

Safe Niños

Design for Holistic Healing



Safe Niños

Design for Holistic Healing

This publication is dedicated to
the children of COANIQUEM,
whose strength and resiliency
have inspired us to design with
joy and imagination.

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1. ¿Qué es un niño?

Introduction

Commitment and collaboration

A Magical Collaboration

Harnessing the power of hope

Mariana Amatullo, Ph.D.
Co-Founder and Vice President
Designmatters Department

Safe Niños, the project we capture in this publication, is a journey that started for me back in 2012. That was when I first met Dr. Jorge Rojas-Zegers, the founder of COANIQUEM, and several members of his team during my first visit to the organization's main campus in the outskirts of Santiago. Only a few months earlier, Jorge Rojas Goldstack, COANIQUEM's manager (and Dr. Rojas' son) had played matchmaker along with another colleague of mine from the Chilean Embassy in Washington, D.C.¹ They were familiar with the award-winning outcomes of another project that we had initiated in Chile through Designmatters, our social impact department at ArtCenter.² And now, they were keen for us to explore synergies for collaboration between our students and one of Latin America's leading nonprofit institutions that treats and rehabilitates children who have suffered from devastating burn injuries.

I remember my anticipation surrounding that site visit: Dr. Rojas picking me up at my Santiago hotel, and our conversation in his car about the opportunities for a burn prevention and education campaign that our students would design soon thereafter. Mostly, however, I remember a sense of mounting trepidation as we approached COANIQUEM's campus. I did not know quite what to expect. I had never spent any time in a pediatric medical environment, and had very little understanding about the complexity of burn injuries and what recovery and long-term care looked like in their aftermath. I could only conjure what a set of tough circumstances I was going to encounter firsthand by meeting young children and teens who had coped with physical and emotional trauma, and in many cases, years of rehabilitative medical procedures, restorative surgeries and therapies. Yet despite my sense of uncertainty and apprehension, I had participated in fieldwork long enough to grasp that I was about to embark on an incredibly inspiring experience. Suffice it to say, my intuition was spot on.

What I was able to observe by touring COANIQUEM with Dr. Rojas that first day was not only exceptional rehabilitative burn care at work, but also a patient- and family-centered environment that exuded a sense of wellbeing and hope. How might our students contribute to furthering the experience of that special physical environment? This was a question that I kept asking myself.

Fast forward to 2016, when that question has been answered in more imaginative and thoughtful ways than I could have ever foreseen. Safe Niños is one of those projects within the 15-year Designmatters portfolio of educational collaborations that has generated a particular kind of "magic." I can point to several factors that explain what has already made this project so meaningful: the creative leadership and dedication of our Environmental Design faculty, Penny Herscovitch, Daniel Gottlieb and Stella Hernandez; a trusted partner with Dr. Rojas and his staff at COANIQUEM; the Designmatters team's opportunity to build on the experience of another impactful joint project—the highly successful Santi Campaign for burn prevention³; a rigorous research framework reliant on evidence-based

Right
Mariana Amatullo (wearing yellow) at one of the art workshops for children at COANIQUEM.



healthcare design insights as well as on co-creation with the COANIQUEM community; and last but not least, our thoughtful and empathetic students. On behalf of the children of COANIQUEM, the students took on the Safe Niños challenge as much more than a class, making it their mission to collaborate as a unified group in proposing design schemes for the campus. Their commitment and energy were and remain deeply inspiring.

No wonder that the ensuing design outcomes stand out. They are authentic, holistic and caring. It is thrilling to think ahead now to the particular brand of magic they will emanate when they become fully realized to serve the children of COANIQUEM on their paths to recovery.

¹ I am indebted to Nicolas Bär, former Cultural Attaché of the Chilean Embassy in Washington D.C., and currently Manager of the Chilean Cultural Center Teatro del Lago, for first making me aware of COANIQUEM and facilitating the introduction to Dr. Rojas' son, Jorge.

² This award-winning set of outcomes was the result of the first installment of the Safe Agua initiative (2009-2014), a Designmatters/Environmental Design partnership with the Innovation team of the Chilean NGO Techo. For more information see: <http://www.designmattersatartcenter.org/proj/safe-agua/overview/> and the Safe Agua book, available for download here: <http://www.designmattersatartcenter.org/library/books-articles/>.

³ The Santi campaign was conceived by students in the 2013 "Healing Cloud" studio led by ArtCenter Graphic Design and Designmatters Faculty Guillaume Wolf. Santi, the mischievous cat mascot at the center of the prevention and education messaging of the campaign, has since been broadly integrated into COANIQUEM's outreach activities. More information about the creation of Santi can be found at <http://www.designmattersatartcenter.org/proj/coaniquem/>.

A Founding Commitment

How heartbreak fueled a lifelong passion

Jorge Rojas-Zegers, M.D.
Founder and Executive President
 COANIQUEM

Over 35 years ago, as a young resident doctor working in Chile, I was heartbroken when I first encountered a child patient who had been severely burned. Because this young boy came from a very poor family, the prognosis for his rehabilitation was grim. My colleagues at the hospital bluntly told me that there was “no hope for someone like him.” The resources needed for his long-term healing were simply nonexistent. But I decided that I wouldn’t take “No” for an answer, and set out to find a way to treat this child—no matter what it took. This was no easy undertaking. Burned children are extremely complicated cases because, in youths, scar tissue doesn’t grow in the same manner as normal skin. And for severe cases, rehabilitation can take up to 20 years.

Despite the complexity of the task, I found that by using innovative strategies, our team was able to treat our first critically burned child patient successfully. After this first small victory, I could tell a shift had taken place inside me. This single event propelled me on a lifelong journey dedicated to the rehabilitation of burned children. I found myself wholly driven by a dream many still described as “impossible.” I had a purpose; a vision to create a nonprofit organization dedicated to the comprehensive rehabilitation of burned children, offering holistic treatments that involved plastic surgery, physical and psychological therapy—free of charge. I believed in this mission because in my heart I knew people would come together around the cause of helping these children. I also counted on my wife and my own children to help make this dream come true.

Through the years, an interdisciplinary team developed a holistic approach centered on the needs of the child burn victim as they grow. Besides medical care, the patients receive psychological and spiritual support to help them overcome their trauma, and give a meaning to their suffering. The child’s family is also included in the healing process.

Thanks to the generous support of our community of donors, 8,000 children receive medical care every year at COANIQUEM. Since our founding, we have treated 120,000 patients, including more than 200 children from other Latin American and Caribbean countries.

In order to expand our impact we created the International Training Program in Rehabilitation of Children’s Burns for medical professionals from other countries of the region. After an e-learning course and an internship with COANIQUEM, the participants develop a project to implement the holistic approach at their home burn centers. More than 150,000 children from abroad have benefited from this program. In addition, we conduct burn prevention and education campaigns for the general public.

In 2013, Designmatters at ArtCenter College of Design created a global campaign for the prevention of children’s burns to be implemented in four Latin American countries. Short stories with relatable child characters Camila and Lucas, and Santi, the new cat mascot of COANIQUEM, teach children to stay safe from burns. The set of materials and the mascot who interacts with children helped to boost the prevention activities, and its success inspired a new initiative.





Above

Dr. Rojas shows an example of customized compression garments on a doll.



In January 2015, Mariana Amatullo reached out to offer COANIQUEM a new prospect for a collaborative project, called Safe Niños. For this project, ArtCenter students would design innovative therapeutic spaces for our Burn Center in Santiago. The facility would no longer be a plain, white, institutional health center. The new, engaging environments would meet patients' and parents' needs, but would also be welcoming, fun and interactive.

A year later, by January 2016, the project became a reality. During their field research trip, we met ArtCenter's team of students and faculty and were impressed by their enthusiasm, preparation and kindness. They empathetically connected with patients, families and staff, and listened to their stories, concerns and dreams. They understood COANIQUEM's holistic approach and the importance of teamwork.

After two weeks of intensive research, followed by subsequent collaborative sessions over several months of work in Pasadena and further prototyping visits with our staff, they were able to identify the needs of patients of different ages and the opportunities for impactful design. Their design proposals included a series of transformative schemes to reimagine many spaces in our campus as well as the experience of our patients, staff and families would have within them. For example, the students envisioned a teenage zone that will encourage older patients to sustain hope about their healing journey and offer them a social and recreational space of their own. The play patio, designed in an unused area of the campus by our Casabiarta residence, will offer a space for unstructured activities for teen patients to come together with each other, and to mentor younger children who are just starting their rehabilitation process.

The new design of the entry to our campus facilities will create engaging waiting spaces, and introduce the children to the adventure story of their recovery process, inviting them to follow Camila and Lucas and their animal friends. The animal characters live in these enchanted habitats and become friends to the young patients, as well as models for courage and values, to guide them through their treatment. The PUDÚ, our Chilean native deer, lives in the fitting workshop, wears the compression garments needed for therapy and will teach the children to be proud of being different. The PUMA, whose habitat is the surgery area, will teach them to be brave, and the WHALE will show the patients that there is nothing to fear from hydrotherapy. A highlight of the new spatial design is a workshop that includes a long sought-after fitting room to properly create the compression garments needed for a better evolution of scars.

The rehabilitation of burned children is an urgent, global problem and our goal is to continue growing so we can touch more lives. The contributions of partners such as Designmatters at ArtCenter College of Design are an inspiration for other people and institutions to bring their experience or resources to work with COANIQUEM and make a difference.

The whole COANIQUEM family was very touched with the Designmatters team's generosity and dedication. Working with them, getting to know and making friends with the faculty—Penny, Stella and Dan—and each student was an invaluable experience.

Thank you for helping us to improve, through design, our quality of care. We aim to make our patients feel special and loved at COANIQUEM. The new environment will complement this approach, and will improve the way children and parents face the healing process. Coming to COANIQUEM will now be a warmer, more enriching experience. We celebrate the outcomes of Safe Niños and we anticipate this holistic project will impact many lives.





A Previous Collaboration

The Healing Cloud Project and Santi

In Spring 2013, ArtCenter's Graphic Design Department hosted the 1st Designmatters transdisciplinary studio with COANIQUEM as partner, The Healing Cloud Project. Students were challenged to create a new global campaign with a two-fold focus: to develop positive burn prevention messages and to increase awareness and support for child burn survivors.

A significant outcome of the studio was the creation of a relatable and recognizable mascot: Santi (short for Santiago), a mischievous cat, was prominently featured across campaign platforms, from illustrated children's books warning young people of the dangers of hot things, to donor cultivation materials. A full-sized physical mascot costume was also developed to bring Santi to life and interact with young patients at the COANIQUEM Burn Center in Santiago.

Santi was widely implemented by COANIQUEM following the studio in 2013, and is still prominently utilized by the organization in campaign messaging and educational materials. Santi's full-size mascot suit has seen several iterations since its creation, and regularly makes appearances in schools, in the community and at the COANIQUEM centers.

Graphic Design Professor Guillaume Wolf, who oversaw the creative conception and development of the campaign, encapsulates the power of this initial project:

"Leading the first COANIQUEM class has been a breakthrough moment for me and the students. We've learned that in the field of social impact, the power of storytelling can move mountains.

By creating a mascot for the organization, Santi the Cat, we were able to reframe how COANIQUEM was perceived, both in the target audience (children) and with donors. Using this strategy has allowed us to connect with the core message of COANIQUEM, 'loving care,' in a way that's direct, meaningful and fun.

This project is a shining example of what's possible in a Designmatters studio class."

Guillaume Wolf

Associate Professor

Graphic Design Department

Previous page

Graduate Industrial Design student Ariane Fund surpasses the language barrier with a clapping game.



