

# What is the optimal journey in pediatric oncology for patients, families and caregivers?



## Cincinnati Children's Hospital Ideal Pediatric Cancer Journey

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### The Opportunity

Children's Hospital is expanding their Liberty campus, introducing a new form of cancer treatment called Proton Therapy. To support this initiative, Live Well partnered with Children's to envision a patient/family experience within the Cancer and Blood Disease Institute, which could then function as a model of care across CCHMC.

### The Challenge

Caregivers are overwhelmed during the diagnosis of their child, and find it difficult to process the complex and detailed information given to them regarding their care plan. This communication breakdown leads to continual misunderstandings throughout the entire patient experience.

### The Approach

Over the course of several weeks, the Live Well team conducted interviews with 41 staff and 9 families for a collective 25 hours of analyzed and coded recorded documentation. The team presented their findings regarding aspirational benchmarks and product concepts to CCHMC stakeholders. With feedback from the stakeholders the team focused attention on designing concepts that would solve the reoccurring issue concerning the information needs of families and patients throughout their care journeys. Right Information. Right Place. Right Time.

### The Impact

The Live Well team established and prioritized strategies for the Cancer and Blood Disease Institute to ensure an improved cancer journey for all stakeholders involved with CCHMC.

### Where is it now?

This project has inspired various models of care at CCHMC including virtual reality tours and remote patient monitoring systems.



**“I was in shock when I heard my child had cancer, then all this information came at me and I missed so much of it because I couldn't process it.”**

- Father of 8 year old child diagnosed with cancer

#### 1 Katie's Treasure Box

A clever packaging system that strategically introduces families and patients to tools to help them throughout their journey.

#### 2 Blue Band

An all-in-one device that effortlessly connects patients, family, and staff to relevant information. It also records and stores vitals, permits instant access to patient medical records and sends notifications of upcoming appointments and treatments.

#### 3 Oasis Portal

This portal is an inpatient room access point to all necessary information specific to the patient, allowing families to control and retrieve the information they need. It also facilitates correspondence between medical staff, families, patients, and their friends through video messaging.

#### 4 Oasis App

This application acts as a virtual buddy or assistant that helps families adjust to the new care patterns of their child after returning home.