



Social Ward

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Overview

- What's the problem?
- Potential Solutions
- Contextual Inquiry Difficulties
- Contextual Inquiry Results
- Design Sketches
- Conclusion



Facebook/Alice Pyne

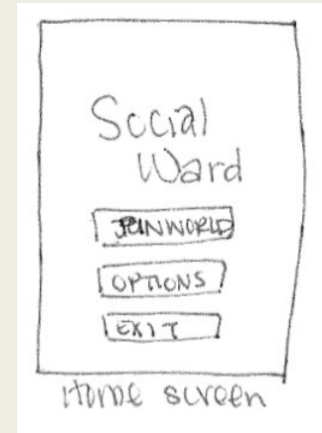
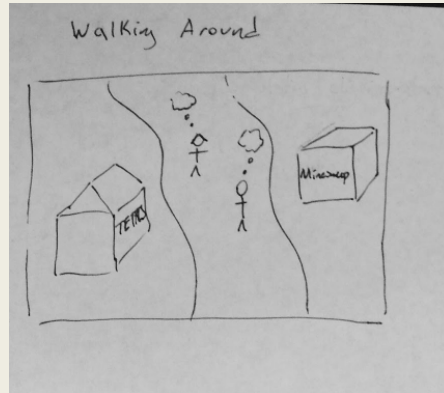
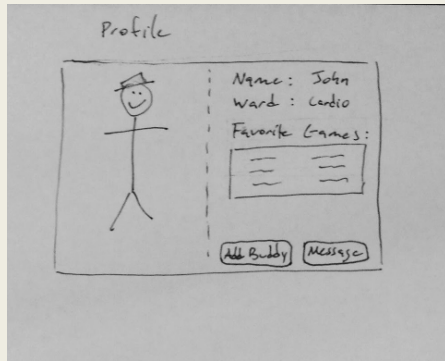
Hospitalized Children

- Patients in hospital for long periods of time
- Scary, stressful, unfamiliar, unfriendly
- Socialization
 - Family
 - Staff
- Isolation
 - Mental
 - Physical
- Hard to make friends



Social Solutions

- Social media application
- Socially-focused game
- Technology available



Contextual Interviewees

- Legal/permission headaches
- Caretakers
 - Seattle Childrens Hospital
 - Director of Childlife/Clinical Manager - 24 years
 - Childlife Volunteer
- Previous Patient
 - Teen Perspective
 - Shepherd Center, Atlanta, GA (Clinic)

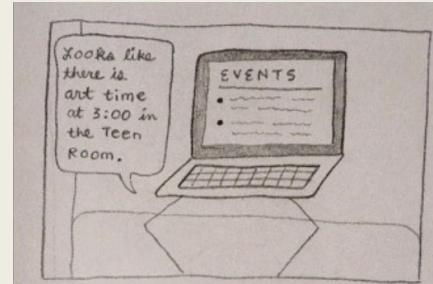
Contextual Results

- Need for socialization
- Focus on teens
- Helpfulness of connections
 - Shared interest
 - Spinal Center
- Teamwork/collaboration
- Keep focus on encouraging socialization
 - Building relationships
 - Prevent isolation in game
- Privacy

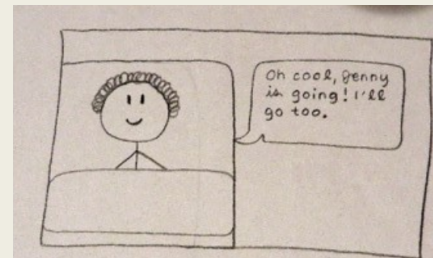
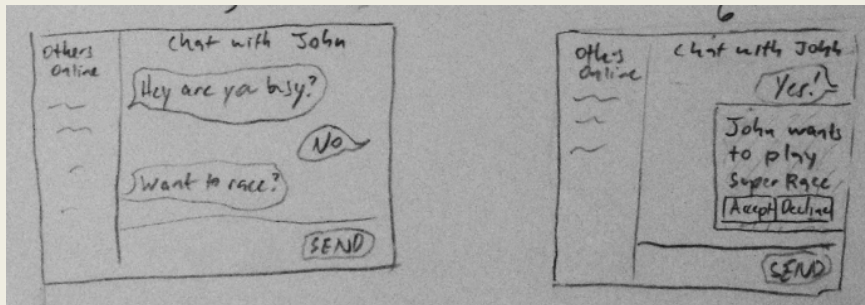


