



Building Care

Positive distraction from life with cancer

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Problem

Pediatric cancer patients and families often experience feelings of distress, fear, and boredom at the hospital. Additionally, they lose significant time and miss developmental milestones while waiting during multi-hour visits.

43%

reported that the waiting room is uncomfortable.

9%

of a pediatric patient's year can be spent waiting.

How might we...

create an experience that is engaging and supportive for pediatric cancer patients and families while they are waiting?

Our Solution

Space plans with strategic selection and placement of amenities and services for the current and future waiting areas.



Healing Space

Create an environment that peacefully welcomes families into the space. Incorporate structures that increase a sense of belonging.

(Biophilic Design, Double-Seated Couches & Nooks)



Empowerment

Give back a sense of control by offering options over how to interact with staff or the environment.

(Self Check-In Kiosks, Hygiene Stations & Interactive Media)



Enriching Activities

Include activities that give kids an option to deviate from passive content consumption to activities that are more developmentally stimulating.

(Sensory Room, Light Wall & Motion-Sensing Games)



Social Connection

Create opportunities for kids and parents to spark interaction with each other.

(Multiplayer Game Projector & Shared Study Nooks)

Sample from Space Plan

Research

Our solutions need to help users establish identity, regain control, socially connect, engage in stimulating activities, and provide environmental comfort.

Drawing and Fill-in-the-Blank (MadLibs)
Activities, Interviews, Survey, Observations, Lit Review, Service Design Blueprint

Ideation

We identified products and emergent technologies that could address a combination of user needs.

User Stories, Personas, Sticky Note Brainstorm, Affinity Diagram

Design

We used spatial diagrams to outline what services to include and where to strategically put them.

Space Planning and Programmatic Diagrams