



VETERINARY HOSPITAL FOR DOGS & CATS (Happy Healing Veterinary Hospital "Where Joy Meets Recovery With Caring Hands & Healing Hearts.")

N. Sneha

Bachelor Student

Sanjeev Agarwal Global Educational University

Sucheta Nigam

Associate Professor

Sanjeev Agarwal Global Educational University

ABSTRACT

This study is about the role of Veterinary Hospital Design to enhance animal care and recovery efficiency in India. As there are **30 million pet dogs and 5.5 million domestic pet cats** and **only 25000 number of veterinary facilities in India** with not such proper interior design and not focusing on the hygiene, comfort for the pets and pet owners. Therefore, it's a high - time to "design" a comfortable and hygiene veterinary hospital/clinic with stress - free environment. This research is done to create a huge impact that will play a significant role for other interior designers to work more on its designing.

Keywords : Interior, Veterinary Hygiene & Comfort, and Pets & client's better experience.

INTRODUCTION

Interior Design has elements like space, light, color, pattern, texture and materials. These elements help us to personalize our space according to our needs and desire.



Designing is not just about creating a space with attractiveness but also giving the space:- functionality, healthier life and giving a required needs to our day to day lives. Interior designers, design spaces as maintaining by minding on our problems which we face in our daily lives.

Moreover, space can influence our behavior, moods, and overall well-being. For example, our home and workplace. But what about veterinary hospitals?

Fortunately, in this modern era of inhumanity people are actually more humane towards their pets and want them to have the best medical facilities as well as daily care. People are raising their pets as their own family member. Animals can quickly become stressed in strange environments, so designing a veterinary hospital with keeping their needs in mind is crucial. For example, just by ensuring an easy-to-navigate layout can all help both pets and their human companions to reduce anxiety.

LITERATURE REVIEW

1.) **Grace Manderfeld , 2023** | A Happy Home Veterinary Clinic

[Chloe Parish & Beau : Clients] , This paper shows the help relieve stress for the pets in the space by separating the entrances for cats and dogs. It shows the utilization of natural light brings in comfort from the outside environment. **[Dr. Janice Ackerman, DVM : Veterinary doctor]** , It has focused on relationships between each room by Primary adjacency, Secondary adjacency and Undesired adjacency. **[Alex Burrow &**

Cooper : Clients] , Also, outdoor allow pets to be in a comfortable, familiar place, leading them to stay calm and happy. [1]

2.) [**Richard M. Rauh, AIA, NCARB Rauhaus Freedendfeld & Associates Laguna Hills, CA**] , 2020 | THINKING BEYOND BOUNDARIES - INNOVATIVE TECHNICAL, FUNCTIONAL, & AESTHETIC DESIGN SOLUTION FOR TODAY'S VETERINARY HOSPITAL.

This paper shows that solar energy is an investment that pays for itself. Solar panels can reduce monthly bill and also protect bottom line from rising electricity rates (*essentially purchasing 25 to 30 years of electricity at today's price*). This paper also shows about Acoustical innovations, acoustical design is not about compromising visual appearance. There are printed acoustical ceiling panels. Also adding "Biophilic Design". [2]

3.) [**Emma G. Winkley MPH | Kate Kukanich DVM, PhD | Dorothy Nary PhD | Joseph Fakler DVM**] , **FEB 1, 2020** | Accessibility of veterinary hospital for clients with mobility - related disabilities. **JAVMA (Journal of the American Veterinary Medical Association).**

This paper shows that there should be sign - designated to parking for disabled people (*giving maximum space around 16 feet*). So the clients using wheelchairs or other thing can safely exit vehicle and enter with minimal difficulty. Also, adding ramp to help clients accessibility (*it should be approximately 0.25 inches in vertical height*). Reception desk having lower desk too (*approximately 36 inches from the floor*) allows eye - level communication with people using wheelchair or scooter or are of short height. In waiting area for disabled clients might not be in the way of others (*approximately 36 inches wide and 48 inches deep*) space should be left for wheelchair. Using user - friendly doors would help disabled clients accessibility. Lastly, having helpful staff in Veterinary hospital would make easier for these clients. [3]

4.) [**Manuel Magalhães-Sant'Ana, Simon J. More, David B. Morton and Alison J. Hanlon**] , 2017 | Challenges facing the veterinary profession in Ireland. **Irish Veterinary Journal.**

This paper shows about veterinary professional facing problems in Ireland with referrals, second opinions and 24 - hours emergency care. The major concerns include unclear guideline, client misunderstanding, financial struggles, delays in referrals and work stress of veterinarians.

This shows solutions that improves and help veterinarians meet client's expectations, it includes : clearer rules, better communication with clients, training in ethics and management, and sharing practices to improve emergency duties in veterinary hospitals. [4]

5.) [**T. Kinnison, S. A. May, D. Guile**] , **22 October 2015** | Errors in veterinary practice: preliminary lessons for building better veterinary teams. **Veterinary Record.**

This paper shows errors in veterinary practices, there causes and focusing on team work and there communications. This study observed two different veterinary clinics in UK, found 40 errors including clinical oversights, communication issues and misplaced items, these all errors draw a connection between systematic issues like inconsistent procedures and communication gaps among the team members itself.

Solutions to improve includes good training, clearer protocols and serve no - blame culture to encourage error reporting and learning. Enhancing teamwork and communication to provide a better veterinary care. [5]

6.) [**Thomas, Kenneth Charles**], 1999 | Big Country Veterinary Hospital.

