

Research Purpose

How to best support the needs of patients/families in-patient critical care and emergency waiting areas.

Research Method

Online community for flexibility between quantitative and qualitative (surveys, creative work and collages, chats, diaries, and app).

Hospital Room



ICU patient families spend, on average, **21 hours/day** inside the room.



- Providing care for patient
- Entertaining patient
- Sleeping/resting
- Other (in patient room)
- Outside Patient Room

"We make sure that we have phones and tablets, cards and UNO cards to help with entertainment. When we're in for 9 weeks it was over Christmas and we decorated a little with a 6 inch tree and some wall hangers. We had several people send cards and we hung them up, anything to brighten up the dull depressing room with very limited TV channels."

"The first thing I did was rearrange a little. I know you're not suppose to but there were almost always some small changes that could save space. The computer was always in awkward positions too, always folding it back out of the way. The dresser space was important to utilize efficiently to have space for comfort. As far as for my son we brought blankets, pillows, plushes, and Oxbow."

Child artwork, cards from friends & family and photo of loved ones to lift child's spirits

Computer tablet to entertain patient

Comfort items from home (stuffed animals, blankets, pillows)

Window clings & seasonal decorations to make room seem more like home

Video games for entertainment

Card games to help pass time

Rugs (or stools in NICU) to facilitate play with child

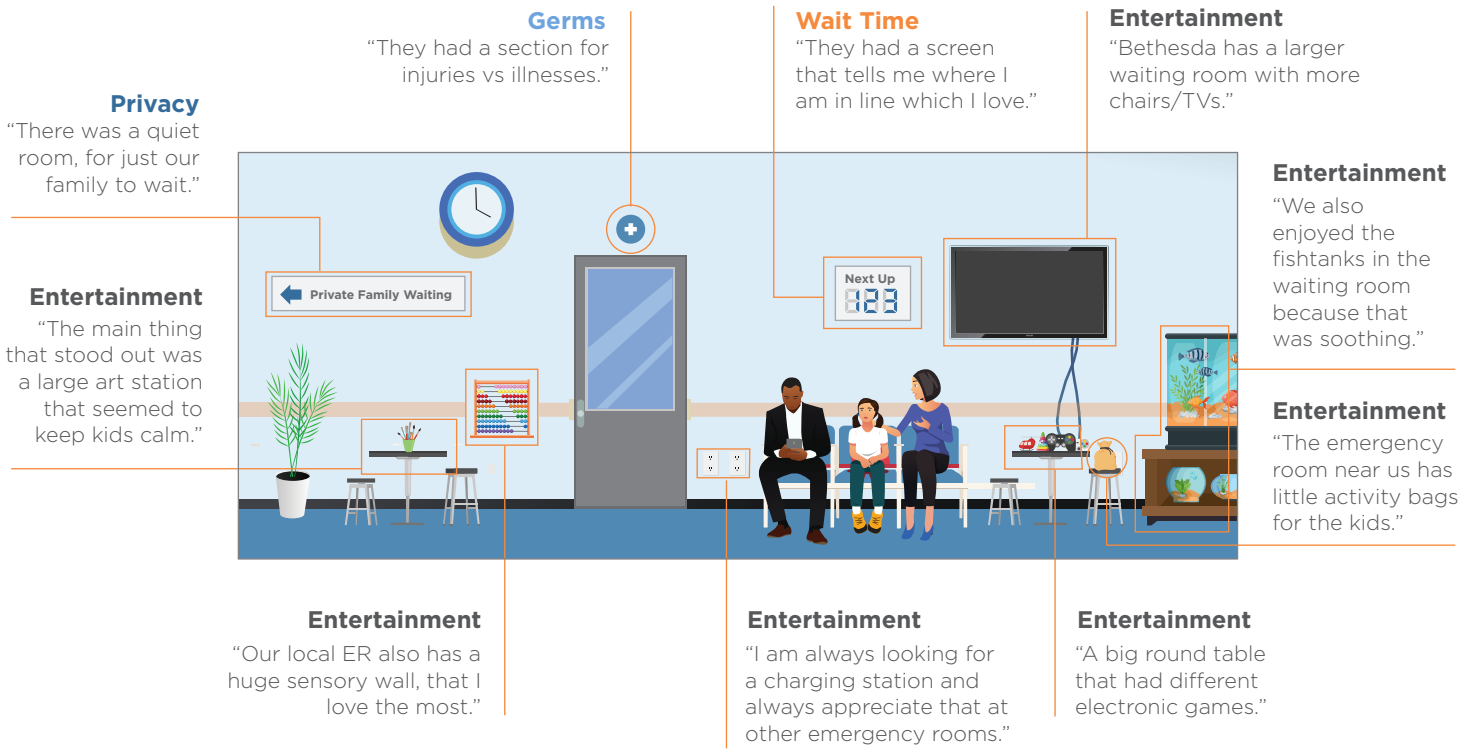
Curtains to block nighttime hallway light



Waiting Rooms



Patient families want waiting rooms that offer limited exposure to germs, family privacy, reasonable wait times, and entertainment for their child.



(Reducing wait times would reduce the need for entertainment)

01. Needs

Physical – room layout, space to exercise.

Emotional – space to be alone, some like outdoor space, private family visiting areas.

Functional – storage space for luggage, designated storage for breast milk, laundry facilities, safe play space for children.

02. Barriers

Guilt over taking breaks outside room.

Anxiety about being physically distant from room (missing the doctor on rounds, responding to patient).

03. Solutions

Proximity of amenities – cafeteria and exercise space on same floor.

Live feed of patient room – technology to monitor patient room while away or when taking a break.

More predictable rounds – reducing anxiety by knowing when a care provider will visit.