Project Overview

Discovering opportunities for improved design and innovation

In partnership with COANIQUEM, a nonprofit pediatric treatment facility in Santiago, Chile that cares for young burn survivors free of charge, the Spring 2016 Designmatters studio, Safe Niños, challenged students to co-create ideation with stakeholders to reinvigorate the six-acre campus with engaging environments that would be welcoming and therapeutic for patients, their families and COANIQUEM doctors and staff.

ArtCenter students envisioned innovative and cost-effective ways to create engaging environments and systems that will support a healing and nurturing atmosphere within the existing campus of COANIQUEM, where young burn survivors across Latin America receive treatment.

Co-creation was paramount to this project as the transdisciplinary student team reached out and established rapport with a variety of stakeholders—pediatric patients, their families, doctors, staff and administration—to create feasible and practical, yet highly appealing and connective elements that would present a single redesigned vision.

Before traveling for a two-week immersion at COANIQUEM's campus, students participated in workshops covering data collection, interviewing techniques and sensitivity training to prepare for interacting with pediatric patients and their families.

In Chile, students lived in COANIQUEM's residential housing, the Casabierta, where burn survivors and their families stay during the often-lengthy treatment periods and therapy sessions. Students observed the internal and external landscape of COANIQUEM as they gathered field research, witnessed a patient's typical day, conducted interviews, and brainstormed with stakeholders.

Discovering specific opportunities for improved design and innovation, student teams started their project work while in Chile and, upon their return to ArtCenter's Pasadena campus, continued to refine their cost-effective yet high-impact ideas of reimagining the campus environment. Inspired by the holistic nature of COANIQUEM's approach to treatment, the studio decided to work together as a unified team, integrating proposed design solutions across the spectrum of opportunities and challenges uncovered in the field. This allowed students to develop one overriding concept with interconnected elements that they iterated and prototyped in a cyclical feedback-loop process guided by faculty and COANIQUEM stakeholders' responses. This process of co-design was amplified through a second trip to the COANIQUEM campus from a representative team midway through the project.

Right

Environmental Design student Marie Stargala dives into COANIQUEM patient Charid's thoughts on what her dream castle would consist of.



By the conclusion of the 16-week studio, a number of proposed design solutions emerged that are in various stages of development and are captured in this book. Under the umbrella concept of the Ecosystem of Healing, the six-acre campus of COANIQUEM is transformed into a magical ecosystem, inspired by Chile's diversity, that empowers and nurtures patients and families through their healing journey.

The most effective and resonant design proposals generated by the studio have been carried forth with the faculty team and a subgroup of students from the original teams. In Summer 2016, the teams refined their projects in a Development Seminar, an extension of the core Safe Niños studio course, which enabled students to travel back to COANIQUEM for further prototyping and user-testing, as well as discussion and feedback with stakeholders. The Development Seminar is funded by a prominent foundation in the U.S. that promotes invention and incubation of promising social innovation initiatives and student projects.



Inside the Problem

Analysis and approaches to healing

COANIQUEM: A Leader in Child Burn Care

Compassionate care for patients and families

Since its founding in 1979 by Dr. Jorge Rojas-Zegers, COANIQUEM has cared for more than 100,000 children suffering from devastating and life-altering burn injuries. Because of partnerships and international support, COANIQUEM can offer their services at no cost to families, many of whom live in underserved communities.

COANIQUEM treats 8,000 patients annually, with patients and families living on the facility grounds for weeks and months as they undergo treatments and therapy sessions. The campus is located in a residential neighborhood in Santiago, and children and families travel there from all across South America.

Taking a holistic approach, COANIQUEM combines medical attention, restorative healing and comprehensive rehabilitation programs to treat physical and psychological scars. Trained professionals from a wide range of specializations are part of the COANIQUEM facility: medical doctors, registered nurses, physical therapists, occupational therapists, psychologists, social workers and music therapists. Teachers at the on-site school ensure that children of all ages who are undergoing treatments keep up with their education.

Child Burn Injuries in Latin America

The number, more than 7 million, is staggering.

The damage can be long lasting, and injuries may sometimes inhibit children's bodies from growing normally, with a course of rehabilitation that is often decades long. Improving the healing process for kids who suffer from burns is an urgent global need, especially in areas with large populations living in poverty.

COANIQUEM is a leader in burn prevention in South America, leading the way to reduced numbers of burn victims every year. Many children still get burned, and the road to recovery is still a long and scary journey. The rehabilitation process can span an average of 12 years, and children must go through a series of 10 different treatment types, each covering specific functions. To a child under 5—COANIQUEM's typical patient—they're just rooms they have to go to, and things they have to do. COANIQUEM's goal is to fill those rooms with joy, wonder and hope.

More than 7 million
children a year suffer
from burn injuries
across Latin America.

A child's healing process
can take over 20 years,
with multiple surgeries
required as children grow,
and significant effects on
the entire family.

COANIQUEM: A Team Committed to Individualized Care

Putting the patient first

Dr. Roland Saavedra Opazo
Medical Director
COANIQUEM

COANIQUEM seeks to promote self-care and the involvement of our patients in their own treatment. It also encourages the active participation of the community in helping our patients heal and achieve their lifelong goals and aspirations. A teamwork approach to care is key. Our staff, the community, the patient and the patient's family work together in designing and implementing a treatment plan that considers the needs of the patient based on his or her individual situation.

Underlying everything we do is the recognition that we must uphold the human dignity of individuals who have sustained life-changing injuries. Our model of care strives to ease our patients' physical and spiritual suffering by delivering free comprehensive specialized care of the highest possible caliber. The range of our treatments not only includes medical care, but also therapies that foster socialization and reintegration to school and work. Our programs can span an extended time commitment of many years, and often starts from the moment when we first see a young patient and continues until they become young adults. Our "care beyond cost" model allows us to feed and house patients and families who travel here from afar for treatment.

To undertake such an ambitious program requires the commitment of many people. Our dedicated professional team is made up of physiatrists, surgeons, dermatologists, pediatricians, nurses, physiotherapists, occupational therapists, psychologists, nutritionists, social workers, music therapists, and elementary and middle school teachers. In addition to specialized monitoring throughout treatment, recuperation and reintegration, our care benefits include physiotherapy, custom orthotics and compression garments, grafts, reconstructive surgeries and laboratory tests. We strive to provide whatever is necessary from the moment we begin treatment of a patient until the day he or she can feel at home in the world once again.



Healing at COANIQUEM

A unique approach to pediatric burn therapy brings different types of treatment together under one roof

The approach to treatment at COANIQUEM requires a multidisciplinary team of medical staff and therapists. Although each patient's needs are unique, often requiring specialized care that goes beyond our core treatment, almost all patients will encounter the following types of caregivers.

Garment Fitting specialists develop compression garments for children. Because kids are constantly growing, pediatric scars are in danger of stretching, so these special garments keep them compressed. The drawback is that kids often don't like the way they look in them.

Physical Therapists work with the physical motion of patients. Often, the treatment is very long, and can last up to 18 years. However, without proper developmental treatment to motor functions that have been affected by burns, scars will present complications as children age and grow.

Occupational Therapists work with patients who are scared and do not want to be touched. They feel pain when stretching the scars, and the warm orthotics they need to wear remind them of the burn trauma. They feel more confident when they can play, however, which allows them to get the exercise they need to rehabilitate.

Psychologists provide counseling to children and their families. They address clinical and behavioral problems that can range from recovering from the sequels of difficult memories of a child's burn trauma to developing strategies with patients for wellness and a positive body image. The imperative is to assist children and insure they can feel good enough to keep working on their road to recovery.

"Our children come to COANIQUEM on a regular basis for ongoing treatment and become very familiar with our facilities and our team. If we can create an environment for them to be engaged in, they will attend happily and will not want to leave. We should create an inviting space—attractive and playful—where they know they don't need to be scared."

Angelica Campos
Executive Advisor
COANIQUEM

COANIQUEM's Holistic Departments



Psychology



Consultation



Hydrotherapy



Wound Dressing



Occupational Therapy



Physical Therapy



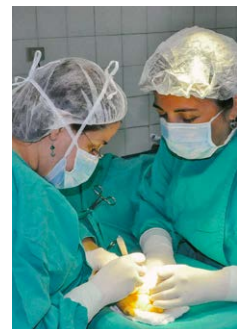
Music Therapy



School



Garment Fitting



Surgery

The Science of Place and Well-Being

“Place, too, can have an effect on healing.”

Dr. Esther M. Sternberg, M.D.
Professor of Medicine and
Founding Research Director
Arizona Center for
Integrative Medicine
University of Arizona

Dr. Esther Sternberg is internationally recognized for her discoveries in the science of the mind-body interaction in illness and healing, and the role of place in well-being. She is the author of Healing Spaces: The Science of Place and Well-Being, which seeks answers to the complexities of stress, place, healing and wellness. Dr. Sternberg was engaged as a key advisor for the Safe Niños studio to share her research and expertise with the students and faculty, leading them to think critically about therapeutic environmental design.

How we perceive the world around us, its features of light and dark, sound and smell, temperature and touch, feed into the brain through all our senses and trigger the brain's emotional centers, which make us react. These emotional centers release nerve chemicals and hormones that change how immune cells fight disease. In turn, through this communication, our awareness of space and place changes when we are ill, and changes yet again when we begin to heal.

Each discipline is learning from the other. Only with such knowledge can research move forward and new designs be conceived and implemented. Scientists have already identified many features of the environment that affect our brains and bodies and that contribute to healing. We can put the puzzle together and understand how, as our senses absorb stimuli from the spaces around us, different parts of the brain become active and enable us to see and hear and touch and smell. We can understand how sense perceptions trigger emotions that send molecules flowing through our bloodstream and nerve cells. And we know how those molecules can affect the immune system and its ability to heal. So we can truly begin to understand how space and place, and something as simple as a window with a view of a trellis, could turn the tide against illness and speed the course of healing.

The new frontier in architecture and urban design must take into account the needs of our emotions and the strengths and limitations of our brain's ability to synthesize the signals we receive through each of our senses. It must do this at every level, from small to large, from our immediate surroundings to a global scale. Research must ask how the brain responds to built space, and whether specific aspects of design affect specific aspects of health. And more research must be done on whether virtual or actual space, alone or as an adjunct to conventional drug therapies, can be used as a treatment for illnesses in which the environment triggers the symptoms.

This is the next step in shaping our environment beyond the basic bodily needs that were the focus in previous centuries. It goes beyond cleaning up hospitals and cities to rid them of infectious and toxic illnesses. It embraces a new notion of health that goes beyond the mere absence of disease and incorporates sustenance of the emotions as an essential part.

Right

Dr. Esther M. Sternberg
gives feedback during the
Development Seminar.

An excerpt from: Healing Spaces: The Science of Place and Well-being by Esther M. Sternberg M.D. (Harvard University Press, 2009)





Designing a Holistic Path

Where can design make an impact on the global challenge of child burns?

Why Safe Niños?

Empathy, connection and a safe space to heal

Dan Gottlieb
Associate Professor
Environmental Design

Penny Herscovitch
Associate Professor
Environmental Design

Stella Hernandez
Faculty
Environmental Design

In our first days at COANIQUEM, one of the lead physicians asked us a very good, yet simple question: Why did we call this project “Safe Niños?” We explained that at ArtCenter, the “Safe” title refers back to the series of Safe Agua initiative in which we’ve collaborated (since 2009) with another Latin American nonprofit to address access to safe water for families living in slums. We shared that the word “safe” has many layered meanings—not just free from harm, but also secure, protected and sheltered, and even extending to “safe space.” We noted that “safe” embraces differences, allowing people to be open to express themselves. We emphasized that the title brings together two languages, bridging cultures and backgrounds. And finally, we hoped it expressed how our intent aligns with COANIQUEM’s child-centered approach, seeking to look through the children’s eyes to design an engaging, healing experience.