This paper shows designing mixed - use veterinary hospital applying regionalism, combining historical elements in modern technologies. It draw attention to local materials, climate responsive features and traditions to make a timeless design. Key plan includes simple geometric forms, traditional methods, large overhangs for shading, welcoming porches, etc. Focusing on functionality and cultural relevance. [6]

7.) [**Jeff Adney | Kelly Evers | John Freytag | Danielle Heberle | Karen Herndon Scott Manning | Scott Mansfield | Linda Pappalardo | Ashley Reivydas Drew Roby | Greg Taylor | Crissy Treon**], 2020 | Animal Hospital Design Strategies for Better Care. **American Animal Hospital Association (AAHA)**.

This paper shows an effective design for veterinary hospitals to enhance work flow, patient care and clients experience. It draw attention to efficient operations, infection control and ergonomics. Crucial range of spaces like sterilization area, treatment rooms and recovery rooms must prioritize functionality and hygiene. Focusing on materials and storage helps long - term use and safety. Overall, having good hospitals with design balancing on functionality, comfort and growth potential is a must for client experience. [7]

8.) [**Karolina Beyer**], 2023 | Customer experiences drive the need of innovation in veterinary practices. **Procedia Computer Science**.

This paper shows, by interviewing pet owners, it emphasizes on better scheduling system, telemedicine and advanced clinical assessment tools solutions for organizational challenges in veterinary hospitals such as extended waiting period and minimal scheduling options. [8]

9.) [**Sarah A. Moser**], July 29, 2020 | Calm California vibes make for a low-stress veterinary hospital.

This paper shows how a biophilic design by also incorporating natural light, good materials, textures and greenery can reduce stress on pets, pet owners, vet doctors and staff in a veterinary hospitals. [9]

10.) [**Camiel J. Beukeboom, PhD, Dion Langeveld, MSc and Karin Tanja-Dijkstra, PhD**], Number 4, 2012 | Stress-Reducing Effects of Real and Artificial Nature in a Hospital Waiting Room. **THE JOURNAL OF ALTERNATIVE AND COMPLEMENTARY MEDICINE**.

This paper shows a field study in Dutch hospital waiting areas, exploring how natural plants, poster plants and no plant effects patient's stress. Highlighting the psychological benefits of involving natural elements in healthcare system by having natural or artificial plants or plant posters can significantly reduce stress level on patient and clients in hospitals. [10]

RESEARCH GAP

- Better interior space for veterinary hospital in India.
 - Pet boarding room.
 - Recovery area.
 - Lack of materials research.
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PURPOSE

The purpose to make a veterinary hospital is to give a better life and medical facilities to treat pet and also focusing on a better experience for pet parents. Making spaces that is functional and convenient for medical treatments and recovery but also making comfortable, stress-reducing spaces and environment for both the pet and pet parents. It will influence other interior designers with the veterinary hospitals to design its interior as there are less number of veterinary clinics\ hospitals which has interior design to comfort pets and pet owners.

OBJECTIVE

The objective is to balance functionality and comfort for pets, pet owners, medical staff members and doctors.

- It will influence other interior designers with the veterinary hospitals to them to design its interior as there are a smaller number of veterinary clinics\ hospitals which has interior design to comfort pets and pet owners.
 - It will help doctors to work efficiently in a proper manner with efficient space.
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AIM

- It will satisfy the pet owners with overall better experience.
 - It will benefit the staff members and doctors with comfortable, easy to work space with clients.
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LIMITATIONS

- This veterinary hospital is only for **dogs, cats and birds**.
- Site will be in **Bhopal**.

