



LIVE FROM THE SCENE  
WE LISTEN  
ATTENTIVELY

JUST FOR THE RECORD  
A GAME OF FIGURES

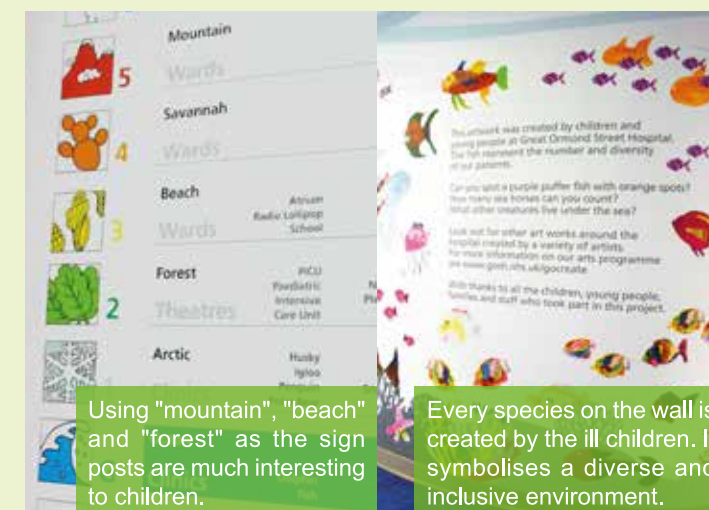


# REAL-LIFE DREAM HOSPITAL BRINGS HAPPINESS TO CHILDREN UNDER TREATMENT

Almost everyone is prone to be admitted to hospital because of illness some time in their lives. Children are equally at risk of admission but are not equipped with the necessary coping skills, hence the establishment of children's hospitals addressing the needs of hospitalized children. Many Western children's hospitals are now well-rounded after decades of development and improvements. Both of their interesting and innovative hardware as well as the attentive programmes such as hospital play service are simply impressive and enviable.

## IS IT REALLY A HOSPITAL?

It is ideal for a children's hospital to have a design appealing to children's interests as they are the main target. Great Ormond Street Hospital for Children in London has turned its lobby into a sea and the reception counter into a large ship. Walls are decorated with lovely sea creatures. The fish that swim leisurely in the sea are the works of hospitalized children. Evelina London Children's Hospital also has an amazing design which integrates the concept of nature. Have you ever thought of having a mountain-shaped slide in the hospital's lobby? Have you ever imagined naming the floors and the wards by the sky, mountains, oceans and forests, instead of ordinary alphabets and numbers?

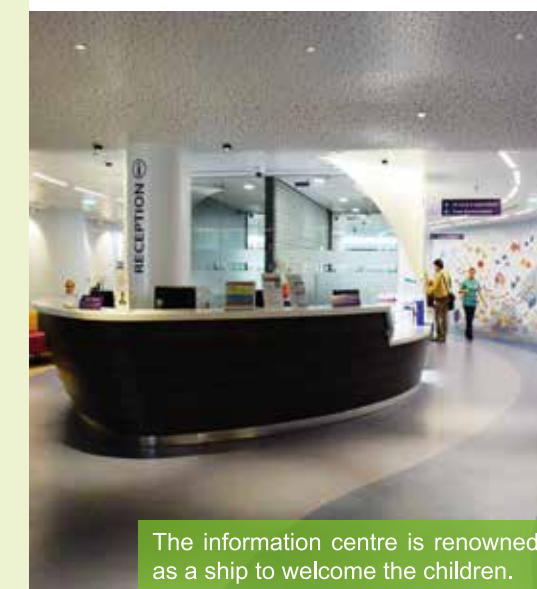


Using "mountain", "beach" and "forest" as the sign posts are much interesting to children.

Every species on the wall is created by the ill children. It symbolises a diverse and inclusive environment.



Children can play slides at the lobby.



The information centre is renowned as a ship to welcome the children.