From the very beginning of this project, based on our experiences as a faculty team working with communities on co-creation solutions that address water poverty in the three Safe Agua projects, we knew how essential empathy and human connection would be to Safe Niños. Safe Niños extends the approach that we’ve embraced in Safe Agua of learning by doing, of seeking opportunities for resourceful design to make the biggest impact, and of understanding that project is much more than just a class—it’s a potentially life-changing experience for everyone involved. Early in the process of field research, we all came to realize the magic of COANIQUEM; that it was one big family we were privileged to join. We were touched by how caring each person was, from the physicians to the cafeteria staff, with so much warmth and love. And we were inspired by COANIQUEM’s truly holistic, integrated approach to healing, in a small “village” that grew organically, over time, around the needs of each child.

What we didn’t anticipate is how much this process of co-creation with a holistic medical team would drive our students to initiate a whole new approach in working together on a single, integrated project. The research trip began as a more conventional interdisciplinary studio, with six teams working on six separate projects. On the night before the presentation to COANIQUEM’s directors and staff, the students initiated a conversation





proposing to work together in a whole new way—as a unified team, with the aspiration to design a cohesive project. We didn’t know how it would work out, but we knew we had to be open, flexible and supportive as faculty—to truly embrace co-creation, rather than overly direct the process.

The next morning, after a very long night, the class pulled off a presentation of an integrated approach to design for the campus environment, by working together as a unified team, each with their own areas of focus. While it was challenging to bring this approach back to ArtCenter, the struggle and lessons learned are part of a process of innovation in how we teach and how students direct their own learning. This process is what makes Safe Niños different from other classes that we have been part of at ArtCenter, and ultimately what makes it innovative. We hope that this approach can continue to evolve and inform future educational collaborations.

¹ The Safe Agua initiative (2009-2014) is a series of courses addressing water poverty in informal settlements that Herscovitch and Gottlieb led as part of a Designmatters/Environmental Design partnership with the Innovation team of the Chilean NGO, Techo. For more information see: <http://www.designmattersatartcenter.org/proj/safe-agua/overview>

Project Timeline

Building blocks of the Safe Niños project

PRE-FLIGHT

Sensitivity Training

Before we left for Chile, we had to be prepared to respond to sensitive health and personal situations in the best way possible.

WEEKS 1-2

Field Research

Immersive field research with families and community partners to uncover needs, constraints and aspirations.

WEEKS 2-3

Research Analysis & Problem Definition

Organize and analyze research collected, define problems where design can make an impact, and visually communicate and analyze the problem.



WEEKS 16

Final Presentation

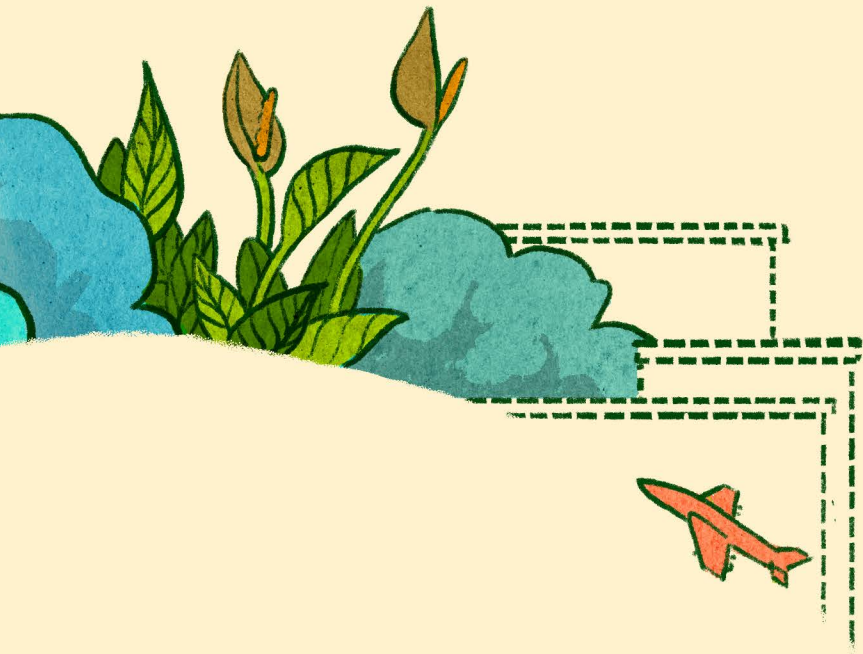
Create a professional presentation to share with an audience of educators, partner organizations and professionals.

WEEKS 12-16

Business Model Revision

Strategy-mapping workshop. Business model canvas, value proposition and value chain.







Preparing for Field Immersion

Prior to traveling to Chile for field research at COANIQUEM, students participated in hands-on workshops that focused on practical tools for approaching the field. This preparatory research module included qualitative data research protocols, interviewing techniques and understanding sensitivity around engaging with young burn survivors and their families.

Ethnographic Research Workshop

Arden Stern, an Assistant Professor in the Humanities and Sciences Department at ArtCenter who is a design historian focusing on visual culture, led a workshop on ethnographic research principles and interview techniques that provided students with real-world tools for gathering and distilling field data. Students were reminded they would be perceived as strangers from another culture and language, and their actions might be scrutinized carefully.

The research workshop provided students with tactics for obtaining informed consent from their various stakeholders: How could they appropriately approach research subjects on COANIQUEM's campus, especially pediatric patients? They were introduced to the concept of co-framing a problem with stakeholders and seeing prompts through outside perspectives. Engaging in observational exercises, students practiced a variety of interviewing styles with their colleagues, discussing the pros and cons of unstructured, semi-structured and structured conversations.

Co-creation was used as a method of inquiry and adopted as a design research technique that influenced the design exploration and development phases of the studio. While at COANIQUEM, teams used various ethnography tools—day-in-the-life patient journeys, cultural probes, participatory design research sessions through art-making and play, qualitative interviews, participant observation and brainstorming with medical staff, etc.—in order to uncover issues and opportunities informed by stakeholders' daily behaviors and activities across campus. Many of these various techniques were codified ahead of time by method cards and a research guide manual developed by the faculty for the studio.

Above all, students were encouraged to be empathic opportunity seekers rather than instant problem solvers.

Left

Product Design student Dave Kim is given a hands-on example of COANIQUEM's medical treatments.

Sensitivity Training Workshop

To prepare Safe Niños participants for the emotional experience of the two-week immersion in COANIQUEM, Designmatters arranged a sensitivity training workshop designed to help students develop a sense of empathy for their research subjects, many of them young children who have endured a traumatic burn injury and have been living at COANIQUEM for prolonged periods of time during their treatments.

Child-life specialists Dr. Lisa Fasnacht-Hill and Remy Dietz, from the Miller Children's & Women's Hospital in Long Beach, facilitated the workshop and offered students insights on typical phases of recovery for burn survivors and their families, as well as how care providers best interact with—and understand—specific patient needs.

The presenters described the holistic healing process from young child to young adult. They introduced students to some of the interrelated complexities that are present in burn cases: often, patients and families experience feelings of guilt, anxiety, fear, depression and regression after a traumatic incident. They also outlined helpful reactions when interacting with burn patients and their families, and provided students with therapeutic play activities that effectively engage young patients.

"The most enlightening take-away from the Safe Niños sensitivity training was understanding the resiliency of children: not even a traumatic injury can lessen a child's hope for recovery."

Susannah Ramshaw

Associate Director

Designmatters Department



Design Brief & Research Information

The following overarching research question guided the design brief:
How might we envision innovative and empathic environments that support optimal healing for Latin American children who have suffered severe burns?

Field Research Objectives

1. Seek key opportunities for design to make an impact.
2. Build empathy and deep connections with people.
3. Consider all stakeholders: the children, siblings, their parents, medical professionals, staff, etc.
4. Listen to people's stories, dreams, needs and desires.
5. Collect both qualitative and quantitative data.

Design Goals

1. Engaging environments that are welcoming and therapeutic, as well as fun and interactive.
2. Tailor the designs to meet the needs of pediatric patients, their families and healing professionals.
3. Solutions may range in scale and include: waiting rooms, play and learning areas, interactive surfaces, furniture and light, way-finding and campus systems.
4. Develop high-impact, resourceful innovations for real-world implementation at COANIQUEM and beyond.



Method Cards

Method cards and a research manual pack provided jumping off points and hands-on, human-centered research strategies, allowing students to understand the flow and layout of the campus and how a typical patient and family would engage in the entire COANIQUEM experience from the moment they first entered the front gate of the campus. Students witnessed how stakeholders utilized waiting rooms and play areas, and how furniture, lighting and way-finding methods were employed. In turn, COANIQUEM staff offered students various observational opportunities and guided tours of the facility, revealing insightful moments in all of the stakeholders' daily behaviors and activities across campus.







The Six Research Topics

1. **Day in the Life**
Timeline
Patient Journey Map
2. **Hopes & Fears**
Feelings Cards
Drawing / Collage
Semi-structured Interview
3. **Sensory Experience**
Multi-Sensory Recording
Design Probes
4. **Spaces & Flows**
Multi-Sensory Maps
Mapping Flows
Guided Tour
5. **Social Interactions**
Fly on the Wall
Shadowing
6. **Co-Visioning Places**
Draw Ideal Space
Co-Planning Kit
Collage

Left

Interaction Design student Lauren Medina with Product Design student Lori Nishikawa converse with a patient in the waiting room while Alvin Oei breaks the ice in the costume of COAN-IQUEM's mascot, Santi.

Method Card: 1 of 6

A Day in the Life

Catalog a day in the life of patients, their families and COANIQUEM staff, with special attention paid to spaces. How can design best impact quality of life?

Timeline

1. Ask someone to draw a timeline of their day—at COANIQUEM and at home. Start by drawing a line with a sun at beginning and moon at end. Together, draw activities on the timeline even if they sound mundane.
2. Ask questions about favorite/least favorite activities and why.
3. Construct a rich storyboard of a typical day.

Patient Journey Map

1. With patients/families, map the journey of their experience at all the stages of healing, from home to COANIQUEM and back. Consider the whole timeline of recovery. Discuss emotions, goals, interactions and barriers that patients experience at each stage.
2. What type of place are patients coming from (home/family/village)? What's their journey to/ from home?

Tips

1. Bring pictures of your family/pets/projects to share.
2. Become genuinely interested in a person's life and demonstrate sincere appreciation.
3. Be friendly. Strike up an informal conversation with someone in the cafeteria or waiting room.
4. Distinguish between your observations and interpretations.



Method Card: 2 of 6

Hopes and Fears

Seek to understand the emotions, hopes, anxieties and challenges of patients and families. How can design support positive emotions and alleviate negative ones?



Semi-Structured Interviews

1. Plan five or six questions in advance for specific stakeholders (child, parent, doctor, waiting room staff, teacher, residence staff, therapist, etc.). Practice how to open and close an interview. Seize insights and opportunities during the interview.
2. Ask open-ended questions (e.g., Tell me about... How does this make you feel?)

Drawing/Collage

1. Draw or collage together with kids. Prepare supplies and a set of images for collages (or buy magazines in Chile). What are kids' favorite activities when they're at home?
2. What/whom do they miss from home? What are their dreams for the future?

Feelings Cards

Use "feelings flashcards" to understand how certain spaces/activities make patients and families feel, and why. You may use these cards as a quantitative survey in a specific space, or as an opening to conversations about emotions. Ask what triggers fears/anxieties? How can design help calm?