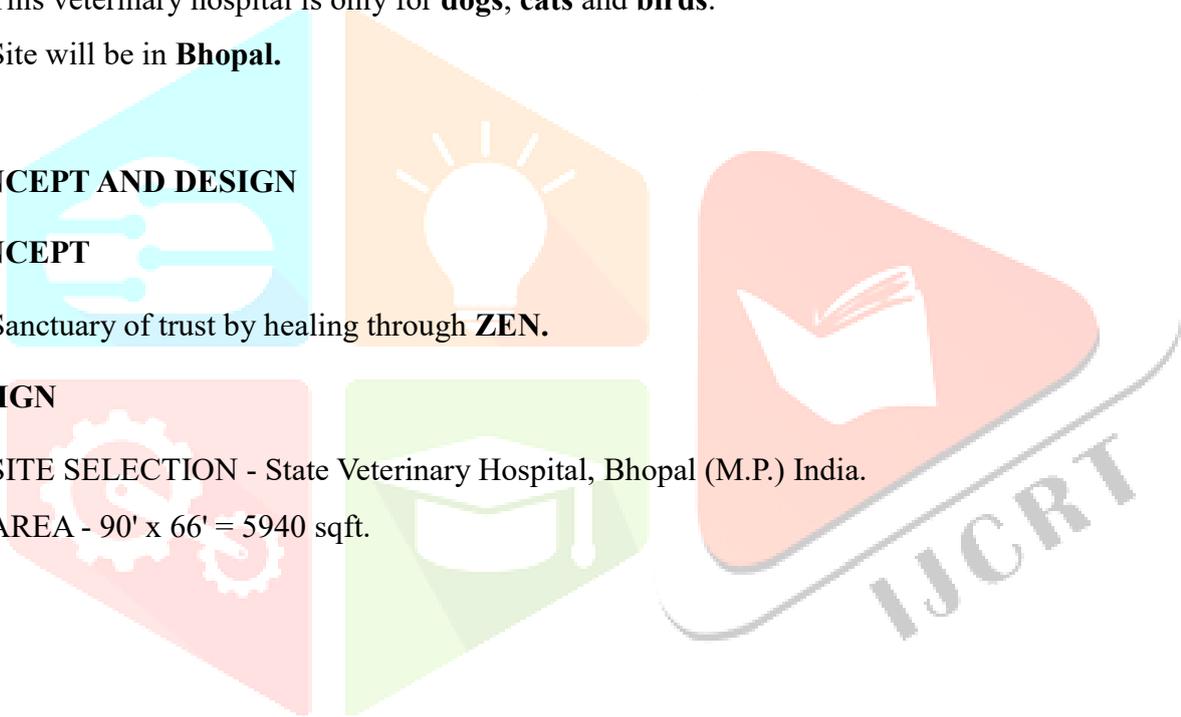
CONCEPT AND DESIGN

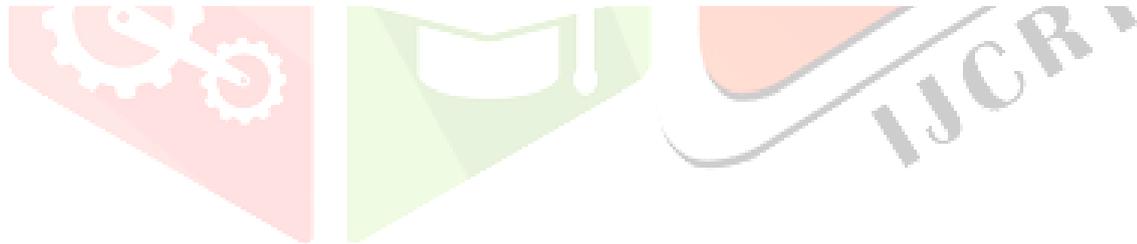
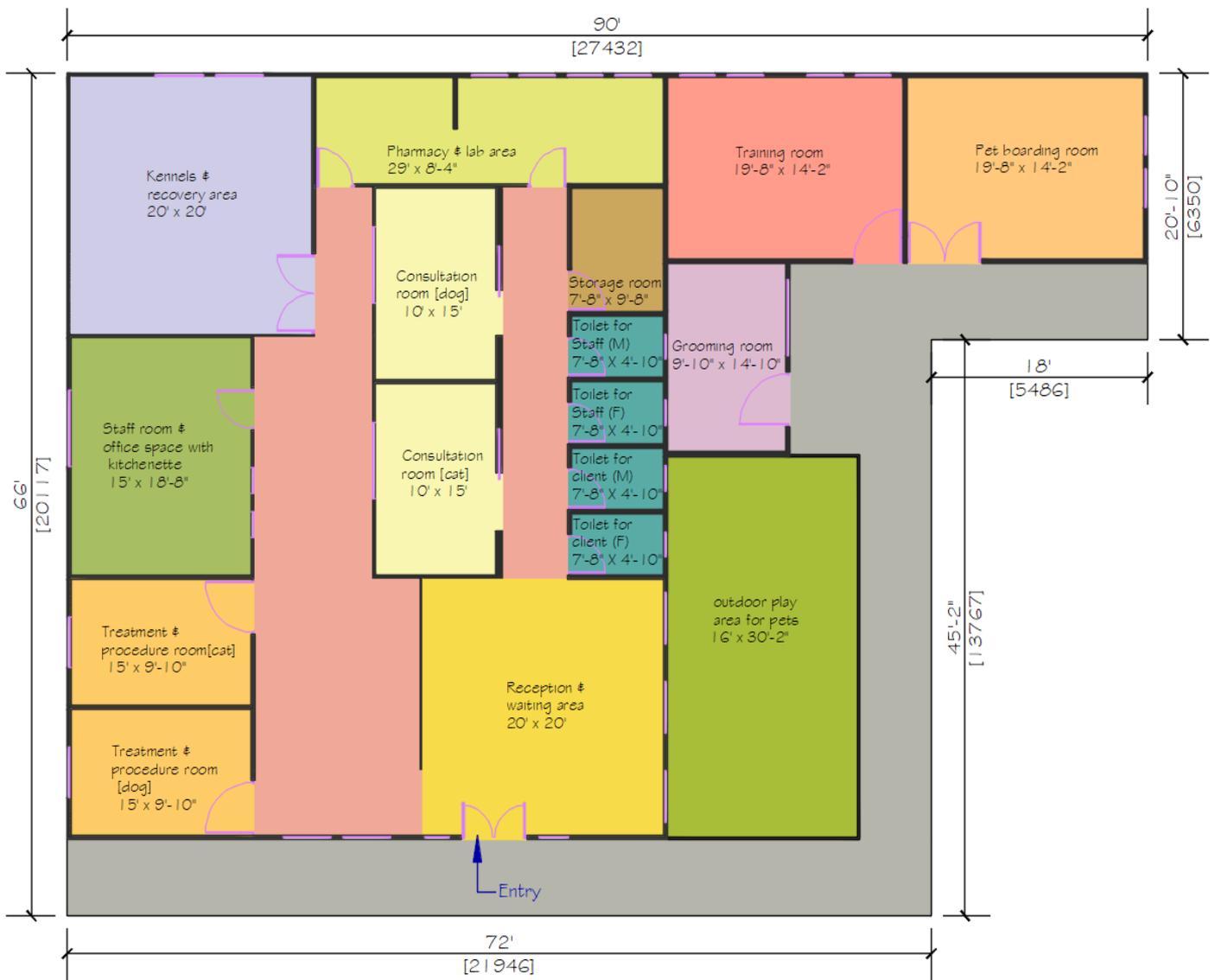
CONCEPT