**Playright's hospital play service team was given a subsidy this summer to visit several famous children's hospitals in the UK.**



### Great Ormond Street Hospital For Children

This renowned British children's specialized hospital, established in 1852, is currently in partnership with University College London for development and has set up over fifty divisions. Many paediatricians and paediatric nurses are trained. Cases are mostly referred from local or overseas hospitals.

### Evelina London Children's Hospital

The second largest children's hospital in London, set up in 1869 and moved to St Thomas' Hospital in 2005, was awarded for its innovative design.



### Birmingham Children's Hospital

This hospital, found in 1862 and characterized by its antique building, has different divisions such as liver transplantation, cardiovascular surgery, hematopoietic stem cell transplantation and psychiatry.

### Royal Manchester Children's Hospital

The new building, which is the crystallization of three hospitals, has been in service since June 2009 and provides 371 bed spaces. It is the largest independent children's hospital in Britain.



## Playing in the Hospital?

The love for playing lies in the nature of every child, without the exception of those hospitalized. In the hospitals we visited, play rooms, play zones and teenage activity rooms set up on each floor and division, including Accident & Emergency and outpatient divisions. Birmingham Children's Hospital even allows children to leave their wards and enjoy themselves in the huge play room and outdoor playground. Royal Manchester Children's Hospital also built an outdoor playground on its roof which has a breathtaking view.

Another essential hospital facility is the sensory play room where children can relax and play different sensory games in a comfortable environment. Some game concepts are even applied to examinations and treatments. The X-ray division of Royal Manchester Children's Hospital picks outer space as the theme. X-ray check becomes an exploration of the outer space, giving a brand new experience to the children.

## Dreams Come True for a Reason

The realization of a dream hospital does not happen by chance but it starts from the policy aspect. The medical system in the UK has been managed by the National Health Service of the government since 1948 and receives state funding for operation, sticking to its purpose of offering quality and free medical care for citizens.

The hospitals we visited also receive government recognition and subsidy. Boosted by centuries of experience and the efforts of professional medical staff who concern the physical and mental health of children, a number of children's hospitals, which bring relief to parents and joyful treatment experiences to children, gradually sprang up across the nation.

In order to create a positive and optimistic experience for the hospitalized children, each hospital's hospital play service tops the recommendation list. Hospital play specialists are an integral part to cater for children in paediatric wards in the UK. The hospital play service is an indispensable part of the four children's hospitals. Each team comprise ten to twenty people, and that of Great Ormond Street Hospital For Children even consists of forty people. The point to note is that the hospital play service is a part of the customary medical system. Its importance is regarded in par with other divisions when it comes to the professional medical treatment and all-round care service for children.



The well designed sensory playroom provides different stimulation for children in the hospital.