Method Card: 3 of 6

Sensory Experience

What do patients see/hear/touch/taste/smell in different spaces?
How can we design for these senses to reduce stress and enhance well-being?

Design Probe/Journal

Prepare a kit that is playful and encourages users to document their own experience and share it. Give this generative package (a “design probe”) to users. You might include: sketchbook/drawing supplies, disposable camera, audio recorder with instructions. Ask the participant to narrate what they create.

Multi-Sensory Recording

Experiment with compelling ways to represent: light, sound, motion, texture, smells, tastes. For example: audio recording, time-lapse photography, motion blur, collage, narrative writing.

Tips & Questions

Bring a tripod for a phone to help record spaces. To increase or decrease sensory input to improve kids’ well-being at different recovery stages? Consider research elements that explore all senses, since kids express themselves in different ways (with music, words, movement, visually, through nature, etc.).

Method Card: 4 of 6

Spaces and Flows

Document spaces and organization of the campus. Map flows of people, supplies and information. Seek opportunities for innovation in spaces.

Multi-Sensory Maps

Create rich plans, sections and maps that show: dimensions; furnishings, materials, colors and surfaces; way-finding and signage; light and views; tactility and sounds, smells, etc.

Guided Tour

Ask different stakeholders to take you on a tour. Ask them to show you their favorite and least favorite places, and why.

Mapping Flows

1. Document flows, such as: movement paths; high/low activity areas; public/private spaces; flows of communication and information.
2. Overlay these flows on maps. Consider different times of day/night.

Questions

1. How spaces encourage people to move, rest, play.
2. Ask: Who? What? Why? When? Where? How?
3. What's currently working (even if it's not "pretty")?
4. Who is served by the current arrangement & how?



Method Card: 5 of 6

Social Interactions

How does place shape social interactions between patient, family and COANIQUEM staff? How can we design to optimize positive social interactions that promote healing?



Fly on the Wall

In public spaces on the campus, observe and record behavior within its context, without interfering with people's activities. Note: people often change behavior when they are being observed.

Shadowing

With permission, tag along with different stakeholders to observe and understand their day-to-day routines, interactions and contexts.

Tips

1. Consider how kids of different ages need privacy, time with family, community.
2. How do furniture and space configurations impact social interactions?
3. Gather direct, unfiltered quotes.
4. Ask "why" five times, to get to the real why.
5. Remember to question your assumptions.

Method Card: 6 of 6

Co-Visioning Environments

How can we work collaboratively with different stakeholders to envision environments and designs that promote healing?

Draw Ideal Space

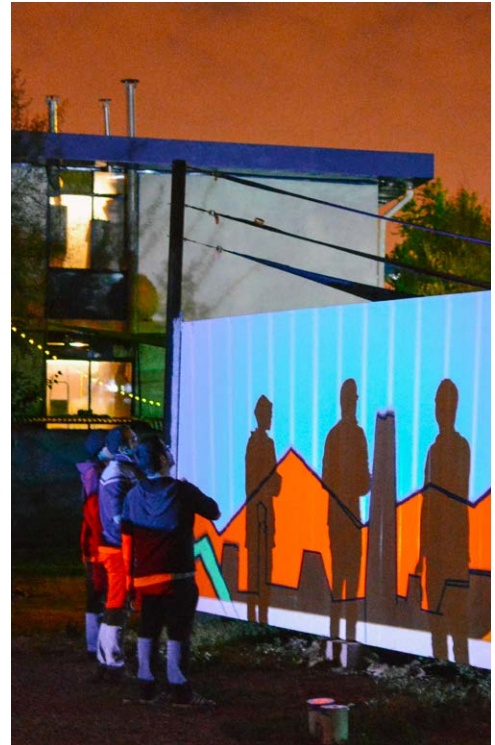
1. Bring drawing supplies, and ask participants to draw their ideal space.
2. If focusing on a specific space, prepare a worksheet in advance with different views of that space for the participant to draw on (for example, overhead view, or flat-on view, or simple perspective).
3. Remember to ask “why?”

Co-Planning Kit

Prepare a kit in advance, to use as a tool to envision spaces with stakeholders. For example, draw and cut out “puzzle pieces” of furnishings and ask the participant to rearrange the pieces to create an ideal configuration. Or make a basic model of a wall with scale figures, and give participants tools to “decorate” it. Bring kids collage supplies.

Collage

Create quick collages, sketches, renders—digitally or by hand—as a way so share your initial vision for design with stakeholders. Show multiple ideas to elicit their honest feedback.







Knowing by Going: The Field Research Process

To best understand the opportunities for impactful design, there is no substitute for immersion in the subject environment. Time spent on the campus of COANIQUEM, starting with an initial two-week period of field research before the studio at ArtCenter's Pasadena campus, allowed students to experience firsthand the complex realities of burn care and rehabilitation.

Arrival

When we landed, we settled our belongings at the campus residence, called Casabierta. From there our first impression of COANIQUEM was through its staff. We met with the founder, Dr. Rojas.

Campus Tour

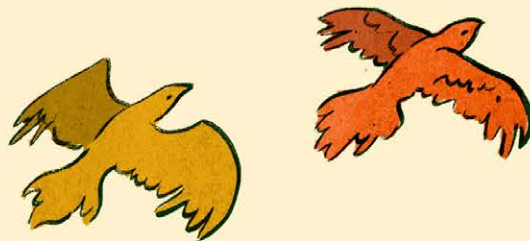
The next day, we were given a tour of COANIQUEM so we could begin to understand the environment and listen for key opportunities.

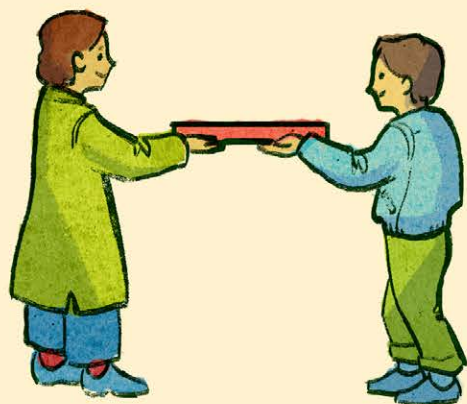
Art Workshops

We held art workshops for patients and their families in front of the entrance of the main lobby. Not only did this act as an icebreaker for our presence on the campus, but it helped us to understand the waiting room process.

Co-Creation

After we became familiar with the generalities of COANIQUEM, we started to dig deeper. We held workshops with the staff to find out new directions for COANIQUEM.





Personas

Tools to build understanding and consensus

Inspired by COANIQUEM's holistic approach to medicine, students in the Safe Niños studio elected to work as a unified, collaborative team. They made the choice to break free from the traditional model of ArtCenter studios, which are often structured with multiple student teams competing to bring creative ideas forward as part of the learning process and engagement with external partners. Instead, a pivotal conversation early on during the field research process spurred the students to approach faculty members to guide them into new territory. The goal would be for different groups to take on specific aspects of the research to share back to the larger group, thus creating a deeper understanding of opportunity areas for innovative design within the COANIQUEM campus.

Supporting this vision for collaboration, one of the students in the team, interaction designer Nicholas Jayanty, guided his peers through a workshop focused on creating "personas" that would contribute to the team's ability to communicate possible scenarios for solutions to the COANIQUEM staff during the critical phase of field research. Created by legendary interaction designer Alan Cooper,¹ personas are a tool to build consensus and prioritize design decisions, and are widely used by the interaction design community to keep users at the center of the design. Each design choice is filtered through the needs, goals and motivations of the persona set to create a cohesive vision that unified the studio and the design.

Having a shared vision for their design interventions enabled the Safe Niños studio to tackle different opportunity areas for design with a complementary approach that also amplified the depth and reach of solutions that could be proposed within the constraints of time and resources at hand.

The following key personas emerged from the workshop. They represent the cross section of COANIQUEM's pediatric patients, parents and teenagers. As 73% of patients at COANIQUEM are under age 6, "Antonella" helped the studio focus on designing for children in this age range.

The teen population, though a smaller number, provided mentorship and encouragement to the younger patients staying at Casabierta. "Paz" was representative of this group, and enabled the studio to keep these teens at the front of mind.

To support the parents of COANIQUEM, "Colleen" helped guide the Base Camp team to develop a robust digital appointment management tool while balancing the human touch COANIQUEM works hard to preserve.

The next page shows key attributes of both Antonella and Paz:

¹ In his book, *The Inmates are Running the Asylum* (1999), Alan Cooper outlines the general characteristics, uses and best practices for creating personas.



1st Time Acute Treatment Patient

Name: Antonella

Age Range: 3–5

Gender: Female

Education: Preschool

City: La Serena, Chile

Recently burned by pouring hot liquid on entire body. Burn coverage is on the chest, arms and legs.

Motivations

- To play with the other kids
- To explore the world around me
- To spend more time outside

Frustrations & Pain Points

- Itchy bandages
- Overprotective parents
- Not knowing when I get to go home

Goals

- I want to be loved
- I want to be free
- I want to be in control

Devices Used

My mother's (Colleen) Samsung Smartphone



Repeat Rehabilitation Patient

Name: Paz

Age Range: 12–15

Gender: Female

Education: Middle School

City: Antofagasta, Chile

Burned at the age of 3, she has been visiting COANIQUEM every four months for the past 10 years for treatment of face and neck scarring. On this visit she will be at Casabierta for a month.

Motivations

- To stay in touch with my friends while I'm away
- To be less bored
- To stay in shape

Frustrations & Pain Points

- I don't get much time to myself at COANIQUEM
- Bored out my mind
- I can only really talk about my treatment with others who understand

Goals

- I need to make my own decisions about managing my treatment
- I need to let my parents know they can trust me to make the right choices
- I need my friends to know I'm just like them

Devices Used

Motorola MotoX

Friends of Casabierta

A project to understand our space and our lives

Maria Bori
 Director
 Casabierta
 COANIQUEM

Creating a sense of place for our patients is a fundamental pillar of our mission. We seek to develop effective, comforting spaces for the well-being and interactions of our patients, families and staff. We were excited for the opportunity the Safe Niños team presented us with: to reinvent some of our spaces in campus and imagine new approaches that might better meet the needs of our community. Just as the maternal womb—the first home of every human being—adapts to the needs of the baby who inhabits it, we at Casabierta were enthusiastic to co-create spaces with the designers that can promote new life experiences and enable improved personal and social human interactions.

When the Safe Niños team joined us in January 2016 we embraced this dedicated and talented group of 15 students and 3 faculty with open arms and were happy to gradually help them become part of our work routines and our daily lives as they carried out their research for a project we called “The Casabierta COANIQUEM Educational Space.”

Over several weeks, they were exposed to a new worldview and a set of new experiences; they shared their perspectives with us, and identified new possibilities for intervention—all with a very sophisticated understanding and sensitivity for the complexity of the problem at hand. The team was housed in Casabierta during their research. It was an honor to host them and share time together. Everyone at COANIQUEM was taken by their warm humanity, sense of humility and respect for the COANIQUEM community.

As part of the co-creation process, we were invited to participate with the Safe Niños team in dynamic exchanges that challenged us to explain and rethink anew how and where we work, starting from the first point of entry to our campus, the waiting and reception area for our incoming patients and their families. It was very rewarding for our team to feel heard, and have our opinions and life experiences in the workplace considered as part of the design proposals. I believe that our close collaboration allowed for design outcomes that are truly resonant with our needs and the welcoming educational environment that we strive to promote.

