

CASE STUDIES - REALIZED INTERVENTIONS



REALIZATION  
Atrium Health's Carolinas Medical Center, North Carolina, 2020.



REALIZATION  
Policlinico di Bari, Italy, 2020.

**DESCRIPTION**  
A Family Engagement Navigator is assigned to the family from the first day of patient's hospitalization. Introductory call. He explains interventions and assess needs. Daily contact. Check-in for technological or resource needs. Promote humanization. Obtained humanizing info for clinical team. Question log. He helps family think of questions for clinical team. Family meeting. Information support pri++or to meeting. Disengagement. He helps identify resources going forward<sup>[22]</sup>.

**DESCRIPTION**  
"Remote family conference and patients visits in the COVID hospital" involves three stages.Stage 1) Clinical coordinator manages the clinical information to the family and he comply a task of intermediary between family and healthcare teams. When possible relatives can remotely visiting patients. Stage 2) Members of Strategic Management elaborate an evaluation for containing patient information and relatives' satisfaction. Stage 3) Company Strategic Management evaluate project effectiveness. <sup>[25]</sup>

**SATISFIED NEEDS**  
1) reducing sense of stress and anxiety both in patients and frontline healthcare workers  
2) promoting humanization of the patient  
3) provide emotional support and relax

**SATISFIED NEEDS**  
1) Providing patients' clinical information to their family  
2) promoting communication between patient and family and between family and medical staff  
3) evaluating effectiveness of the implemented program

**NEEDED RESOURCES**  
Reconversion of under-utilized rooms  
Multisensory and nature-inspired experience including silk imitation plants, projected scenes of soothing natural landscape, low lighting, nature sounds, infusion of essential oil

**NEEDED RESOURCES**  
Elaboration of a detailed program, questionnaires, communication means. Strategic Management team managing patients informations.

**STEP OF IMPLEMENTATION**  
Preliminary design  
  
✓ Implementation work in progress  
  
In retrospect - reviewing procedures and facts which didn't work during the emergency

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Easily implementable  
  
✓ Moderately easily implementable  
  
Hardly implementable

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**DIFFUSION**  
Suggested solution not yet realized  
  
Solution adopted diffusely  
  
Solution adopted in just some case  
  
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**DURATION OF UTILIZATION**  
Permanent  
  
✓ Potentially permanent  
  
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SUGGESTED INTERVENTIONS NOT YET REALIZED



CONCEPT  
Scott Brownrigg, 2020.

**DESCRIPTION**  
Social Contact Pod is a prefabricated structure which could allow families with vulnerable health condition to meet in safety conditions. A perspex wall divides the room in two creating full visual contact, while a more flexible plastic panel allow users to hold hands without skin contact.  
The prefabricated pod,easily transported and displaced,includes ramps for accessibility, handle-less doors and air purging system to flush it between users.  
It is fully sustainable so that can repurposed or recycled when no longer needed<sup>[24]</sup>.

**DESCRIPTION**  
Mobile Personal Protective Space for Doctors, is a sort of TPU (plastic) enclosed bubble conceived for providing close contacts among people in safe conditions. In the Care Unit doctors, as well as patients relatives can have direct contact with Covid patients. Along with an air lock which keeps constant air overpressure and disinfection procedures, additional attaching gloves on PPS surface enable people to touch, hug, visit people in their health condition<sup>[23]</sup>.

**SATISFIED NEEDS**  
1) Guaranteeing infection containment without keeping safety distancing.  
2) facilitating direct communication between patient's and family  
3) providing psycho-emotive support to the family

**SATISFIED NEEDS**  
1) facilitating direct communication between patient's and family and between medical staff and patients  
2) promoting humanization of the patient  
3) providing psycho-emotive support to the family  
4) guaranteeing infection containment without keeping safety distancing.

**NEEDED RESOURCES**  
Social Contact Pod  
Dedicate open space where the pod can be displaced.

**NEEDED RESOURCES**  
Mobile Personal Protective Space  
Open / close empty space in which the "bubble" can be hosted.

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CONCEPT  
Plastique fantastique, 2020.