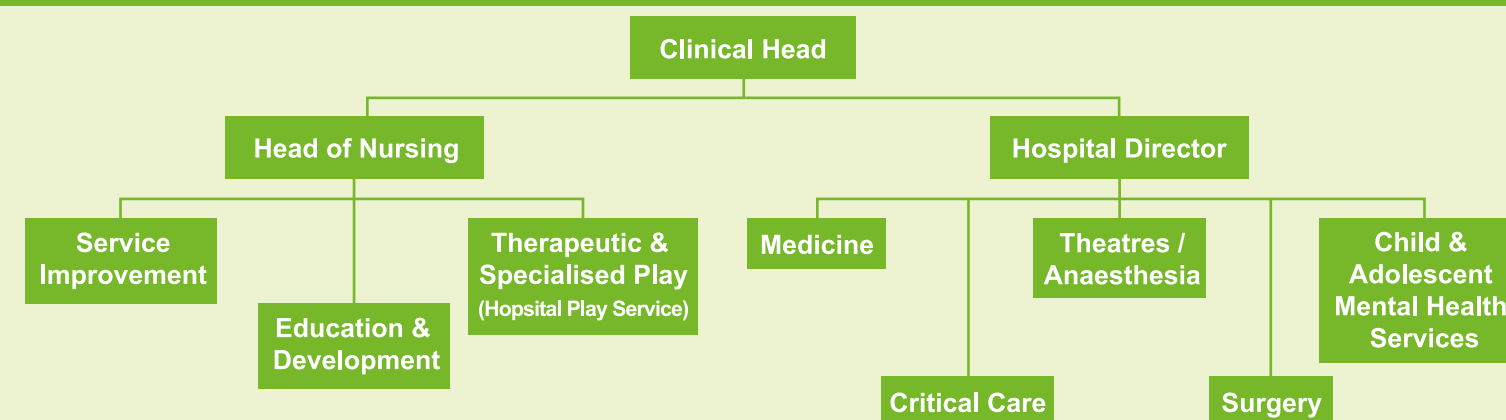


The hospital also provides a good environment for teenagers to relax in the activity room.



Ms. Sue Lunt, Hospital Director of Royal Manchester Children's Hospital (Second from the right), revealed that the hospital and the department of therapeutic and specialised play worked collaboratively to meet the needs of children.

### Royal Manchester Children's Hospital





## Division of Labour

Apart from service managers, senior hospital play specialists will lead their fellows and play workers in the hospital play division as the in-charge of various wards and divisions. Hospital play specialists help children understand and tackle different medical procedures with preparation play. They also distract children who are undergoing examinations and treatments to enhance the processes and to help them overcome the challenges. Senior hospital play specialists also provide respective play services to different referral cases while play workers are responsible for the management of the play rooms and the provision of games suitable to the children's age.

In order to satisfy the children's needs, hospital play specialist have the right to cooperate with different divisions to meet future challenges, for example, advising the ward manager concerning the storage space of toys, discussing the actual arrangements of offices, play rooms, outdoor playgrounds and storage space with the person-in-charge of the division.

## The Dream of Hong Kong

When we were in the four hospitals, we thought of a little blond boy with blue eyes who did not cry, shout, fear or doubt during the treatment process. Children can hardly avoid feeling frustration and despair when they suffer from illnesses and treatments, but every step they take is backed by our affectionate support and smiles. We hope that the Hong Kong Children's Hospital, which will be in use in 2018, can provide hospital play service, realizing our dream of bringing happiness to children under treatments.

## Attentive Arrangements

- ✓ Providing sleeping facilities for parents in pediatric wards
- ✓ Setting up a lounge and kitchen for parents
- ✓ Encouraging parents who come to show support to play games with their children in the play room
- ✓ Forming a group to collect opinions from hospitalized children



Patients can also play freely in the outdoor playground like other children.



## WE LISTEN ATTENTIVELY

Ching-ching, a 3 year-old girl who suffers from a heart problem, needed to undergo regular echocardiography to check her heart condition in the hospital. Although she had her first check-up when she was an infant, this frightened little girl still clung to her father like a koala as if it was her first time when she arrived at the hospital for the second examination.

The Hospital Play Specialist, who was fully aware of Ching-ching's psychological state, asked Ching-ching nothing about her worries and helped her relax with a duckling toy. She then invited Ching-ching to pretend to be the doctor while the duckling was the patient. Driven by curiosity, Ching-ching picked up some doctor toys to examine the duckling. The proper and careful steps, the animated conversation with the toy as well as her passionate facial expressions suggested that she was relieved from anxiety and was ready for the next stage: the preparation play of the medical procedures of echocardiography.



# FROM UNDERSTANDING TO ACCEPTANCE

The preparation play of medical procedures' is the use of games to help children become psychologically prepared for various medical procedures and to ease their fear and uneasiness, thus enhancing the smooth application of the respective procedures.

Echocardiography was the medical procedure arranged for Ching-ching. Although the procedure was safe and would not induce any pain, the Hospital Play Specialist still explained each step to Ching-ching thoughtfully by simple drawings and gave a detailed, vivid demonstration with the aid of a tailor-made simulated echocardiographic probe which had a long robot arm.



