

Introduction

The ambulatory surgery (UCA) requires little intense postoperative care and short term. It doesn't require patient hospitalization and discharged a few hours after the procedure. All this leads an increase in the number of operated patients, reduced costs and increased patient satisfaction. Therefore health professionals have a responsibility to assess the quality of service provided, identifying problems, deficiencies and maintaining continuous communication with children, family and/or guardians essential to improve the quality of the system. Capture the perspectives of children through surveys of satisfaction with their health care can be helpful in achieving positive experiences of his hospitalization. The study was performed using a methodology called Design Thinking Innovation, which can establish a culture of innovation managing positive change in problem solving.

Methodology

Empathize: The Children's satisfaction through health surveys requires a minimum of effort to be answered. It looks for tools that are easy to manage that they require minimal time to respond and identify the needs as well as learning experiences or experiences of care, clinical improvement, always using the vision of the child.

Challenge: After meeting the needs of users the problem or challenge was: How can we innovate and design a new tool to respond to satisfaction surveys focusing on the needs and wishes of children the pediatric outpatient surgery unit?



Devise: Hospital Sant Joan de Déu held a workshop with 8 children who underwent ambulatory surgery unit, the study was conducted using a methodology of innovation known as "Design Thinking" that was intended to facilitate a positive change in the solution of problems through an approach focused on the user as a main part of the process. Thus exploring emotions and satisfaction of all phases that produced the surgery, using instruments like map of empathy and "Journey" of the experiences.

After, understanding and observation of children included contributions also from internal professionals (nurses, customer care, physical therapists who use gamification) and external (gamification, Design Thinking, video games) for hospital the needs of patients.



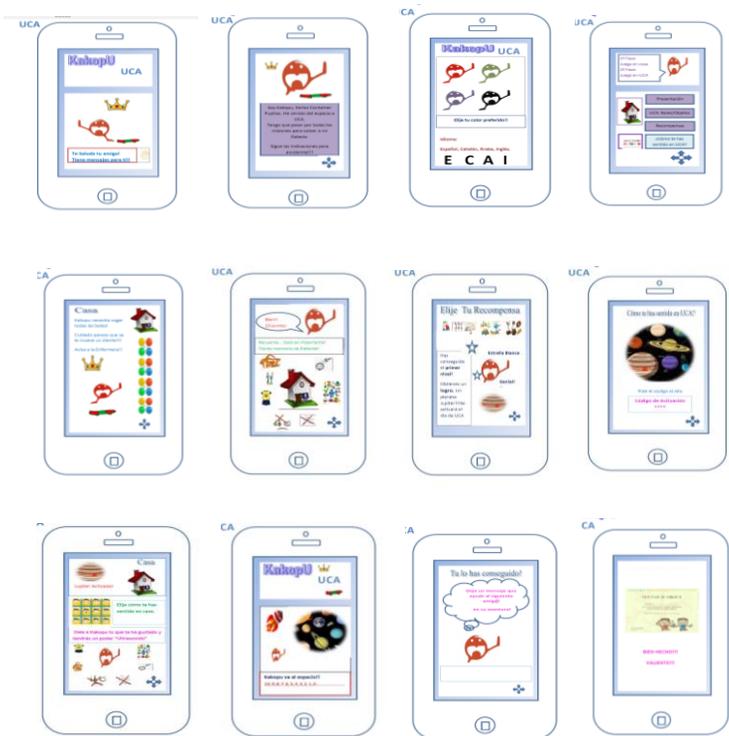
Bibliography

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Results

Prototype: It was made a video game through a mobile application, designing an avatar called Kakopu which must go through two phases. In the first phase, the aim of the game was to prepare the child for ambulatory surgery and in the 2nd phase had to respond to a satisfaction survey. A "Story Telling" history to refer to a character who came out of the Galaxy. Children had to spend missions until it can back to its planet. The Gamification, as playful tool, was used to encourage them to achieve new challenges, with dynamic set (status, achievement, competition, altruism, higher levels, new points to transfer to other children) and mechanical (rewards, real estates, classification, high scores, clothing, accessories, desire of Fame) that inspirational to the child when it comes to answering the survey in a fun way and to keep it in its "Flow".

For the prototype of the survey took into account different elements: Organization, information, security, comfort, distraction and care.



Conclusion



Test: Was made a feed-back with patients to assess and improve the video game.

The children asked for more:

- Colors
- Languages
- Avatars (transformation)
- Sound effects / Visual effects
- Rewards Super powers