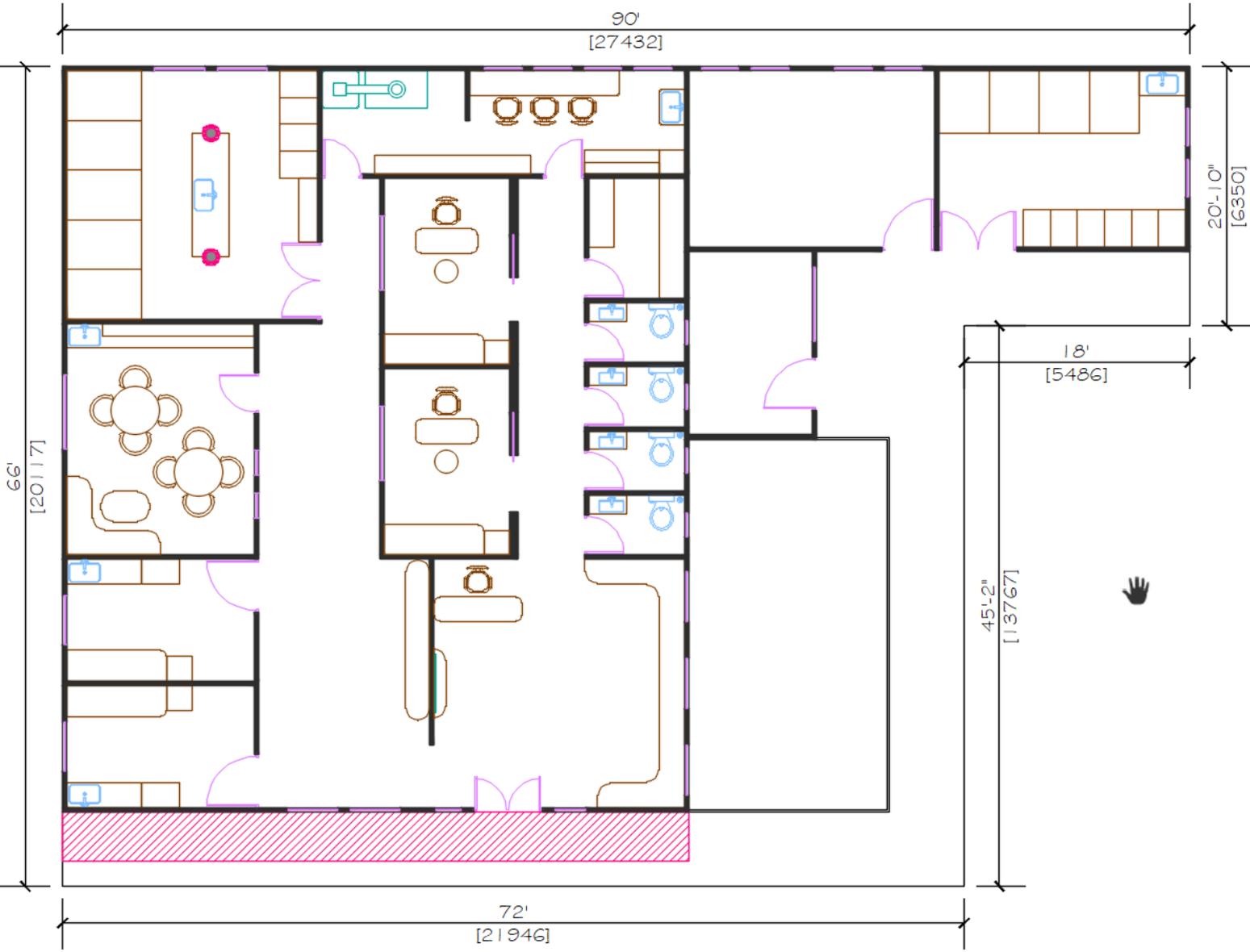
- Sanctuary of trust by healing through **ZEN**.

DESIGN

- SITE SELECTION - State Veterinary Hospital, Bhopal (M.P.) India.
- AREA - 90' x 66' = 5940 sqft.





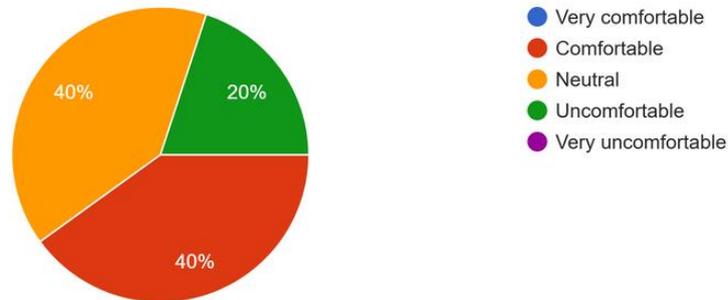


RESULT AND DISCUSSION

[PET OWNERS]

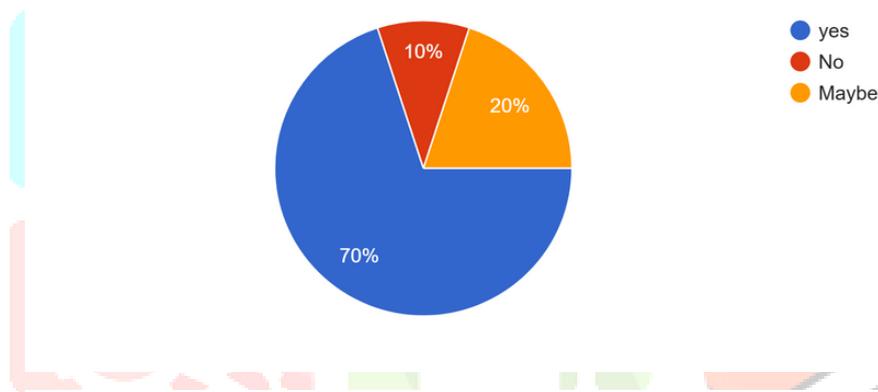
Do you find the waiting area comfortable for you and your pet?

10 responses



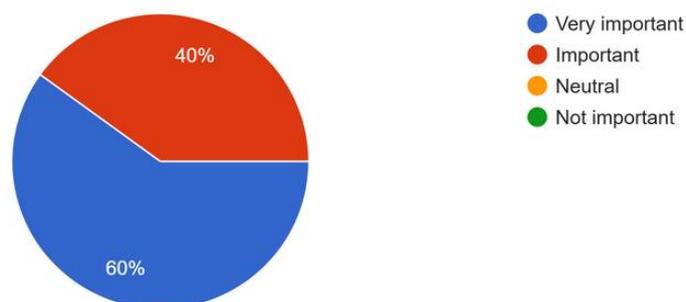
Do you think the design of a veterinary healthcare facility affects your pet's stress levels during visits?