A highlight for me in the whole process was seeing the relationships that the team of students and faculty forged with our staff and the resident patients of Casabierta. Their presence and work together over two weeks presented us with unique opportunities for reflection, coexistence and celebration. I believe this dimension was transformative for both the Safe Niños participants and the beneficiaries of this project—our young children, teenagers and parents. For us all at Casabierta, the project was a unique and enriching experience that has left us incredibly inspired.







Music Matters for the Heart

A tool to help overcome life's challenges

Mireya Gonzalez, MTA
 Coordinator
 Music Therapy Department
 COANIQUEM

The Music Therapy Program at COANIQUEM started in 2002 as part of programming offered at Casabierta, when we first were asked to work with parents and children in separate groups.

For the parents, these music therapy programs aim to provide a safe space to talk about their feelings related to the event(s) associated with the burn injury; it is also an opportunity to share with other parents in a supportive peer-to-peer environment. For the children we offer group therapy, to facilitate their social integration and to strengthen their self-esteem. Feelings of anxiety and fear and issues such as developing a positive self-image are addressed through music, dance and musical stories that participants create.

The Music Therapy program was further developed in 2005 at COANIQUEM, becoming part of our multidisciplinary approach to care and as a complementary therapy for the children, youth and their parents to assist during their rehabilitation process. The program has grown since then, with the objective of providing patients and their families support in different areas: pain management during wound-dressing procedures and post-surgery, motivation to adhere to treatment, to facilitate movement, to deal with emotions and feelings, as well as to strengthen the bond within the family.

Music provides a safe space to express fears, to deal with trauma and for children to discover their inner creativity, which will be a strong tool to overcome challenges in their lives. Children, youth and their parents recognize each other in the music, in their musical creations and in sharing a moment of playful activity.

In an effort to have the students of the Safe Niños project experience the vital strength and healing power of our work through music, we invited them to a special group session during their field research. Our objective was offering them an inside view about the work, and a new and different awareness of themselves and each other. It was terrific to observe their participation in this session, and witness their insights as we engaged as a group in an improvisation exercise with a wide variety of instruments, each representing a participant.

The Safe Niños project gave us the opportunity to dream a creative space beyond the music therapy room. Patients and their families would be able to interact more, learn about each other and face their rehabilitation with a new vision: a space with colors, imagination and interactive activities. While they anticipate their treatment, a journey through a magical forest—El Mundo de Santi—awaits.

Right
 Mireya Gonzalez hosting a
 music therapy session for
 the student team.



Returning to Chile

Two students visited COANIQUEM a second time to field test working prototypes from the studio in the facility's environment.

The Return Trip

While co-creation begins during initial field research, it is not composed of a single instance or phase. Rather, it serves as a guiding principle that drives every step in the design process. Ongoing community feedback becomes essential to build trust, understand stakeholders' priorities and create the most value for the partner community.

Following the mid-term presentations in the studio, Environmental Design students Emily Nyburg and Alvin Oei, and faculty member Penny Herscovitch, returned to COANIQUEM to present ideations and conceptual models of their designs to staff, patients, parents and doctors for feedback. This opportunity further connected students and stakeholders as co-creators of the project and elicited valuable reactions, opinions and insights to be gleaned and brought back to ArtCenter's campus.

"During our second visit, we were able to find deeper and more relevant insights toward our designs from testing each team's initial prototypes first hand and engaging in co-creation sessions with staff and patients."

Emily Nyburg

Student

Environmental Design

Right

Environmental Design student Emily Nyburg co-creates with a patient during the 2nd trip to Chile.



Creating the Magic

On-site field trips take students to immersive environments

Mattel UCLA Children's Hospital

Following their experience in Chile, Safe Niños students and faculty made a trip to Mattel UCLA Children's Hospital to research how environmental graphics play into the healing process for young patients. The hospital features colorful and playful adhesive wall treatments throughout the pediatric unit, which create an imaginary and whimsical world for patients. Many of the wall graphics were illustrated by ArtCenter alum Patrick Hruby, in partnership with Blik Design Firm. Students had the opportunity to meet with members of the Child Life Department to further inquire about the healing process for young patients, as well as the various therapeutic spaces on Mattel's campus.

Disneyland Field Trip

Following Dr. Sternberg's lecture on the impact of therapeutic space and healing through stress reduction,¹ the Safe Niños studio took a research-driven field trip to Disneyland. With a team from Walt Disney Imagineering, the creative force behind Disney Parks and Resorts, students were led on a tour through the park and were invited to consider the graphic and interactive elements that make Disneyland an immersive, magical environment. Students experienced firsthand Disneyland's rich storytelling legacy and beloved characters, which were ultimately an inspiration for the studio's collective Ecosystem of Healing. They were then challenged to integrate the design principles they gleaned from their field trip into the studio, and to think critically about how they could be integrated and implemented at COANIQUEM in a resourceful, cost-effective manner.

Right

Large-scale wall graphics at Mattel UCLA Children's Hospital were a big inspiration for the student projects.

¹ See "The Science of Place and Well-Being", p. 26





Projects

COANIQUEM's integrated, child-centric approach to rehabilitation inspired the Safe Niños team to transform the campus into a magical ecosystem, inspired by Chile's diversity, that empowers and nurtures patients and families through their healing journey.





El Mundo de Santi

A magical healing journey harnessing the power of story,
guiding young patients on an adventure through the Andes

Alvin Oei
Environmental Design

Lauren Medina
Interaction Design

Lori Nishikawa
Product Design



Opportunity

The treatment journey for a burn survivor is challenging. Patients come to COANIQUEM at different points in their childhood, often going through surgery and multiple visits for rehabilitation. Depending on the severity of their burns, some children need treatment for up to 20 years, making COANIQUEM an integral part of their childhood. We seek to alleviate the pain and anxiety that accompanies burn healing and treatment, and replace it with the joy, wonder and excitement that COANIQUEM hopes to bring to every patient.

Design Solution

During our research, we met families who came from all over Chile and South America, who shared with us their stories and backgrounds to create the distinct culture of COANIQUEM. Building on their stories and the diversity of Chilean land and culture, El Mundo de Santi (“The World of Santi”) transforms COANIQUEM’s clinical setting into a magical ecosystem of healing.

El Mundo de Santi features a cast of animal characters who live in enchanted habitats and become friends, as well as models for courage and values, to guide the young patients through their treatment. El Mundo de Santi builds on the successful burn prevention campaign Designmatters students created in partnership with COANIQUEM in 2013, where two young children—Camila and Lucas—protect feline mascot Santi from dangerous hot objects.

In El Mundo de Santi, patients accompany Camila and Lucas on an adventure flying over the Andes. Along their journey, they encounter animal characters in different habitats that represent core values specific to each of the 10 areas of treatment at COANIQUEM. To engage young patients, a storybook introduces the narrative through a “passport,” which is stamped when patients visit the various therapies. Each habitat features an interactive element that relates to the treatment area, as well as a message of inspiration and encouragement from the animal mascot. The journey is designed to foster interactive play in immersive environments, creating a sense of wonder and joy.

Design Impact

El Mundo de Santi is a welcoming experience for first-time patients and families, who feel engaged the moment they enter the COANIQUEM waiting room. For returning and long-term patients, El Mundo de Santi provides a deeper level of ownership and community, and a space that is comfortable and secure.

For young patients, El Mundo de Santi seeks to transform their experience, creating a new world that they look forward to visiting—one that utilizes imagination and creativity to change the way they view treatment. Teen patients, who often struggle with body issues and commitment to continuing treatment, can feel comfort, empowerment and a deeper connection to the COANIQUEM community through these new environments. With retention as one of COANIQUEM's major challenges, El Mundo de Santi seeks to remind patients that, while the road to recovery may be long, the committed staff of COANIQUEM is there to guide them through their journey.

Right

During the 2nd field research trip, patients and their families directly co-created with the student projects as they were in-progress.







Safe Niños students composed a poem about the magical journey through El Mundo de Santi.

El Mundo de Santi: Prologue

As The Healing Tree begins to grow from the ground,
All are awakened by the whisk of its sound.

It draws the great Trinity of Faith, Hope, and Love,
Together, guided by The Spiritual Dove.

Flora begin to bloom, lands begin to form,
A place of healing, the calm away from the storm.
Far away, The Pudu hears the call of The Tree,
An invitation to those lost, a home that is free.
He gathers his tools and all of his mates.
On a large ship, they set sail with garments in crates.
Calling all animals on their journey to this land,
Through air and sea, together they band.

Base Camp

A starting point, resting place and way-station
on a formidable journey

Dave Hansung Kim
Product Design

Nicholas Jayanty
Interaction Design

Rachel Moore
Environmental Design



Opportunity

"On average, patients who have multiple appointments usually wait between three and eight hours to fit in all their appointments. Since we have a take-a-number system, most patients wait all day in the waiting room, so we want to make the waiting room more fun and welcoming."

Hearing this from a COANIQUEM staff member, we exchanged glances as we walked down the path to Casabierta. Together we thought, "More fun? How about reducing patient wait times?"

In agreement, we saw three key opportunities for COANIQUEM's waiting room: reducing patient wait times, creating a more engaging and welcoming environment, and adding comfort to the Spartan furniture, while accommodating as many patients and families as possible. As a multidisciplinary team of interaction, product and environmental designers, we dove into our respective domains and embarked on our collective journey: Base Camp.

Design Solution

Working collaboratively, the team synthesized our research from 10 days at COANIQUEM and began to work through various iterations of Base Camp projects. Rachel's focus on patient-centered environmental design preserved the human touch that COANIQUEM embodies. Nicholas focused on mapping the details of "checking in" at COANIQUEM, exploring ways to "jail break the waiting room" to allow patients and families to explore the campus while they waited. Dave worked through several prototypes of waiting room furniture that would be comfortable and easy to move.

From this effort emerged a modular furniture set of nested seating that expand and contract with the number of people in the waiting room. We redesigned the reception area to create a more intimate space by dropping the ceiling and removing the glass panes that separated staff from patients and family, emphasizing again the human touch that is important to COANIQUEM. We selected a material palette that felt warm and inviting, while deliberately selecting a muted color palette to minimize visual noise and distraction. This choice, based on insights gained from field research, centered on balancing the complex set of emotions rooted in the cycle of grief.

**Top left**

During the 2nd field testing trip, students teamed with COANIQUEM staff to test out the possibilities of a front-desk helper to alleviate confusion for first-time patients in the waiting room.

Top right

Environmental Design student Alvin Oei is inside the human-sized costume of COANIQUEM's mascot, Santi, to better understand patient reactions to different types of stimuli in the waiting room.



We also developed a central seating area for patients to be notified by a system of screens strategically placed throughout the campus and a greeter kiosk that bring welcoming smiles to every family entering COANIQUEM's campus.

The check-in system went through several rounds of iteration, beginning with a "beep"—an idea that emerged from a co-creation session with COANIQUEM's head of IT. Ultimately, this concept evolved into a cross-device system of tablets, mobile phones and screen-based outputs all linked by SMS.

Design Impact

As our concepts began to take shape, our goals also materialized: Base Camp is an orientation system that optimizes interactions between patients, families and COANIQUEM staff. It reduces wait time and paperwork for patients, so COANIQUEM staff can spend more personal time with each family, to reassure and comfort them. Base Camp is a comfortable place for patients to congregate and play.

Every great journey starts with tremendous support. Every great journey starts at Base Camp.

The Welcoming Entry

Transitioning visitors from the urban environment to a magical ecosystem through healing and play experiences

Julia Altschul
Environmental Design



Opportunity

During my field research in Chile, I was welcomed to COANIQUEM's campus by their incredibly attentive and loving staff. My co-creation process with patients, families and staff helped me understand key issues with the campus entrance and outdoor space, and sparked us to reimagine the entry gate and security as a magical passage for visitors. In the under-utilized outdoor area, we saw great potential to design a beautiful landscape; to help visitors heal mentally and physically through a visual and sensorial therapeutic approach.

