

HUMANIZING INTERVENTIONS ON RELATIONSHIPS

CASE STUDIES - REALIZED INTERVENTIONS



REALIZATION
Atrium Health's Carolinas Medical Center, North Carolina, 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^[22].

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

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

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

EASE OF IMPLEMENTATION
Easily implementable
✓ Moderately easily implementable
Hardly implementable

DIFFUSION
Suggested solution not yet realized
Solution adopted diffusely
Solution adopted in just some case
✓ Solution adopted only once

DURATION OF UTILIZATION
Permanent
✓ Potentially permanent
Temporary



REALIZATION
Policlinico di Bari, Italy, 2020.

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 visit 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. ^[25]

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

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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^[24].

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

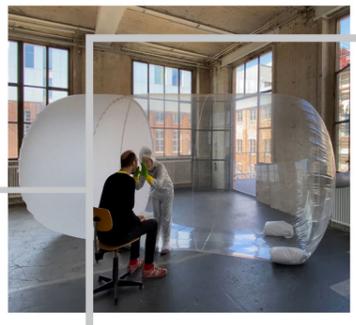
NEEDED RESOURCES
Social Contact Pod
Dedicate open space where the pod can be displaced.

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CONCEPT
Plastique fantastique, 2020.

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^[23].

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

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