



2016 HOP Evaluation Report

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HOSPITAL OUTREACH

Executive Summary

Question	Conclusion
What does HOP do well?	<p>Qualities of HOP specialists are that they:</p> <ol style="list-style-type: none"> 1. Are kind and compassionate 2. Are good at engaging with different kids 3. Bring refreshing energy as safe, fun, non-medical adults 4. Are trained, professional and flexible 5. Make connections with patients 6. Offer interesting activities <p>Parents/caregivers enjoy and connect with them.</p> <p>HOP fits into the hospital:</p> <ol style="list-style-type: none"> 1. HOP is seen as an extension of Child Life 2. Hospital staff especially praised HOP's reliability, consistency and trustworthiness. <p>The biggest strengths of HOP are:</p> <ol style="list-style-type: none"> 1. Providing experiences that increase the positive affect/mood of children 2. Extending the work of hospital staff
How does HOP influence child patients?	<ol style="list-style-type: none"> 1. Positive affect (mood) – increased joy and emotional states 2. Self-expression – creativity, sense of control 3. Less isolation – connections 4. Diversion – distraction from worries 5. Positive connection with a caring, non-hospital adult 6. Camaraderie – sense of belonging 7. Feeling refreshed or relieved
How does HOP influence parents/caregivers of patients?	<ol style="list-style-type: none"> 1. Feelings of appreciation – for their child, for life 2. Diversion – distraction from worries 3. Self-expression – using art to express themselves 4. Connecting with caring, non-hospital adults 5. Less isolation – realizing they are not alone
How does HOP influence hospital staff?	<ol style="list-style-type: none"> 1. HOP extends the work of Child Life 2. HOP's reliability, consistency and trustworthiness is very strong. 3. HOP encourages enthusiasm for the work of serving children with serious illnesses 4. HOP adds value to Child Life through creative activities
What recommendations do hospital partners have for HOP?	<ol style="list-style-type: none"> 1. Offer more days at hospitals 2. Conduct more special events such as camp days and slime days 3. Programming ideas (e.g., group activities, structuring projects) 4. Offer more sports-related games other than crafts 5. Consider strategies for seeing more patients 6. Broaden activities for older patients 7. Enhance HOP specialist qualities 8. Provide more communication 9. Serve behavioral health area 10. Teach hospital staff HOP activities

What Does HOP Do Well?

What are the values and core factors of HOP's success?

Qualities of HOP specialists are that they:

1. Are kind and compassionate
2. Are good at engaging with different kids
3. Bring refreshing energy as safe, fun, non-medical adults
4. Are trained
5. Are professional
6. Are flexible
7. Make connections with patients
8. Offer interesting activities

Parents/caregivers enjoy and connect with them.

HOP fits into the hospital:

1. HOP is seen as an extension of Child Life
2. Hospital staff especially praised HOP's reliability, consistency and trustworthiness.

Below is a word cloud of the most commonly mentioned words to describe what HOP does well. More frequently mentioned words are bigger.



Qualities of HOP Specialists

NOTE: Quotations below are from interviews and surveys. Interviews are marked to indicate the response is from a spoken conversation.

1. HOP is kind and compassionate

- [Interview] I feel like compassion is a big factor for at least what we see here at [this hospital]. I think that stands out a lot to me, which makes our HOP program, and also the time that they spend here very successful because we have such a unique patient population. I really appreciate the compassion that our HOP specialists show.

2. HOP is good at engaging with different kinds of kids

- [Interview] I think they just bring kids out of their shells. A lot of the time they're able to go in and spend quality time with kids, and a lot of the time when kids aren't feeling that well, sometimes they just don't feel motivated or they don't feel interested in play, and I think some of the staff that we have here are just particularly wonderful at pulling those kids out of their shells and engaging them in different ways that we are sometimes unable to do. If we see a kid that just isn't feeling it, sometimes we do have to unfortunately go on to the next patient and meet another need, and so they can sometimes go in and spend a little extra time with those kids and really pull them out and engage them which I think is amazing, just that play and that normalcy. They just bring so much fun and comfort while they're here.
- HOP staff are exceedingly comfortable interacting and engaging children of various functioning levels.
- Show no bias when working with kids. Easily adapt to different kids, personalities, etc.

3. HOP brings refreshing energy – they are safe and fun, not medical staff

- [Interview] I think they bring a very nice, different type of energy into the hospital. It's fresh, it's exciting, it's interesting. It's definitely a different vibe than I think typically that our kids and families get to feel, which is definitely a refreshing experience for them... Well I mean typically I think it's a little bit day to day, they're used to the typical very scheduled place, so they have their scheduled therapies daily. Their day is kind of very similar Monday through Friday. We have our child life programming and our rec programming, but I think when our HOP specialist comes in, it's always something different. It's just like a fresh look on things, an exciting opportunity, or exciting experience. That's what they bring.

