

# Onsite Care - Cards MVP Plan

## Summary

We will do a low-cost, low-commitment MVP with real patients, staff, and families, in order to understand how they would interact with a set of tactile cards introducing the family to the care team. The learnings from this pilot will be used to inform decisions about the project going forward.

## Cards

- 4" x 6" blank cards
  - Name
  - Title (different colored highlighter)
  - BCH stamp or sticker
  - Animal stickers
  - Color stickers
  - 1 fun fact (or 2 truths and a lie)
  - 2-3 "questions you can ask me"
  - Space for notes
  - *Handwritten for pilot*
- Patient gets a blank card to make their own

## Goals

- Learn how care team cards affect the overall workings of the unit
- See how families respond to physical, tactile cards
- See how families store and organize the cards
- See how care teams respond to card distribution
- See if cards help families connect more with their care team

## Plan

- <https://whimsical.com/Uh5G7NJwv33MkrRMeqwmKx>
- ~1 week of initial observation in the unit, pre-pilot (2-3 weeks between observation and pilot)
  - Interview staff and get feedback on early prototype of the cards
- 2 people from IDHA team
- Spend [# of days] at [chosen unit]
- Create cards for the staff
- Observe staff distributing cards to families
- Interview families and staff about their experience

## Participants

- 6+ families
  - 2 families given a key ring
  - 2 families given a photo album/card sheath
  - 2 families not given a storage option (baseline)
- Mix of first time families and those who have had a hospital stay before
- Ideally families at the beginning of their stay (who have not had a chance to get to know their team yet)
- Mix of patient demographics
  - Socioeconomic status
  - Gender identity
  - Case complexity
  - Age (between 8 and 13)

## Interview Questions

*The goal of these interviews is to let them lead the conversation*

### **Family (1 hr)**

- Tell me a little bit about your family
  - What do you like to do as a family?
- Patient related questions
  - What do you like to do (hobbies)?
  - What grade are you in?
  - How do you like school?
  - What do you like/dislike about school?
    - *When they answer a question with unicorns or Pokemon or something, dig into that - what makes unicorns awesome?...*
- Is this your first stay at BCH?
  - What was your previous stay like?
  - How many stays have you had?
  - How does it compare to this stay?
  - Have you ever stayed at any other hospitals?
    - Which ones?
    - Compare?
- How has your stay been so far?
- How does staying at the hospital impact other aspects of your life?
- What's been good about your stay so far?
- What's been bad?
  - What could be improved?
- What information do you /would you want to know about your care team
- What were your overall impressions of the cards?
- How did the cards shape/affect your relationship with your care team?

- How did you organize/keep track of the cards?
- What information on the cards was most useful?
- If you could design your own card experience, what would it be
  - *Give them a blank card to write on*
- When you get home, what will you do with the cards?

### **Care team (30 mins - 1 hr)**

#### *General questions*

- What is your role?
- What made you want to become a [role]?
- What do you love about your job?
- What parts of your job are difficult?
- How do you connect with your patients?
- How do you connect with patient's families?
- How do you know when you've gotten through to the family?
  - What do you do when you don't get through to a family?

#### *Initial card feedback*

- What were your overall impressions of the cards?
- If you could design your own card experience, what would it be
  - *Give them a blank card to write on*

#### *Card feedback*

- How did the cards shape/affect your relationship with your patient and their family?
- How did you feel about carrying the cards?