

Onsite Care - Cards MVP Plan

Summary

We will do a low-cost, low-commitment MVP with real patients, staff, and families, in order to understand how they would interact with a set of tactile cards introducing the family to the care team. The learnings from this pilot will be used to inform decisions about the project going forward.

Cards

- 4" x 6" blank cards
 - Name
 - Title (different colored highlighter)
 - BCH stamp or sticker
 - Animal stickers
 - Color stickers
 - 1 fun fact (or 2 truths and a lie)
 - 2-3 "questions you can ask me"
 - Space for notes
 - *Handwritten for pilot*
- Patient gets a blank card to make their own

Goals

- Learn how care team cards affect the overall workings of the unit
- See how families respond to physical, tactile cards
- See how families store and organize the cards
- See how care teams respond to card distribution
- See if cards help families connect more with their care team

Plan

- <https://whimsical.com/Uh5G7NJwv33MkrRMeqwmKx>
- ~1 week of initial observation in the unit, pre-pilot (2-3 weeks between observation and pilot)
 - Interview staff and get feedback on early prototype of the cards
- 2 people from IDHA team
- Spend [# of days] at [chosen unit]
- Create cards for the staff
- Observe staff distributing cards to families
- Interview families and staff about their experience

Participants

- 6+ families
 - 2 families given a key ring
 - 2 families given a photo album/card sheath
 - 2 families not given a storage option (baseline)
- Mix of first time families and those who have had a hospital stay before
- Ideally families at the beginning of their stay (who have not had a chance to get to know their team yet)
- Mix of patient demographics
 - Socioeconomic status
 - Gender identity
 - Case complexity
 - Age (between 8 and 13)

Interview Questions

The goal of these interviews is to let them lead the conversation

Family (1 hr)

- Tell me a little bit about your family
 - What do you like to do as a family?
- Patient related questions
 - What do you like to do (hobbies)?
 - What grade are you in?
 - How do you like school?
 - What do you like/dislike about school?
 - When they answer a question with unicorns or Pokemon or something, dig into that - what makes unicorns awesome?...
- Is this your first stay at BCH?
 - What was your previous stay like?
 - How many stays have you had?
 - How does it compare to this stay?
 - Have you ever stayed at any other hospitals?
 - Which ones?
 - Compare?
- How has your stay been so far?
- How does staying at the hospital impact other aspects of your life?
- What's been good about your stay so far?
- What's been bad?
 - What could be improved?
- What information do you /would you want to know about your care team
- What were your overall impressions of the cards?
- How did the cards shape/affect your relationship with your care team?

- How did you organize/keep track of the cards?
- What information on the cards was most useful?
- If you could design your own card experience, what would it be
 - *Give them a blank card to write on*
- When you get home, what will you do with the cards?

Care team (30 mins - 1 hr)

General questions

- What is your role?
- What made you want to become a [role]?
- What do you love about your job?
- What parts of your job are difficult?
- How do you connect with your patients?
- How do you connect with patient's families?
- How do you know when you've gotten through to the family?
 - What do you do when you don't get through to a family?

Initial card feedback

- What were your overall impressions of the cards?
- If you could design your own card experience, what would it be
 - *Give them a blank card to write on*

Card feedback

- How did the cards shape/affect your relationship with your patient and their family?
- How did you feel about carrying the cards?