

# HUMANIZING INTERVENTIONS ON SOFT ISSUES

## CASE STUDIES - REALIZED INTERVENTIONS



**REALIZATION**  
Hospital del Mar, Barcelona, Spain, 2020.

**DESCRIPTION**  
Healing seafront walk. The Hospital del Mar is located on the coast of Barcelona. with just a short distance from the seafront. The hospital has realized a therapeutic activity program called "healing seafront walk". It consist of a short walk toward seafront during which critical and moderately ill patients could spend some time outdoor accompanied by medical staff and relatives<sup>[27]</sup>.

**SATISFIED NEEDS**  
1) providing mental disengagement by attending restorative places  
2) reducing sense of stress and anxiety both in patients and frontline healthcare workers  
3) promoting humanization of moderate and critical patients.

**NEEDED RESOURCES**  
Protocol guaranteeing activities in safety conditions.  
Available and trained staff accompanying patients and relatives.  
Material supplied for patient walk, according to its acuity.

**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**  
Moderately easily 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

## SUGGESTED INTERVENTIONS NOT YET REALIZED



**CONCEPT**  
Massimo Iosa Ghini, 2020.

**DESCRIPTION**  
Protective mask that encloses the whole face and is fully transparent. Design of a new mask, aesthetically pleasant, easily to use and above all it can be used repeatedly<sup>[26]</sup>.

**SATISFIED NEEDS**  
1) making medical staff face recognisable from patients  
2) enhancing to establish personal relationship  
3) promoting humanization of medical staff and patients

**NEEDED RESOURCES**  
Specific plastic mask showing the entire face

**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**



**DESCRIPTION**  
Introduction of TV or radio within patients rooms could help to mitigate their sense of loneliness, improving their mood and keeping them updated of what happen outside. Additional cares such as music therapy session and diaries have also shown positive effects in preventing patients' depression, improving their quality of life<sup>[28]</sup>.

**SATISFIED NEEDS**  
1) Reducing sense of stress and anxiety in patients  
2) providing psychological support and mental disengagement

**NEEDED RESOURCES**  
TVs, radio, technological devices or instruments playing music, along with diaries.  
Trained staff or volunteers leading the activity.

**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  
Moderately easily 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



**DESCRIPTION**  
Enhancing communication. Wearing PPE has become particularly difficult when communicating since they hinder large part of medical staff's faces. In this way results very hard recognising different persons and distinguishing doctors from nurses, along with establishing a empathetic behaviour. Mitigating the negative impact is possible through the adoption of simple ... such as emphasize visual expressiveness and writing name and profession on PPE. <sup>[29]</sup>.

**SATISFIED NEEDS**  
1) Showing empathy to patients who feel loneliness, discomfort  
2) promoting 'medical alliance' between patients and medical staff  
3) providing psychological support  
4) enhancing communication within healthcare community

**NEEDED RESOURCES**  
No need of particular means, except the predisposition of medical staff to make itself recognisable and promotor of personalized communication.

**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  
Moderately easily 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**