Design Solution

A colorful painted fence and bold COANIQUEM sign welcome visitors into the magical story, while maintaining campus safety. Transforming the security zone into an enchanting garden, a shade structure inspired by Chilean flora filters warm light to the path below. Colored concrete pavers create a smooth, accessible and traffic-safe path to the waiting area. Shade sails provide shelter from the sun and rain, and welcome visitors to the new waiting room experience. Connected to the waiting room is a new outdoor patio, where children can play safely and adults can enjoy the refreshing outdoor environment. Beyond, the "Path of Healing" leads to the chapel, offering the message that "after you pass these difficult times, there will be a release and complete healing waiting for you." Flowers are planted along the path and the ground is composed of mosaic tiles, with a colorful centerpiece symbol of the "Tree of Life" indicating the beginning of the journey.

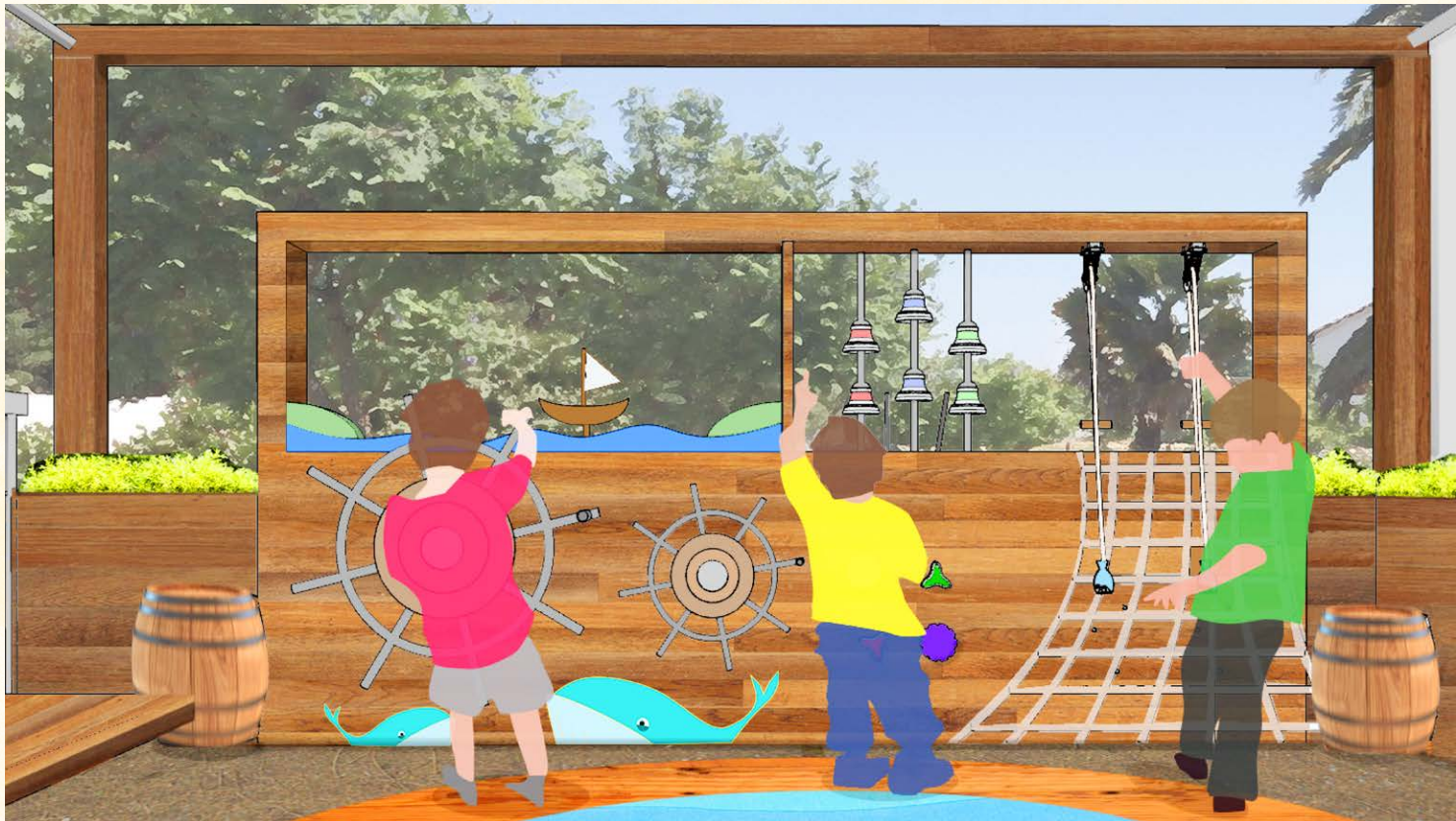
Design Impact

A welcoming entryway to COANIQUEM's Burn Center alleviates the fear and anxiety that accompanies burn treatment, and brings hope and wellness to patients and families.

The Therapeutic Play Patio

A redesigned waiting room engages children in safe and therapeutic play

Eri Kawaguchi-Murphy
Environmental Design



Opportunity

At peak hours, COANIQUEM's waiting room can be packed with more than 80 adults and children. With only eight adult-sized benches, there is not enough space for everyone to sit comfortably. The atmosphere in the waiting room is chaotic and stressful. Young children have nothing to do, and are bored. I saw an opportunity to design a play area that would be safe, therapeutic and, most importantly, fun and engaging for children.

Design Solution

To affordably create more space in the waiting room for patients and families, I designed an expansion to the existing area by taking advantage of the under-utilized outdoor space. The new indoor/outdoor space, or play patio, surrounded by the beautiful grounds of COANIQUEM, is an area for both children and adults to relieve stress and relax. More crucially, it is designed so children can intuitively receive therapeutic effects during play. This ship-themed environment engages children in play elements that support specific physical, musical and occupational therapies through muscle training and exploring textures and sounds. Some nautical-themed activities include ship wheels that allow the "captain" to loosen stiff muscles through "steering," and "fishing" exercises that help to mobilize children's hands through knobs of different shapes and sizes.

The design takes advantage of reclaimed materials locally available in Chile. The patio's flooring is made from recycled rubber tires; the structure is made of affordable wood off-cuts. The shade structure and solar orientation afford natural cooling in summer, and I proposed a low-cost, zero-energy heating system for winter, in which water passes through black-painted repurposed cans. To accommodate for COANIQUEM's budget, I divided the implementation into three phases so renovations could be made at the organization's own pace. The constraints in this project ultimately provided an opportunity to seek new solutions and expand possibilities.



Design Impact

Playing is the most natural state for children, thus it makes sense to incorporate play into pediatric burn treatment. My aim is to move forward from emotionally and physically stressful treatments to more playful treatments to help ease this difficult process.

Creating a space like this will help parents with similar situations to share their experiences, to alleviate feelings of isolation and suffering alone. The parents of burned children often first blame themselves, and then often become over-protective of their children. By creating a fun and safe play space, parents can see other children in similar situations playing and thus feel reassured that normal child activity can occur without doing harm, helping to recover trust between parent and child.

Little things can have a big impact. Even with one wall, it's possible to create a therapeutic play space for children.



Above

The mosaic featured at the entrance of COANIQUEM, on the Path of Healing.

Sensory & Therapeutic PlayScape

A healing play space built around sensory experiences, with connected moments that engage children, teens and their families

Ariane Fund

Graduate Industrial Design

David Hollo

Product Design

Emily Nyburg

Environmental Design

Marie Stargala

Environmental Design



Opportunity

Healing is the foundation of everything at COANIQUEM. The first part of the healing process involves a one-month stay. The second is a healing period that can take decades, and has lasting effects on the entire family.

We envision a PlayScape adjacent to COANIQUEM's dormitory as a system of connected moments, built around sensory experiences, therapeutic play and different levels of engagement to reinforce healing for children of all ages. Using the universal languages of play, sound and sensory interactions to learn, explore and socialize makes the recovery process fun and thoughtful while exposing children to unique experiences that will enhance their lives.

Design Solution

Sensory & Therapeutic PlayScape is a system of outdoor play components that engage all of a child's senses to support physical, occupational and music therapy through healing. The design emerged from field research and co-creation with pediatric burn patients, families and specialists, adapting to their specific needs: there are currently no other therapeutic play products on the market that engage with underserved users.

Using the following elements, our goal is to create a self-sustaining system that can aid in the recovery process of children in low-resource clinics and treatment facilities.

- Innovative Active Play and Exercise Equipment to Support Physical Therapy.
- Tactile Play, herbal gardening, and richly scented landscaping to support Occupational Therapy.
- Engaging Sound Instruments to support the Music Therapy department.
- Shaded Social Space and Cultural Elements.





Design Impact

During our preliminary and follow-up field research, we explored an expansive and unused space behind Casabierta residence at COANIQUEM with great potential for bringing in playful experiences. By using local and affordable materials, our design is resourceful and sustainable.

The design for the backyard of Casabierta is centered on providing children with many opportunities to explore and create their own imaginative experiences. Elements integrated directly into the landscape, such as the pebble drop, musical instruments and exercise machines, give a sense of discovery and surprise to the space.

A core value of COANIQUEM is acceptance of all people, treating patients from all over Latin America from diverse backgrounds. Fostering the sharing of cultures and honoring the rich Chilean heritage, the PlayScape's Zumba Zone, connected shade, and Leave-a-Trace Wall enhance lasting lessons taught through therapeutic and sensory experiences.

The PlayScape is designed with affordability in mind, leveraging local skills, volunteer labor and donated exercise equipment, and utilizing locally sourced materials such as play berms built from upcycled tires, and simple yet engaging "pebble drops" to create beautiful sounds.

Through a system of sensory, therapeutic, and playful engagement we aim to increase physical activity, adherence to physical and occupational therapy regimes, and patient retention, thereby reducing the number of days spent in recovery and improving patients' mood, to ultimately support healing.





EL CLUB: TeenZone

A fresh look at existing shipping containers through the eyes of adolescents: a place for teens to hang out and express what matters to them

Behnia Rahmati
Environmental Design



Opportunity

During my research, it became apparent that burn patients have a long treatment journey ahead of them, potentially decades. One of the key challenges physicians identified at COANIQUEM is that teenagers often do not return to continue their treatment, even though this is a crucial stage to complete their treatment process. During my time at COANIQUEM, I uncovered that there is no dedicated space for teenagers on campus, and through conversation with this group of stakeholders, they shared with me their feelings of boredom and being misunderstood.

Design Solution

El Club: TeenZone is an area dedicated just for teenagers at COANIQUEM. Comprised of unused, pre-existing shipping containers on campus, this empowering environment comes to life with the teenagers' own contributions and passions. Through activities like mural painting, hanging re-configurable hammocks and solar chargers, and contributing to the sculptural shade structure, teenagers will gain the power to express themselves, feel like they belong, and give back to their COANIQUEM community.

In El Club, teens will mentor younger burn patients, and act as role models in play and arts and crafts. This level of engagement and belonging can critically support the teens' commitment to their own healing process.

Design Impact

Because the majority of patients at COANIQUEM are under 10 years of age, teenagers often retreat into their Casabierta rooms in isolation. This leads to a current challenge of teen attrition—young adults stopping treatment prematurely, before scars are healed and growth has completed. El Club: TeenZone is a resourceful zone dedicated to teens in hopes to make a huge difference in their engagement with one another. If teens have a communal space they can call their own, they will engage more fully in their community—and in their own recovery and rehabilitation.





Conversation: An Integrated Approach

Two students share their experiences in transforming the group's collaboration from individual and small-group projects to a holistic team effort.