Tasks

- View future hospital events
 - In hospital
 - Online
- Send a message to a friend
- Meet someone with similar interests
 - Hobbies
 - Hospital status (privacy concerns)



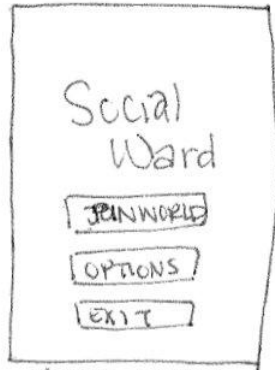
Bally is provided with a list of upcoming hospital events and activities.



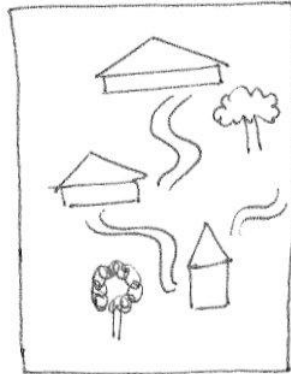
After clicking on a particular event, Bally can see more details, such as which of her friends will be attending.

Selected Design: mobile

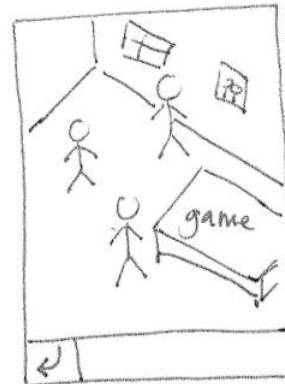
- Mobile
- Fast-growing for 13-17
- Gamelike
- Portable



home screen



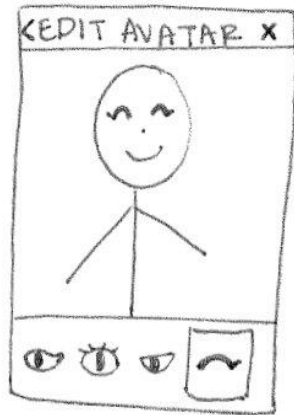
map



inside building

Selected Design: events

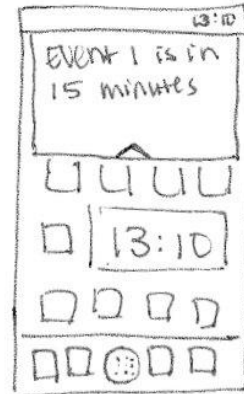
- Personalizable
- Social event focus
 - Reminders



customize avatar



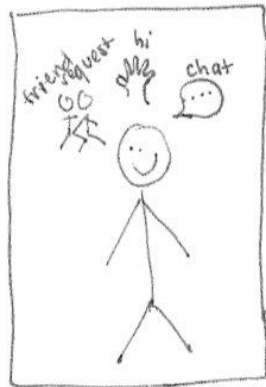
view events/rsvp



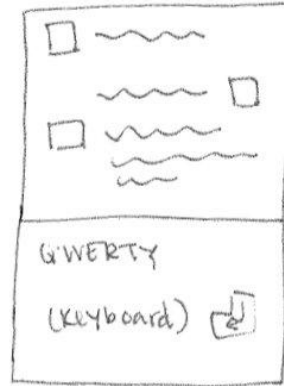
push notifications

Selected Design: interaction

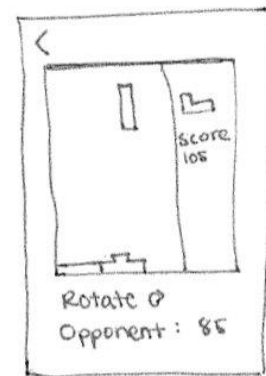
- Connect with other patients
- Chat and play mini-games with friends



menu for another avatar



chat



games

Summary

- Children are a sensitive group
- Socialization is tough in the hospital
- Technology should facilitate real-life interaction
- Ideas can evolve and change
- Need to understand the context

