

## **Towards Health-Care Service Quality: An Adaptation of “Usability Concept” in Healthcare Design**

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### **ABSTRACT**

*In Malaysia health-care design, developing spatial design is considered as one of the most important tasks in the preliminary design stage. Quality service towards Malaysia health-care in the future development can be achieved by adapting the usability concept in design process and implementation. In health-care services, it is very important to consider the end-user needs through space provided by the hospital. The design should be based on the differences of end-user criteria; background, culture and knowledge. The roles of an interior designer and facility management are to understand and be sensitive in creating a space to its best function and meet those criteria.*

*The purpose of this paper is to review the literature on “usability concept” and “usability measurement and method” in built environment, and suggest a possible usability conceptual framework in achieving quality service. On top of that is to understand the usable method to measure healthcare services. This paper will be focusing on three usability key factors; efficiency, effectiveness and users’ satisfaction. This overview will help researchers in their future study to investigate the relationships between spatial design and “usability concept”. This is done by taking into considerations the user experience and expectation of the outpatient area as part of Malaysian Primary Healthcare (MPHC) service in public hospital. Usability is seen very useful in improving the outpatient area service outcomes, which is more valuable to the end-users.*

**Keywords:** *quality service, spatial design, usability concept, user experiences*