Alvin Oei
Student
Environmental Design

Leonardo Santamaria
Visual Documentarian
Illustration

Alvin: One of the biggest influences on our direction was the impact of seeing COANIQUEM's solidarity among all of their departments—being cohesive, integrated and child-centric. This drove us to work together in a different way; where instead of working on individual projects, we worked on one unified approach to transform the whole campus. And to guide us we developed one shared mission as a class, which is to transform COANIQUEM into a magical ecosystem, that empowers and nurtures patients and families through their healing journey.

Leonardo: In the beginning, when the class was structured traditionally where students worked in different teams with separate goals, we quickly realized that due to the sensitivity of the issue, our goal had to be holistic if we really wanted to help the children. First, that meant changing the structure of the class. So the students proposed this change during a heartfelt conversation with the instructors, and talked about why moving to a holistic approach was necessary. To their credit, our amazing instructors Penny, Stella and Dan took this to heart and together we fostered a new creative workflow previously unheard of at ArtCenter.

That shift in dialogue about the class structure at COANIQUEM was a life-changing moment for us as students and designers. Never in my ArtCenter career has there been such an empowering moment as happened that night—especially in the context of making COANIQUEM a better place for the children! I've been a leader in different ways throughout my time at ArtCenter, from student government to peer mentorship, to creating and leading a club. But none of those experiences compare even remotely to what happened here.

And as the team's visual documentarian, I bear witness to the impact of this change. And let me tell you, it wasn't easy.

AO: As students, we had to figure out team structure and who did what. We had to figure out creative direction, and how to efficiently progress together as a group. We had to figure out how to act as a unified studio.



LS: In the end, we ended up assigning ourselves much more than what he had signed up for. There were very real consequences to our projects, so we had to decide: is this a portfolio piece or an opportunity for something greater? How do we, as students, put our egos aside for the greater good?

AO: It's not easy framing such a large project with so many parts. That was a challenge and real learning experience for us. We developed an overarching story that acted as an umbrella to unify the projects. From there, we had to delegate responsibilities. And this allowed us to each become leaders within our respective areas. We're hoping that our model of student collaboration can inspire even greater things at ArtCenter.



Toward Impact

The road to implementation

Development Seminar

Advancing projects to the next level

In contrast to many traditional design studios, in which the final student presentation concludes the class, for Safe Niños the “final” is truly a departure point. In order to nurture projects with strong potential, Designmatters integrates an innovative course in the curriculum: the Development Seminar, an elective extension of the core Safe Niños course into the following term. This course emerged to meet the project’s needs, based on the lesson that students and their projects thrive with structured support after the end of the studio. A platform for development, this seminar shepherds highly motivated student teams as they set goals and strategies for advancing their projects to the next level. During the seminar, teams identify new advisors and team members, apply for grants and awards, plan and conduct a further round of pilot testing and design iteration, and pitch to potential strategic partners.

While the Development Seminar has established a track record of yielding grants, international accolades and public awareness, a key challenge that remains is how to propel projects to reach “escape velocity”—so that they can survive beyond graduation, when real-world financial and career pressures emerge. While faculty mentorship continues informally beyond the Development Seminar, we have identified the need to develop a stronger institutional infrastructure for supporting team members beyond graduation, and are currently exploring how best to foster career pathways in social entrepreneurship, within the context of a small private design college.

On Collaboration

A shared commitment to social impact design

Alexandra Faille Hyslop
Communications Analyst
Escuela de Diseño
Duoc UC, Chile

The mission of DUOC UC Professional Institute is to train people in technical and professional fields, with a solid ethical base inspired by Christian values, to be successful in the workplace and to be committed to the development of society. DUOC was a key collaborator in the Safe Niños Development Seminar, engaging students and faculty volunteers in ground-level implementation strategy.

Consistent with our mission, the School of Design works in different ways to put into practice a commitment to society. We create and promote projects that constitute significant learning experiences for our students and are relevant to the community. This is why we gladly accepted the invitation of Designmatters to participate in Safe Niños.

From the beginning, this has been a valuable educational and knowledge-exchange experience for everyone at DUOC UC. As the project developed in the U.S., our support team, consisting of a small group of volunteers—students, teachers and directors—worked in Chile on the implementation of the first stage of the TeenZone and El Mundo de Santi.

In the context of this project, globalization and the commitment to social impact design that DUOC UC and Designmatters share become tangible. Carrying it out became a new learning experience that we will endeavor to transfer to our community. It was impressive for the great effort of coordination among all the stakeholders involved. And both the process and the outcomes—the proposal of innovative but feasible alternatives; working to the smallest detail; a space for sharing; the ability to communicate in a foreign language; the commitment of volunteer work; the joy and satisfaction of working to solve people's problems; building relations and friendships—were remarkable, and for those who directly participated made for an unforgettable week. Above all, it allowed our students to learn by doing, with the admirable goal of improving each patient's experience at COANIQUEM.

Our commitment is to continue supporting the implementation of Safe Niños and contribute to the development and strengthening of this important institution.

Right
Environmental Design
student Alvin Oei works
with the DUOC team to
install wall graphics for The
Healing Tree project.



Learning by Doing

“I never thought that such a meaningful experience would impact my life that way: suddenly.”

José Tomás Marchant Verdugo
Student
Escuela de Diseño
DUOC UC, Chile

Who would think that a group of talented young designers from the United States would pay attention to this small and distant country? Who would imagine that they could generate so much happiness in such a meaningful organization? Who could predict, after their research trip to COANIQUEM, what they had in mind? But just like that they came back to Chile to implement projects that they designed at home in the United States. And this is where I enter the story.

The first thing I noticed when I met the Designmatters group was their charm and happiness. They were nice folks with the desire to give back to the community. They were very detail-oriented, with a great ability to analyze and comprehend the reality of Chile. This was truly something unusual among foreigners.

When they presented the project to me I was immediately able to understand its impact—how it was going to change the life of children, teenagers and adults who work, live and go through rehabilitation at COANIQUEM.

It was amazing to get to know the different abilities of all team's members. Each of them has unique skills, but together they are able to create an exceptional collaborative working environment. The meticulous and detailed work of each of them demonstrated for me something that was in many ways bigger than the project at hand: the perseverance needed in every aspect of life. More than implementing a project, these students left us with great lessons and friendships (I hope!).

I believe that opportunities are made, and are not simply the result of coincidence. I am grateful for the opportunity that DUOC UC afforded me to work alongside the students from ArtCenter. And I offer special thanks to Stella Hernandez, the ArtCenter faculty member in charge of the Safe Niños implementation pilot, for opening the door of this great project to me. The commitment and sacrifices—missing my classes, all-nighters doing homework, the long commutes—were all worth it for the chance to participate in a project with such talented people. They have given me something to aspire to, and I hope to see them again some day when I, too, become a professional designer.

Right
DUOC students assist in painting the storage containers used for the new TeenZone project during the Development Seminar.



The Healing Tree

The Healing Tree is a system of characters that addresses specific burn rehabilitation therapies through story-based interactive play

Alvin Oei
Environmental Design

Belle Lee
Illustration

Su-Sun Kwak
Environmental Design



Overview

The Healing Tree is a continuation of our Spring 2016 project, El Mundo de Santi, an immersive environmental design project that reimagines COANIQUEM as a child-friendly world that reduces patient stress and optimizes conditions for healing. Keeping with the thematic and aesthetic elements of El Mundo de Santi, the project includes a carefully coordinated system of environmental graphics, a storybook and a printed patient “passport.” Child characters Camilla and Lucas act as guides for the patient, going on a journey through a magical world based on Chile’s many different ecosystems. They encounter animal friends who rally their support around the patient as he or she goes through different treatments and therapies.

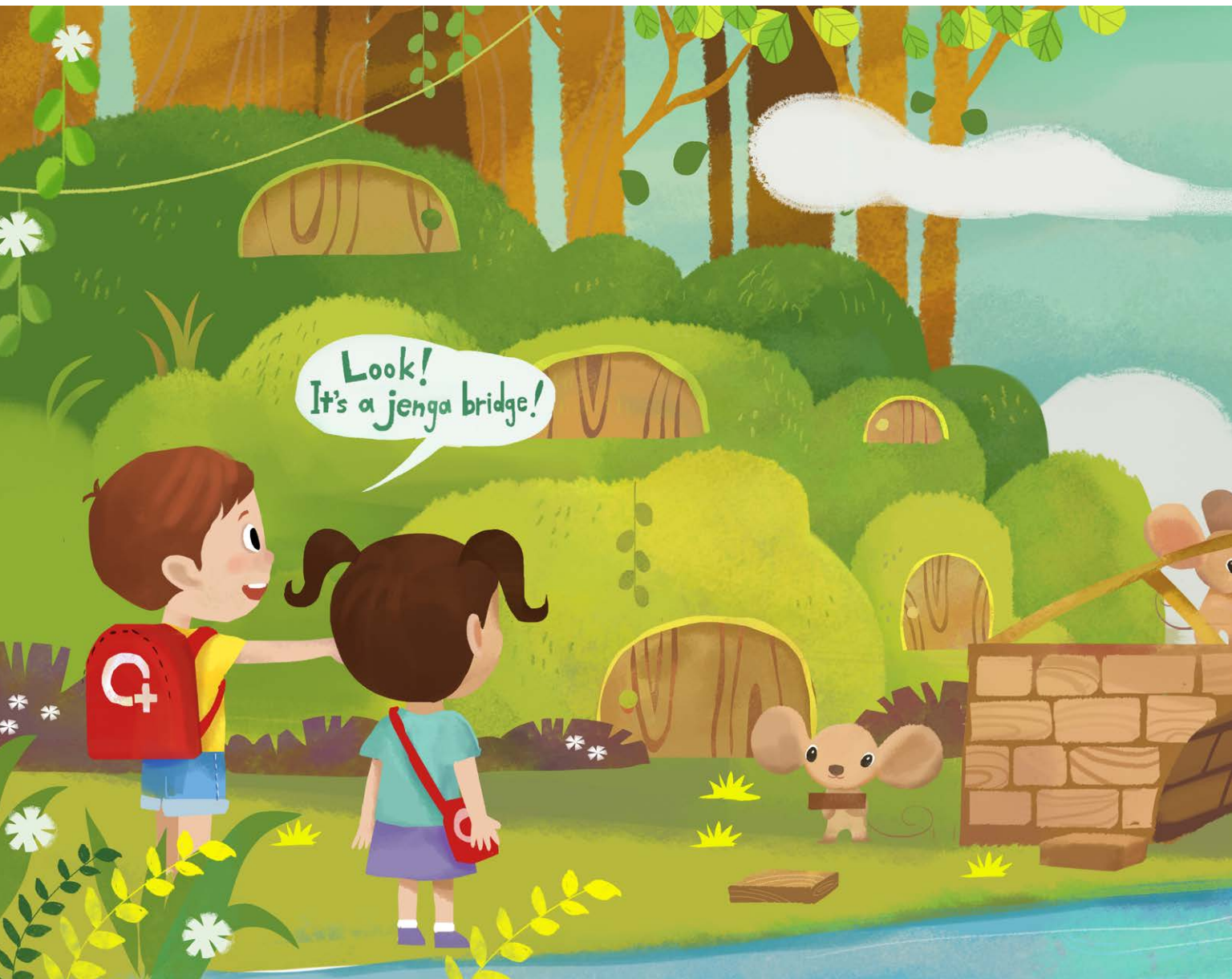
Each treatment has its own animal representative that exemplifies the values of the treatment and the skills the patient will need to navigate it. For example, the bunny in physical therapy teaches children to jump and stretch; the hummingbird in music therapy, to express her- or himself; and the Pudu, a tiny native Chilean deer, is the friendly representative of compression-garment fitting, whose message is to be unique and proud. Children learn about the animal characters by reading the storybook with their parents and staff in the waiting

room, dormitory and school. Then as children visit each animal character and progress through their treatments, therapists stamp their passport, which also includes interactive activities for kids and information for parents.