10 responses



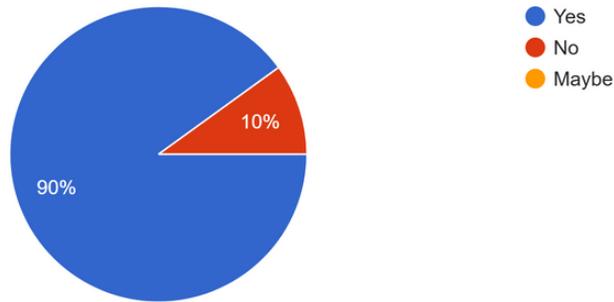
How important is a well-designed veterinary hospital for your pet's recovery?

10 responses



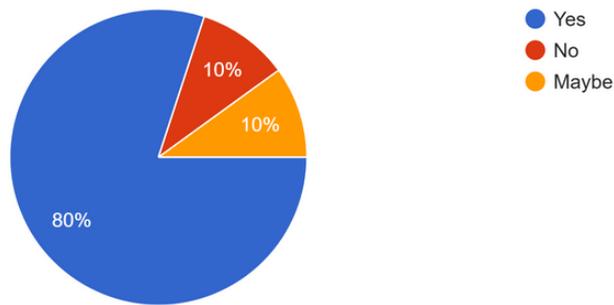
Do you feel that the hospital's design impacts the overall experience of your visit?

10 responses



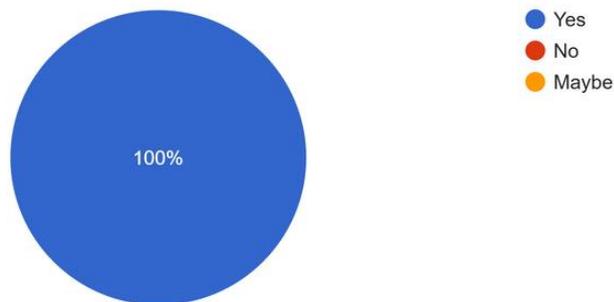
Is there a need for more private consultation areas in the veterinary hospital?

10 responses



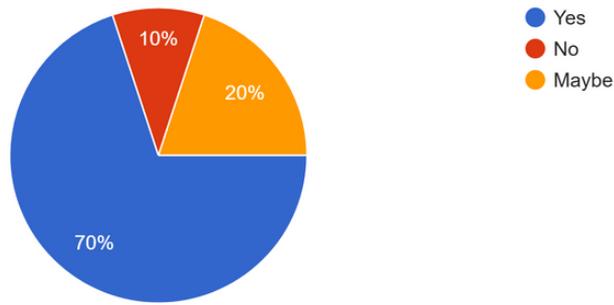
Do you think a separate area for emergency cases is necessary?

10 responses



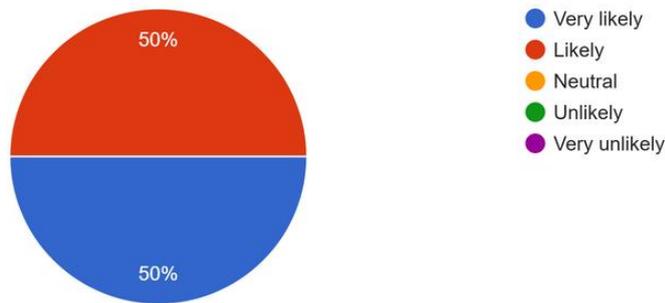
Do you believe the veterinary hospital should have facilities for pet owners (e.g., refreshments, seating)?

10 responses



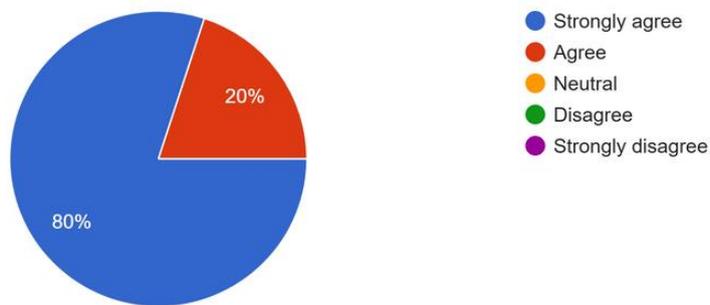
How likely are you to recommend a veterinary hospital based on its design?

10 responses



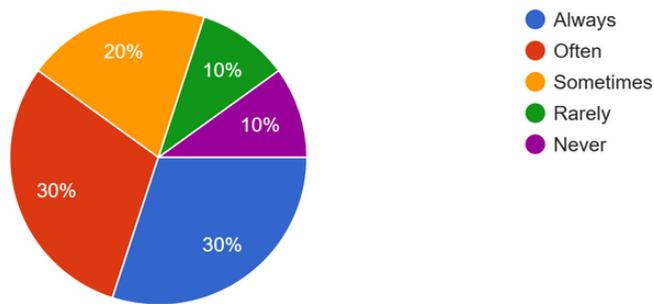
Do you think regular maintenance of the veterinary hospital is important?

10 responses



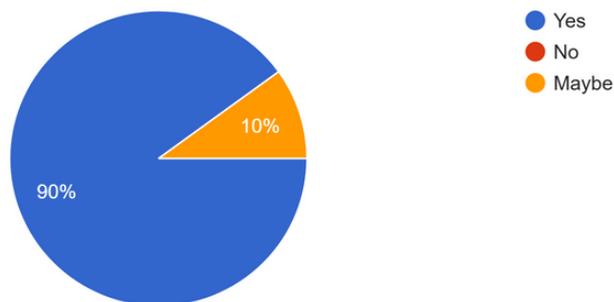
How often do you notice issues with the hospital's facilities (e.g., broken equipment, poor lighting)?

