Improving the patient experience before you become a patient

Value of museum and children’s hospital collaborations

Creating a positive patient experience is our primary objective. In a museum-hospital program, hospital staff partner with museum educators to provide ways for families to learn strategies and a view of the hospital in the comfort of their community setting and in playful environments.

Playful environments like a museum offer families opportunities to discover, role play and practice coping skills. Led by hands-on museum educators, onsite hospital programs provide distraction, education and socialization for patients and their families.

Examples of programs at Michigan Medicine

- Infection prevention – importance and the science of hand washing
- Teddy Bear Clinics for medical play
- Healing through Hands-on Science events
- Interactive Exhibits designed by patients, families and staff

Patients and families do not always feel well enough to participate or have appointments, treatments, testing and surgeries scheduled, however, what is most important is the quality of the encounters. The goal is to promote socialization, increase comfort and community connection both within and outside the hospital where the family is coming in for their the clinical care.

To create effective community partnerships, we recommend recruiting support from:

- Hospital leadership
- Child Life Specialists
- Nursing, Anesthesia and Specialty Areas
- Medical, Nursing, Physician Assistant, Physical & Occupational Therapy, Public Health and Child Life students
- Volunteer Services

References


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