Ambient Experience
Turning healthcare into human care
Staff training
Creating Healthcare Environments

• The importance of Patient Experience
Importance of Patient Experience
Value for people through valuing people

We believe good healthcare is **people centric**. A professional hospital environment must be **psychologically supportive**, instilling a **sense of wellbeing**.

Enhancing **Clinical Excellence, Operational Efficiency, Patient Experience and Technology innovation** can lead to better overall healthcare experience.
How to create an Ambient Experience?

• Our experience model
• Experience flows
Our experience model
Anxiety reduction is a key contributor to a positive patient experience

For many patients, having an imaging procedure can be frightening. Their anxiety does not improve their experience nor your workflow.

<table>
<thead>
<tr>
<th>Causes of anxiety:</th>
<th>Which leads to a negative feeling:</th>
<th>What can you do:</th>
<th>Results</th>
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Results
- Improved patient co-operation
- Improved patient experience and satisfaction
- Improved staff satisfaction

Herlev Gentofte hospital survey shows a 70% reduction in the number of interrupted exams for the ingenia 3.0T scanner with Ambient Experience and the in-bore Solution

Children’s Hospital Cardiff survey shows amongst other a post-implementation NPS of 78 ($n = 116$)
**Our experience model**

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*PHILIPS*
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Experience Flows
Creating insights to improve healthcare environments.
Ambient Experience

A purposefully designed healthcare solution creating a comfortable, stress-reducing environment for both patients and staff.

- Physical and emotional comfort
- Patient and staff contact
- Experience personalization
- Hospital flow
Ambient Experience Solutions

Radiology
- MR
- CT
- Ultrasound
- Radiography
- Kitten Scanner

Cardiology
- Cathlab
- Electro Physiology

Oncology
- PET/CT
- Mammography
- Radiation Therapy
- Proton Therapy

Other areas
- ED
- Uptake room
How to use your system

Ambient Experience

Ambient Experience for Allura/Azurion with Skylight

Ambient Experience for MR

Ambient Experience for MR with in-bore Connect
Ambient Experience
1. Side wall projection
2. Rounded corners
3. Sound system
4. Ceiling displays
5. Dynamic Ambient Lighting
How to use the touchscreen
How to use the Touchscreen
Touchscreen - Main areas

Tabs

Screens

Action buttons
Tabs
Screens

Control

Preset

Color

Journey
Action Buttons
Color screen
Journey screen
Preset screen
Control screen
Control screen – System On/Off
Control screen – Light Intensity
Control screen - Volume
Control screen - Ambient / Personal audio
Control screen - Patient Orientation
Action Button - All Lights On
Action Button - Audio On/Off
Action Button - Privacy Glass On/Off
Control screen – My Ambient
My Ambient – Journey Control
Journey Control – search Themes
Journey Control – view Theme information

Theme: Underwater
Duration: 15 minutes 3 seconds

Dive to the depths of the ocean in your very own submarine
Journey Control – choose Journey
Journey Control – add Theme
Journey Control – remove Theme
Journey Control – change Theme order
Ambient Experience Themes and support

Ambient Experience creates new themes for new applications and environments.

Preview new themes on the Healthcare Experience Solutions site:

Go to website ›

Contact the Ambient Experience Helpdesk for support at helpdesk.ae@Philips.com.

Contact your Philips account manager for detailed information about Themes.
My Ambient – Preset

PHILIPS

Volume
Light Intensity
Privacy Glass On/Off
White Lights
Color Temperature
Upper segment
Middle segment
Lower segment

Preset 1
Preset 2
Preset 3
Preset 4

Close
My Ambient – Language
My Ambient – Training

Ambient Experience
Turning healthcare into human care
Staff training

Innovation + you
My Ambient – About
Thank you for your attention.
Ambient Experience with Skylight for Allura / Azurion
Skylight for Azurion / Allura

1. Sound system
2. Dynamic Ambient Lighting
3. Skylight for Azurion / Allura
4. Ceiling displays
5. Catheter cabinet lights
How to use the touchscreen
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Touchscreen - Main areas

- Tabs
- Screens
- Action buttons
Tabs

PHILIPS

Control
Preset
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My Ambient – About
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Ambient Experience for MR
Ambient Experience for MR

1. Side wall projection
2. Rounded corners
3. Sound system
4. Ceiling lighting element ‘halo’
5. Integrated coil cabinets
6. Dynamic Led Ambient Lighting
7. Floor island
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PHILIPS

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Innovation + you
My Ambient – About

Room Options
11. Room: AmbientExperience
12. CeilingDisplay: Samsung1x
13. WallProjection: None
14. WallDisplay: None
15. Audio: Enabled
16. PrivacyGlass: Available
17. UserDevices: Staff-Patient
18. Cove: DEP_1x
19. SkyLight: PowerCore
20. FunctionalLight: TableLights
21. ExternalMovies: DVD
22. Presets: Available
23. Target: RP5810

Installed Features
- SPHAERA2_BASE: 2020-12-31
- SPHAERA2_TLM: 2020-12-31
- SPHAERA_UPTAKE: 2020-12-31
- AE_CONNECT: 2020-12-31

Server
- Host-ID: CZC7057XCK
- Status: Online
- Server OS version: 4.7.0
- Server version: 4.7.0-RC09
- CoreLibrary version: 4.7.0.0

Client
- IP-address: 192.168.74.200

Close
Thank you for your attention.
Ambient Experience for MR with in-bore Connect
Ambient Experience for MR

1. Side wall projection
2. Rounded corners
3. Sound system
4. Ceiling lighting element ‘halo’
5. Integrated coil cabinets
6. Dynamic Led Ambient Lighting
7. Floor island
8. In-bore Connect
How to use the touchscreen
How to use the Touchscreen
Touchscreen - Main areas

Tabs

Screens

Action buttons
Tabs

![Image of PHILIPS interface showing color and journey tabs]
Action Buttons
Color screen
Journey screen

- North America
- South America
- Dutch Masters
- Doris the Farm
- Fantasy
- Sky
Control screen
Control screen – System On/Off
Control screen – Light Intensity
Control screen - Volume
Control screen - Ambient / Personal audio
Control screen – DVD

- Click on the DVD icon to open the DVD player.
- Select a DVD to play.
- Click on the power button to turn off the DVD player.
Control screen - Patient Communication
Action Button - Audio On/Off
Action Button - Privacy Glass On/Off
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innovation with you
My Ambient – About

The image shows a user interface for a room control system by PHILIPS. The interface includes buttons for options such as Journey Control, Language, Training, and About. The screen displays information about the system, including room options, installed features, server details, and client IP address.

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