Implementation

Wall graphics were printed and installed during the August 2016 trip to COANIQUEM in collaboration with a team of students and volunteers from DUOC. Camila and Lucas, the two guides in the El Mundo de Santi narrative, are now prominently featured in COANIQUEM’s waiting room, as if leading the journey through the corridors to visit animal friends in the various areas of therapy.

In September 2016, The Healing Tree received the highest monetary award from the Sappi: Ideas that Matter Grant to implement the project further, which will include printing and distributing the passports to patients, as well as completing wall graphics for various corridors on COANIQUEM’s campus. The Healing Tree was the only award-winning project submitted by undergraduate students.





Above

A sample spread from *The Healing Tree* children's book, illustrated by student Belle Lee.

TeenZone

A dedicated space for teenagers at COANIQUEM comes to life

Anna Meddaugh
Environmental Design

Behnia Rahmati
Environmental Design



Overview

Fueled by creative energy and collaboration from the Spring 2016 studio, we returned to COANIQUEM in August 2016 with plans to begin constructing a comfortable and communal space for teenagers: the TeenZone.

In the early part of our visit, volunteers from DUOC helped us move up-cycled shipping containers to our desired location, which facilitated further installation. Next, the shipping containers were primed and painted, and donated shade sails from the Southern California-based company, Shazeebo, were assembled above and across the shipping containers to protect the grassy sitting area from the sun. Hammocks, solar lights and solar chargers for phones and readers were also installed during the visit.

Implementation

With the shipping containers in place, we collaborated with teens at COANIQUEM to finalize the mural designs for the walls. Together, we decided to represent an abstract Santiago skyline, featuring iconic Chilean landmarks. Projecting illustrations onto the shipping container allowed everyone to take turns painting scenes in the mural, and empowered teens with a sense of ownership in their new dedicated environment.

“From the first time I met patients at COANIQUEM, I saw the possibility of giving them space to celebrate togetherness and inspire them throughout their healing journey. My wishes came true by completing this TeenZone project. I was moved when I saw them smile as they gathered in the shade, swinging away in the TeenZone hammocks.”

Behnia Rahmati

Student

Environmental Design

Interactive Therapeutic Toys

Innovative toy products align with physical, occupational and musical therapies at COANIQUEM

Dave Hansung Kim
Product Design

Nicholas Jayanty
Interaction Design



Overview

Aligning with The Healing Tree's animal-based narrative and colorful aesthetic, we developed a number of interactive therapeutic toys by leveraging low-cost materials to create highly-effective play products for the various therapies offered at COANIQUEM.

Given the statistic that 35% of all COANIQUEM patients suffer from burns on their hands, our therapy toys are designed to foster flexibility, dexterity and strengthening of a child's hands. Inspired by traditional compression garments, Paow! are gloves mimicking animal paws—playful compression garments intended to accomplish the goal of reducing scarring and increasing range of motion. Finger puppet kits were created to connect patients to The Healing Tree narrative by encouraging crafting and creativity through storytelling and play.

Implementation

Prototypes for musical toys, including the Kalimba Ladder, Music Box and Rain Wheel, were tested during the final research trip to COANIQUEM. Integrated into physical and occupational therapy, the musical toys offered patients ways to gain control and range of motion, while also encouraging communication among non-verbal patients. We are currently identifying grant opportunities that could facilitate production and scaling of the therapy toys and fund a social enterprise.

Left

Product Design student
Dave Kim demonstrates
one of the new therapeutic
toys to COANIQUEM staff.

Next page

Interaction Design student
Nicholas Jayanty joins a
patient and his mother as
they test the new therapeutic toy.



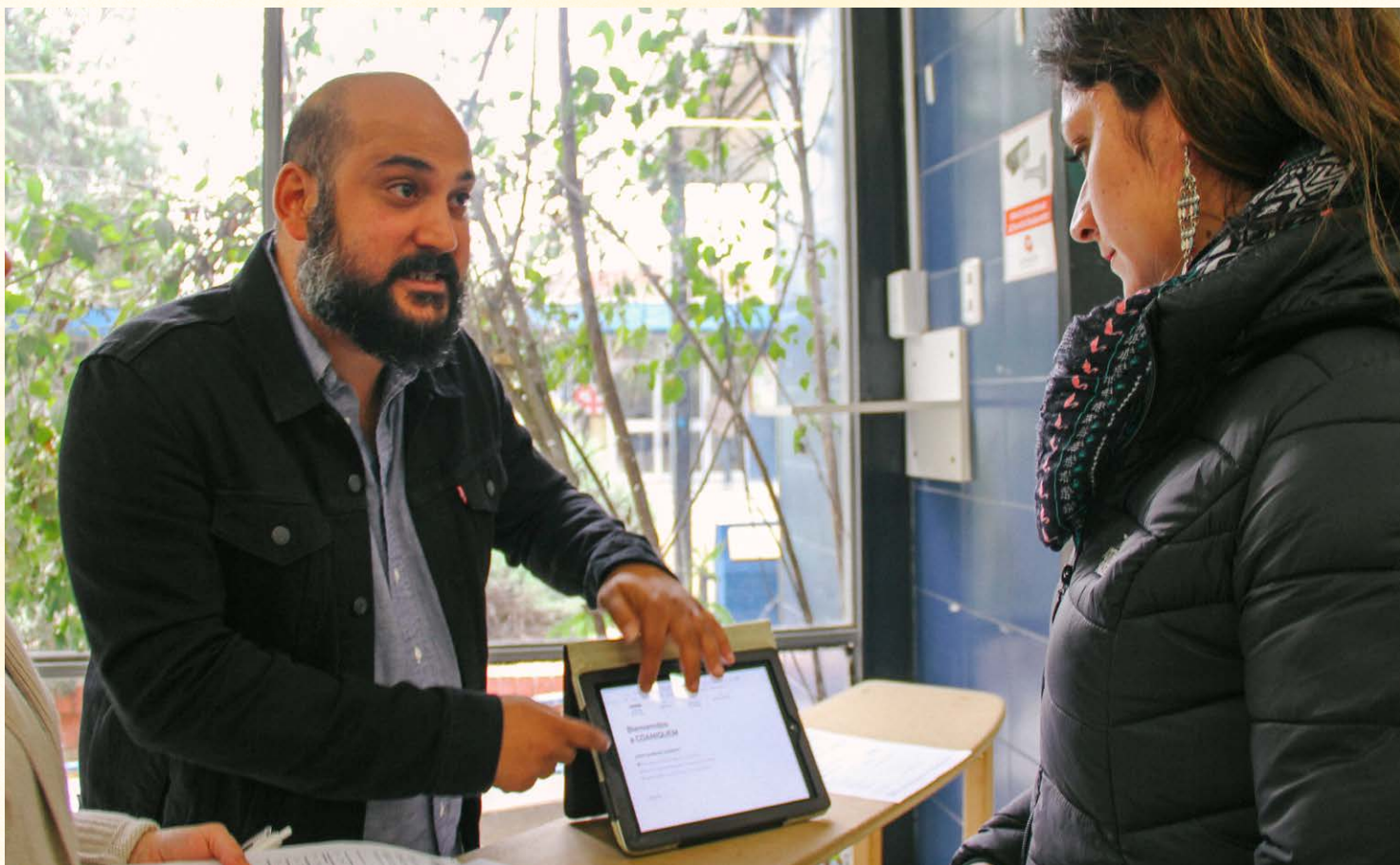


Check-In System and Interactive Play Wall

A reimagined waiting room and streamlined
check-in process for patients and families

Nicholas Jayanty
Interaction Design

Dave Hansung Kim
Product Design



Overview

In an extension of the Base Camp project, we further developed an electronic check-in and notification system for patients and families in COANIQUEM's waiting room. This platform—a working prototype on a tablet device—enables patients to complete a form upon their arrival and be notified by text message when called for their appointment.

To further reduce stress and improve the mood in the waiting room, the interactive play wall currently in development will introduce children to different parts of therapy before meeting with medical staff. Designed to align with the feeling of—and incorporate characters from—The Healing Tree, the wall juxtaposes physical characteristics with digital ones, allowing patients to explore tangible, tactile interfaces while immersing themselves in the magical world of El Mundo de Santi.

Implementation

During the August 2016 trip to COANIQUEM, we implemented a prototype of the check-in and notification system and engaged patients and families in the waiting room in usability testing exercises. Our user testing confirmed our decisions to integrate conversational language in the web form, use patient mobile phone number for notification, and allow users to enter information one-handed.

The Blue Corridor and The Garment Fitting Project

Colorful and imaginative wall graphics continue to encourage patients beyond the waiting room

Alvin Oei
Environmental Design

Su-Sun Kwak
Environmental Design

Belle Lee
Illustration



Overview

By transforming an existing, long surgery corridor into a colorful walkway, young patients now experience a vibrant passage from treatment to resting areas at COANIQUEM. In keeping with the aesthetics of The Healing Tree, this new approach to the corridor, designed by Su-Sun Kwak and utilizing illustrations from Belle Lee, is inspired by different coastal regions of Chile and acts as a new entry to the new Garment Fitting building construction.

COANIQUEM is widely known for its innovative approaches to developing custom compression garments for their pediatric patients. With a highly dedicated Garment Fitting team, but a lack of functional space, the desire for a new garment fitting building to be relocated closer to current treatment areas is in development by Alvin Oei. Thematically transforming into the mighty ship of the story's titular animal, the Chilean Pudu, the garment fitting facility will be a new construction of shipping containers combined into a new working facility. These projects are currently being considered for further development.

Creativity and Matters of the Heart

“All the participants became partners,
but most of all they became family.”

David Mocarski

Chairman

Graduate & Undergraduate
Environmental Design Department

Having the opportunity to truly enrich, improve and impact another's life is a rare gift. It is a gift of sharing knowledge and wisdom, but most importantly, the caring of the heart. Safe Niños was a project years in development, but worth its investment because of the long-term potential to impact so many individuals in so many ways— from the children themselves and their parents, to the doctors, the staff, and the students and faculty involved in the project. All the participants became partners, but most of all they became family.

In Environmental Design, we create spatial experience from the first moment of encounter to the last moment of interaction. No moment is too big or too small. We believe that people matter, and that the best way to look at any project is through holistic eyes. Everything matters, everyone matters, every moment matters.

In a project like this, it is the range of experiences that are created, shared and imparted that truly make a difference. The children of COANIQUEM and their parents have experienced traumatic moments in their lives, which have left their mark. Anything we can do to show we care, whether it's designing spaces, solutions or creating opportunities that become joyful, impactful moments are so very important. Sharing our gifts with others and having them share their gifts with us is why we believe we should be involved with projects such as Safe Niños.

VARIABLES







Credits

Designmatters at ArtCenter

Safe Niños is a **Designmatters at ArtCenter** educational partnership for social impact, hosted by the Environmental Design Department.

The project brought together students from ArtCenter's Environmental Design, Product Design, Interaction Design, Graduate Industrial Design and Illustration Departments.

www.designmattersatartcenter.org



COANIQUEM is a leading, internationally recognized nonprofit based in Santiago, Chile that provides free long-term treatment to burned children across Latin America.

www.coaniquem.cl

www.burnedchildren.org

We are grateful for the support from:



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*Founder and
 Executive President*

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www.designmattersatartcenter.org

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