

How can we recreate existing information to be more accessible for families?

Cincinnati Children's Hospital Medical Center

Oncology Handbook 2.0

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When: Spring & Summer 2017–Spring 2018

The Opportunity

Cincinnati Children's approached Live Well to redesign their Oncology Parent/Patient Handbook. New patients admitted to the CBDI use the handbook's wealth of knowledge to help them navigate their journey and better understand their treatment.

The Challenge

The handbook's vast amount of information made the binder a bulky document that most parents didn't want to carry or reference. Some admitted to forgetting about it in the backseat of their cars.

The Approach

A Live Well team conducted user research with caregivers and patients during the spring semester to discover what content they used the most. Using their insights they condensed the handbook down to its vital information. During the summer, a second team explored the concept of a "Smaller and Precious Handbook" with four redesign options of varying layouts, shapes, materials and binding methods. Caregivers and staff at Cincinnati Children's selected the most successful ideas which Live Well used to create a high fidelity prototype that was shared internally at Children's for final refinements.

The Results

Live Well created two versions of the pocket handbook, one targeting young children and their parents, and one for young adults. The new handbook emphasizes visual communication and uses tabs for rapid navigation.

1 Targeted Audience

Two versions were developed to make the verbiage less confusing for both populations and tackle their specific needs.

2 Visual Communication

The new binder uses tools such as icons, diagrams and infographics to raise interest and aid low literacy readers.

3 Tabular Navigation

Color-coded tabs were implemented in order to allow users easy access to every section of the handbook.



Where is it now?

Handbooks are being given to every patient with a new oncology diagnosis by their care managers. Both the Pediatric and AYA Handbooks are available in English, Spanish and Arabic and online:

<https://www.cincinnatichildrens.org/service/c/cancer-blood/cancer/oncology-handbook>