moreover, the light control system can be adjusted to low when there is enough light outside, to save energy. The position of interior building lighting facilitates the work of healthcare professionals who take care of our patients 24-7. For example, the light control system can be adjusted to the 'doctor scene' mode, or the brightest mode, when doctors visit patients. The system can then be adjusted to the 'night scene' mode at night when the patients sleep, and little light is needed. The system can be adjusted to low when patients go to the bathroom at night or when the nurses come in during the night to minimize disturbance. The furniture positioning allows patient transfer and medical equipment to enter the room quickly and conveniently. The function principle allows for a seamless and effective process of medical care delivery.

## 3. Emotional Wellbeing

Bumrungrad is devoted to creating an atmosphere which allows our patients to mentally & physically rest fully. Research reveals natural moods & tones are the most relaxing and soothing. Bumrungrad chose furniture and accessories made from natural materials and chose a warm and nature-like color and lighting scheme for patient rooms. The windows let in natural light and the scenery outside includes a rooftop garden. Patients see more green space, which induces peaceful feelings. Moreover, they can experience city views, which make them feel at home or feel like they were staying at a 5-star hotel. At Bumrungrad, we are focused on naturalness, cleanliness, and safety. We provide facilities and amenities including a cooking area, a fridge, a microwave, and a big sofa for the most comfortable feeling. Besides the bigger sofa, Bumrungrad

also replaced its TVs with the most suitable size ones for the patients to watch from their beds. There are more channels geared toward providing infotainment and delivered by hi-speed internet in every recovery room for seamless entertainment and communication.

In case of emergency, safety is key. Bumrungrad's Neonatal Intensive Care Unit (NICU) administers specialized care for mothers and babies. Working with the most advanced technology, a team of specially trained medical experts and nurses is on hand to provide intensive care to the highest standards of care and safety. We can perform complex operations with international standards of safety. At Bumrungrad, the NICU, the delivery room, and the operating theater are adjacent to one another to allow healthcare professionals to work faster and reduce the risks associated with patient transfer, giving out newborns a higher chance of survival.

So far, the NICU has played a key role in rescuing babies in critical conditions, such as premature babies (born before 32 weeks), low birth weight babies (less than 1,500 grams), twins or triplets, and babies with multiple organ malfunctions including respiratory, cardiovascular, digestive, and nervous system disorders.

Bumrungrad understands and is ready to align our medical services with advanced medical technology and the changing behaviors of our clients. We have shifted to the healthcare of the future, which is patient-oriented. We are open to feedback from our patients, their family members, or our physicians, and healthcare professionals. We are progressing toward Smart Healthcare 5.0 to provide holistic medical and wellbeing services.

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