THE TEAM

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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%

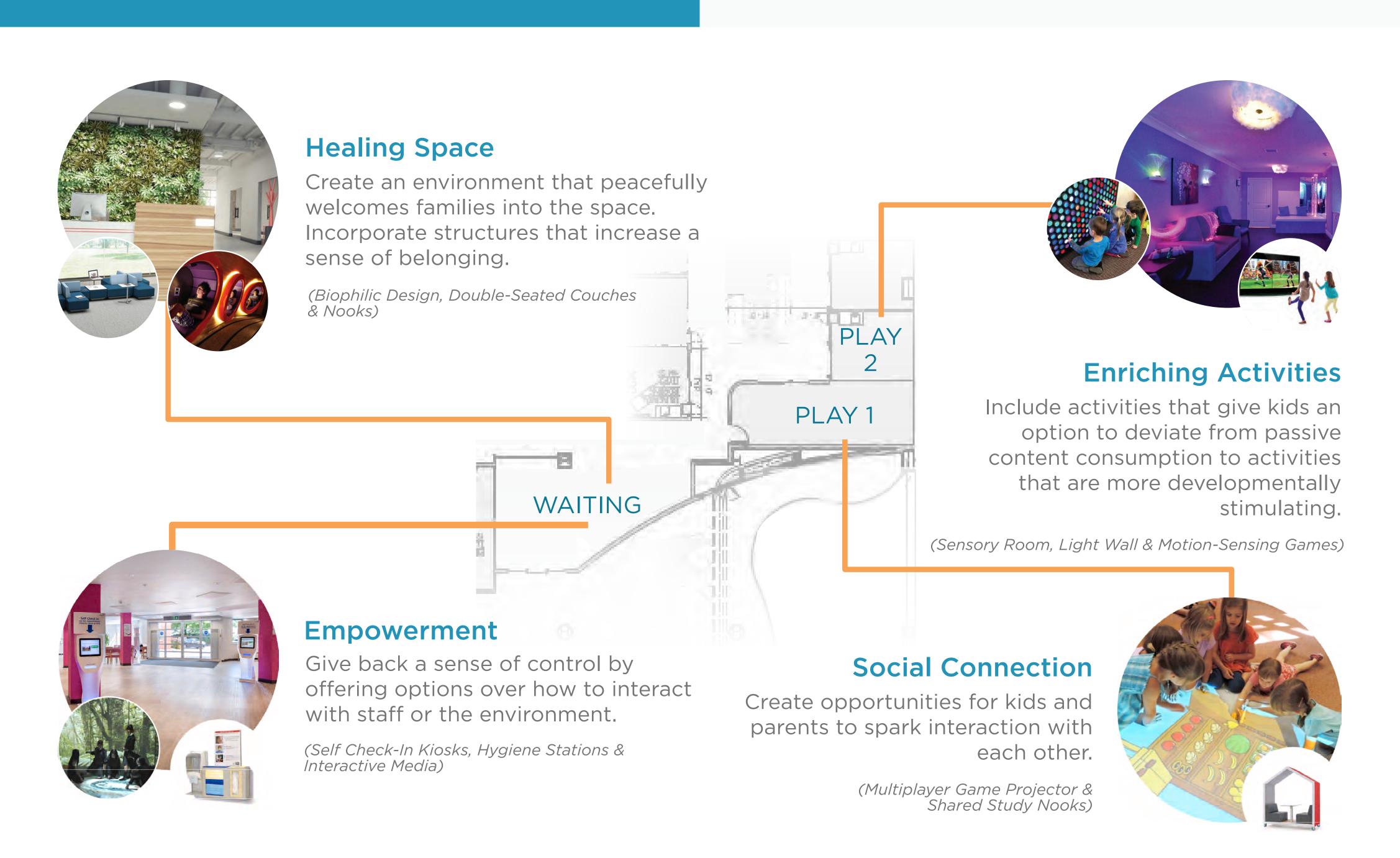
of a pediatric patient's year can be spent waiting.

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.



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