10 responses



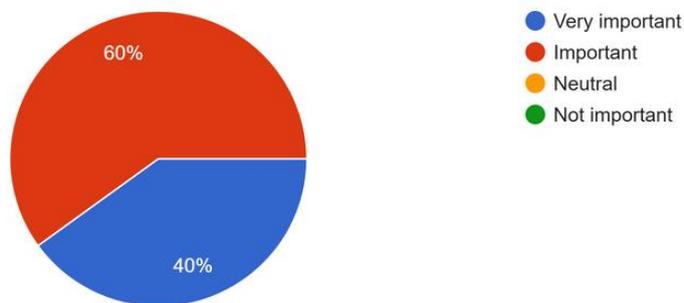
Do you think veterinary hospitals need to focus more on design for a better patient experience?

10 responses



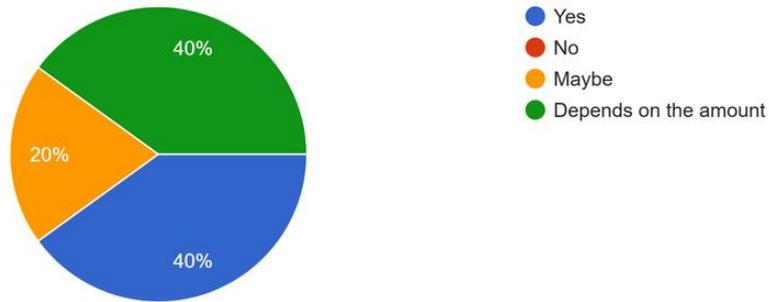
How important is it for you that the veterinary hospital has a welcoming atmosphere?

10 responses



Would you be willing to pay more for services in a well-designed veterinary hospital?

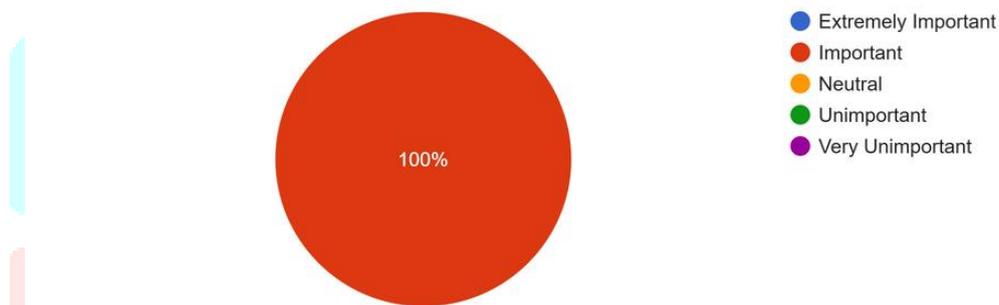
10 responses



[VETERINARY DOCTORS]

How important do you think it is to design veterinary hospitals specifically for animal care?

1 response



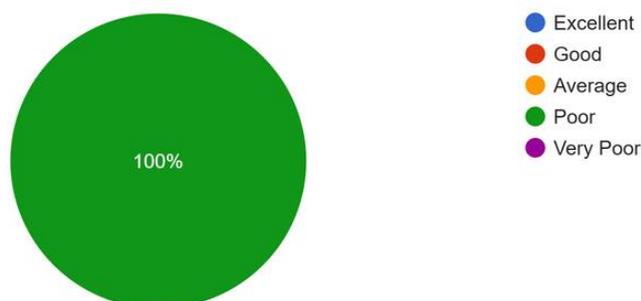
What's your opinion about veterinary hospital in Bhopal

1 response

Average

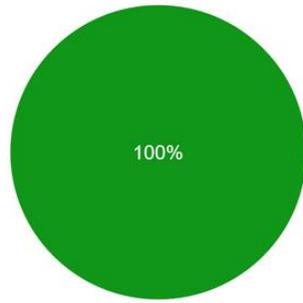
How would you rate the cleanliness and hygiene standards of veterinary hospitals?

1 response



How good is the space provided for client waiting areas?

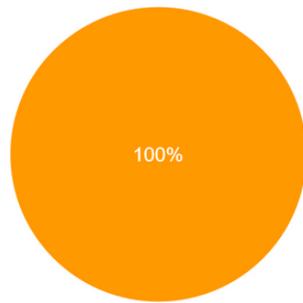
1 response



- Excellent
- Good
- Average
- Poor
- Very Poor

How frequently do you encounter difficulties due to lack of space for patient treatment and recovery?

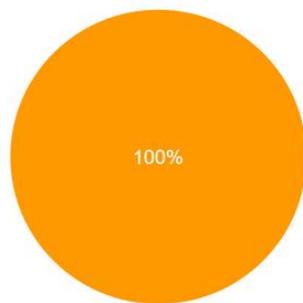
1 response



- Always
- Often
- Sometimes
- Rarely
- Never

How frequently do you encounter issues with lack of natural light or ventilation in your workplace?