Ching-ching was using some simulated toys to examine the duckling while the Hospital Play Specialist was explaining echocardiography with a brochure.

The best way to help children understand a medical procedure is to let them experience it. The Specialist asked Ching-ching to continue the game of cardiac examination. The little girl followed the instructions; she lay down the duckling, unbuttoned its clothes, and smeared some jelly over the robot arm. When Ching-ching was moving the robot arm on the duckling's chest carefully, she comforted it by whispering 'don't be afraid', 'it doesn't hurt', 'stay still, don't move' and 'be brave'.

The Specialist believed that the child had comprehended the idea, so she let Ching-ching experience the feeling of the robot arm moving across her chest with the clothes on. Ching-ching was nervous at first, but after observing for a while, she smiled and took hold of the arm. The Specialist thought that Ching-ching was now well prepared and her father, who was alongside to support his daughter, felt calm as well.



A full set of echocardiographic preparation play made by a Hospital Play Specialist



Many toys are stored in the exam room so that the medical staff can distract the children during the examination.

INFORMATION CENTRE



An ultrasound probe

## What is Echocardiography?

Echocardiography is an examination method which shows the structure of the heart by using ultrasound, allowing the assessment of the structure and function of the heart. Such non-invasive examination not only induces no harm and pain to the human body, it is also convenient, safe, modern and accurate.

It only requires a simple procedure. The doctor will place the ultrasound probe on the patient's chest. The probe releases high-frequency sound waves during the scan. The sound waves will produce different reflections when they reach the heart tissues. Once the probe receives the echoes, the intensity and distance of the reflections will be calculated, revealing the heart condition. The doctor can also identify any narrow or leaky heart valves, the thickness of the heart muscles as well as the size, structure and function of the heart on the sonograms in order to make further diagnosis.

# WHEN EXAMINATION BECAME FILM SCREENING

When the examination began, Ching-ching was now much more psychologically prepared, so she immediately lay down on the bed and cooperatively allowed the medical staff to perform the related procedures. The next challenge was to keep her from moving during the whole examination. Certainly, the Specialist had made some preparations. She switched on a preset mini projector so that Ching-ching would lie down quietly and pay full attention to the cartoon showing on the ceiling. When the doctor in charge saw the scene, he smiled and said, 'You watch the movie and I watch the "television". Let's enjoy the shows!'



Ching-ching was absorbed by the movie and forgot she was in the exam room of the hospital.

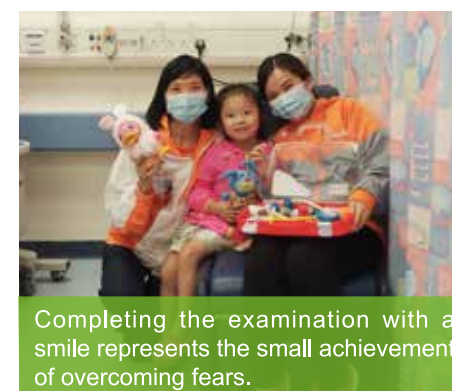
INFORMATION CENTRE

## Is Echocardiography Scary?

Adults are willing to cooperate when they understand how echocardiography works, whereas it poses a huge challenge to the puzzled children, particularly the infants, to lie down on the bed alone in the dark and to keep the body still.

From the children's viewpoint, lying on the bed alone equals leaving their parents. They are terrified when they lose the sense of security. Crying and shouting becomes the channel of venting out emotions such as anxiety and fear. The most common expressions are 'I want Mom', 'I want to go home' and 'I want a hug'.

Children tend to have a shorter concentration span, so it is nearly impossible for them to remain still for twenty minutes. Children normally will have some involuntary small movements such as kicking, turning and scratching. When the parents and medical staff demand them not to move, it often makes the child impatient and evokes endless crying.



Completing the examination with a smile represents the small achievement of overcoming fears.