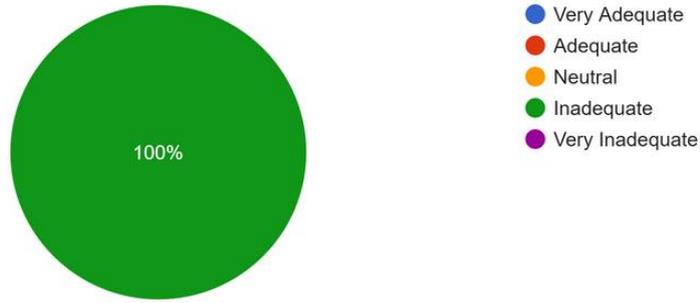
1 response



- Always
- Often
- Sometimes
- Rarely
- Never

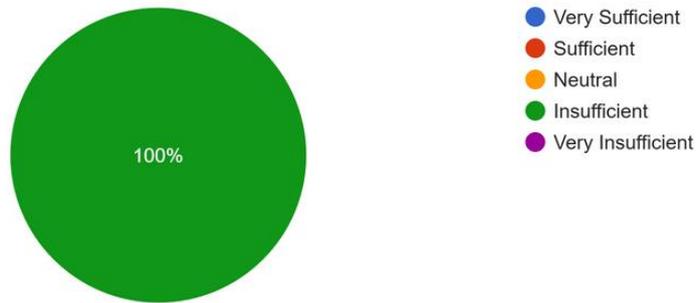
Do you feel there is adequate waste disposal management ?

1 response



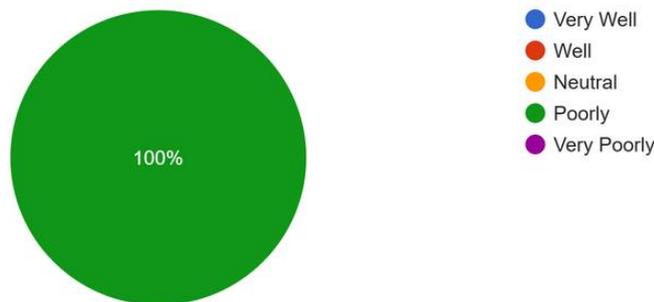
Are animal comfort facilities (like bedding, cages) sufficient for patient recovery?

1 response



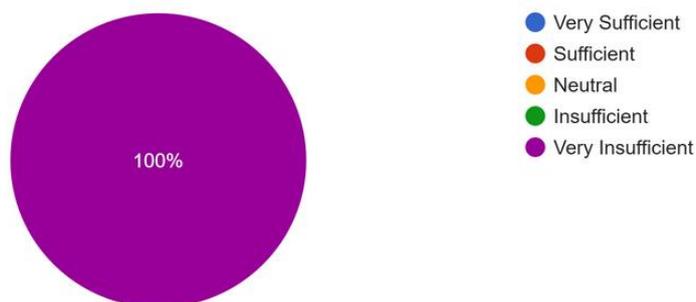
How well does the current infrastructure support your emergency care needs?

1 response



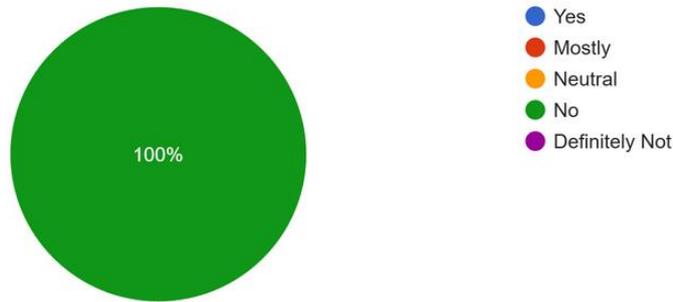
Are there enough facilities for your personal comfort during long shifts (restrooms, lounges, etc.)?

1 response



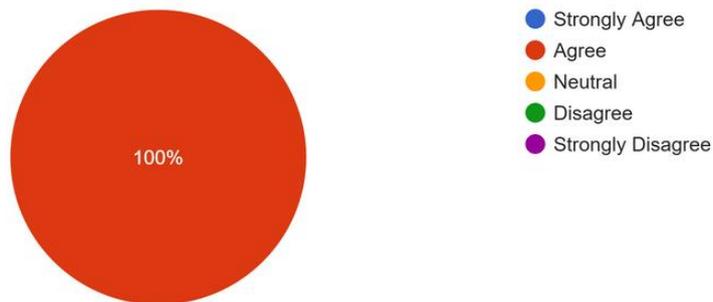
Are there enough designated spaces for staff to safely store their personal belongings?

1 response



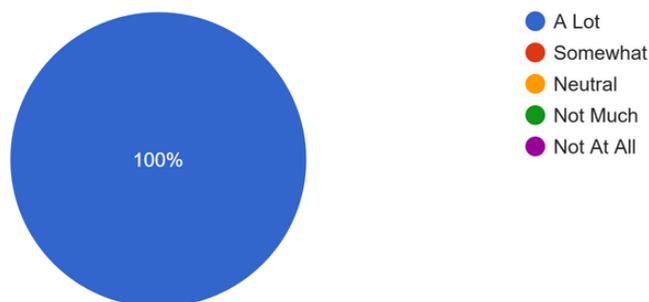
Do you think a well-designed hospital would improve your ability to provide care?

1 response



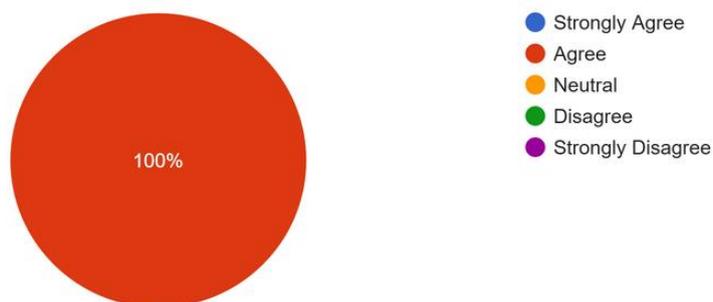
How much do you think animal-specific design (e.g., soundproofing) would reduce animal stress?

1 response



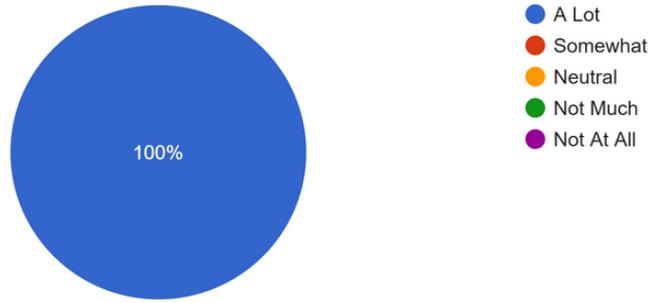
Would an efficient design reduce the time it takes to handle each patient?

1 response



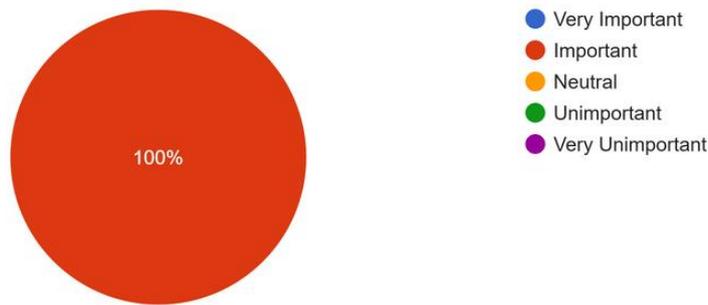
How much do you think a good hospital layout could improve staff workflow?

1 response



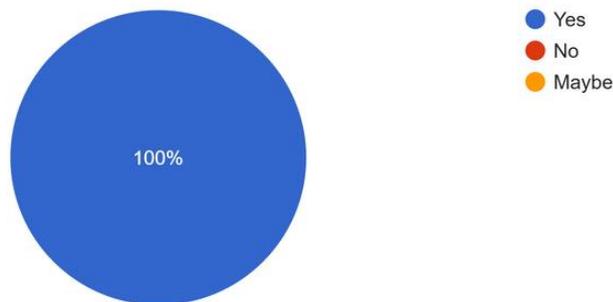
How important do you feel it is to have designated areas for different types of procedures?

1 response



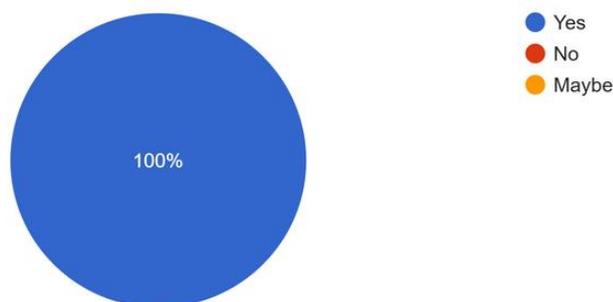
Do you think design changes could help reduce the risk of infections in animals?

1 response



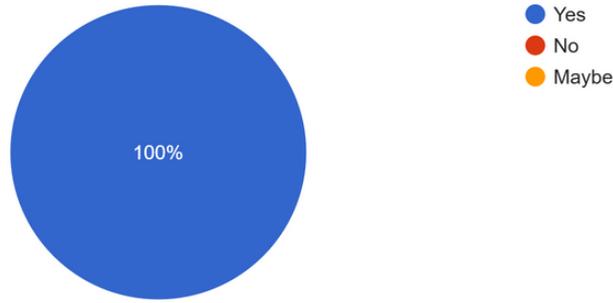
Would noise control features in design benefit your work environment?

1 response



Do you feel a well-ventilated hospital is essential for animal recovery and staff comfort?

1 response



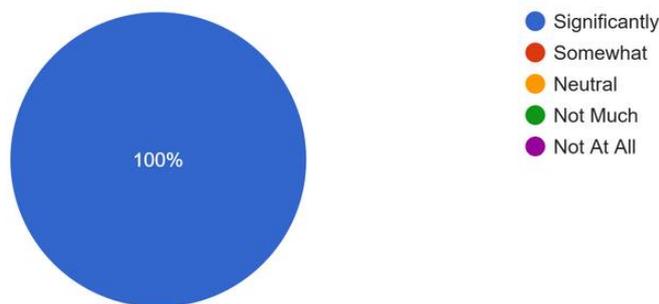
How much would a better-designed hospital affect your job satisfaction?

1 response



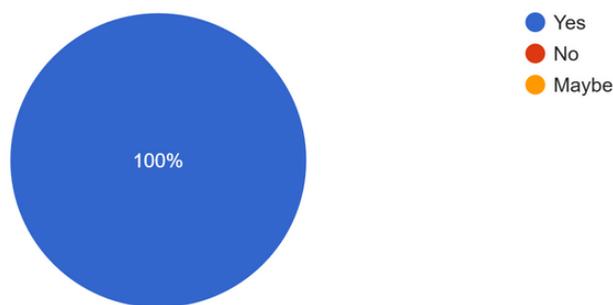
How much do you think animal recovery rates could improve in a well-designed hospital?

1 response



Do you think interior design can play a role in reducing your stress while working?

1 response



Do you believe a better-designed hospital could attract more clients?

1 response



CONCLUSION

This study shows that, it's well overdue to understand the animal healthcare needs as we humans often get excited about keeping pets but fail to give importance to their healthcare needs by not creating a space with stress-free and comfortable environment in veterinary hospitals/ clinics. It also aims to raise awareness among other interior designers in India that we should think about creating spaces that reflects the most loyal and pure form of love. After all, pets are the cutest being and they deserve our care and attention. This isn't just for pets, but for pet owners, veterinarian doctors and staff as well. It's so important that a visit to a veterinary hospital ends on a positive and happy note. As we progress towards development for both now and for the future, this should be an essential part of that development. We must raise awareness in India about the importance of designing spaces that emphasizes to the well-being of both animals and humans. "Every space we create should not only serve its purpose but also bring comfort, joy and healing to those who need it most".

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