## Father's Words

Ching-ching's father found the work of the Hospital Play Specialist impressive. 'Ching-ching fears pain the most. Before she came to the hospital to have the examination, she was nervous and kept shouting to insist to receive no injections; but after playing the hospital game, she was relaxed. She understood what echocardiography was and that the procedures did not cause any pain. She could even play games and watch a movie during the examination. The most important thing is that this positive procedure helps Ching-ching face the coming examinations and treatments.'



## A GAME OF FIGURES

Although hospital play is an attentive service which directly deals with people, we can still gather interesting and vital information from the seemingly emotionless administration figures.

### 1 → 5

Playright first launched its hospital play service in a hospital in 1994 and has been developing steadily since then. Though our service is still excluded from the medical system, we insist to provide routine services in many hospitals. Over the past 21 years, we have extended our service to five hospitals, including Princess Margaret Hospital, Caritas Medical Centre, Pamela Youde Nethersole Eastern Hospital, Prince of Wales Hospital and Tseung Kwan O Hospital. The hospital play service provided for the hospitalized children successfully facilitates and cheers up the treatment processes. We also provided related services in Queen Mary Hospital, Queen Elizabeth Hospital and Kwong Wah Hospital during the period.

Our hospital play service was also provided on an irregular basis in Grantham Hospital, the Duchess of Kent Children's Hospital at Sandy Bay, Tuen Mun Hospital and Yan Chai Hospital. Services such as training, workshops and lectures were provided, and the target was shifted from hospitalized children to medical staff and volunteers. Hospital Play Specialists would explain the importance of a hospital play service and share various skills and techniques to use with children. So far we have recorded an accumulated attendance of 5,000 members of the industry and 180 enrolments in the professional training programme for hospital play specialists which we co-organize with HKU School of Professional and Continuing Education (HKU SPACE).

### 1 + 1 + 2 + ..... = 374,700

21 years is neither a short nor long period. The number of hospitalized children we have served has accumulated to 360,000 (until March 2015). This 6-figure number is made up of newborn babies, children and teenagers under 18 years of age. A dozen of illnesses that they suffer have been encountered, including cancer (such as acute myeloid leukemia, brain tumors, glioblastoma multiforme and lymphoma), haematological diseases (such as Thalassemia and Haemophilia), congenital heart diseases, renal diseases, diabetes, respiratory diseases (such as asthma, bronchitis and pneumonia), neurological disorders (such as epilepsy and hydrocephalus), infectious diseases (such as measles, chickenpox, rubella, mumps and hand, foot and mouth disease), eye diseases (such as glaucoma, cataract, squint and blepharoptosis). Musculoskeletal and autoimmune diseases as well as other acute, surgical and genetic conditions have also added to the hospital play specialists expertise. Hospitalized children including premature babies, obese children, children in isolation wards, and those diagnosed with behavioral and emotional problems are also counted in the figure.

Apart from the ward service, Hospital Play Specialists put much effort to meet the needs of different hospitalized children. 12,000, 700 and 200 children respectively have benefited from our interactive play channel for the isolation ward 'Playright Channel', hospitalized children play groups and the Little Star Programme which we launched in kindergartens.

## SINCERE GRATITUDE TO THE MAJOR DONOR



Kiehl's SINCE 1851 generously donated HKD \$500,000 to support our fundraising event 'Playright Happy Bear Hospital 2015' and the development of our hospital play service. The company also sent a team of volunteers to assist the event which provided information for children and parents to learn more about the importance of hospital play service through various interesting games.



Mrs. Anne Marden generously donated HKD \$50,000 to support 2 hospital play staff for a study trip in the UK in June 2015.

- Itslamagical, a Spanish toy brand, donated a large number of quality toys in July, 2015 to the hospitalized children that we serve.
- Our special thanks go to Dr. Yvonne Becher for her editorial guidance.

The above acknowledgements covers the period from April, 2015 to Jul, 2015

智樂 **playright**



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