4. HOP is trained

- [Interview] I will say that you can definitely tell that they are the pediatric type of differential in the sense that they understand the level of development, they understand the way hospitals run and the flexibility needed to really fit in appropriately. They understand their boundaries and the needs of the kids very well. They interact with the staff really well. Those are characteristics of people who come into a hospital that are lay people, and it's very, very essential and difficult to teach and/or train. It's as if they just come in knowing each hospital is different and they get the understanding of how each hospital works differently and they adapt so appropriately.

5. HOP is professional

- [Interview] I also think part of why it runs so successfully is because the communication that they have with us. They will email us weekly, the [Regional Manager] will check in, and just kind of give the monthly schedule, and that just gives us a great idea of what they're doing each week, and monthly, and it just gives us a good idea of how we can plan around our day as well. I think always that that's

definitely very helpful, that communication is always key in anything, but I think they're really, really great about it.

6. HOP is flexible

- [Interview] Probably their versatility to be able to go to all the areas they go to, and then be able to come on site, and as soon as they get here, kind of be able to hit the ground running.

7. HOP makes connections with patients

- When they aren't here, they don't say, "Where are the HOP specialists?" They ask for them by name, and I think that's huge. I think that shows something on its own in a big way.

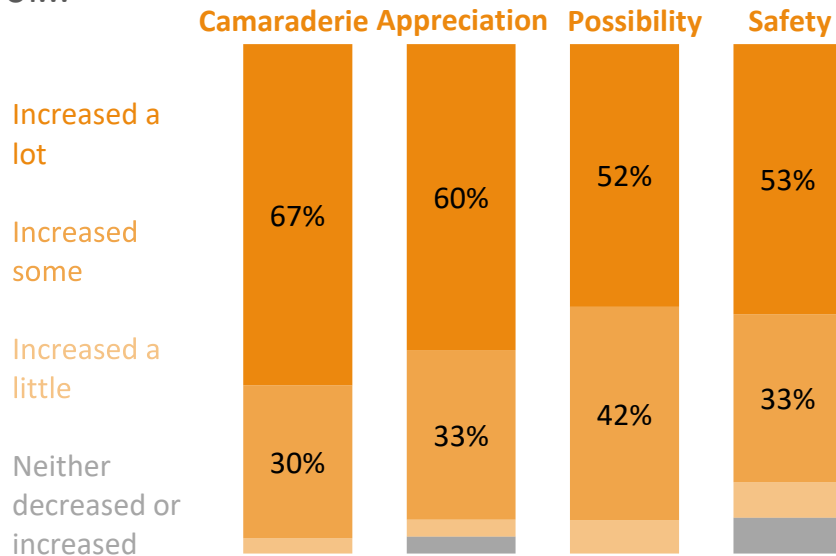
8. HOP offers interesting activities

- I think this program is a great way to offer diversionary activities in a group setting, in addition to bedsides when kids cannot come out. Variation of activities is wonderful to keep kids interested and engaged.

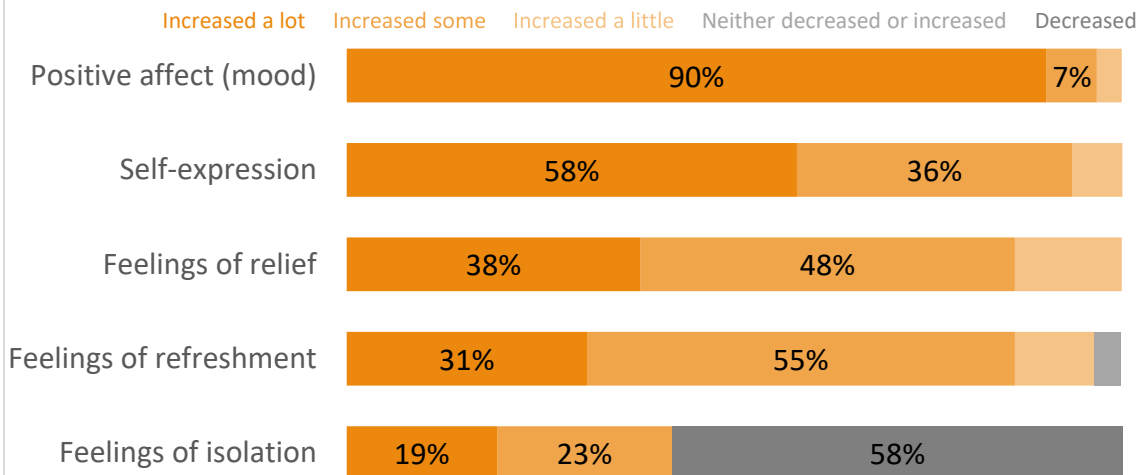


How Does HOP Influence Children?

After an interaction with HOP, most children's sense of...



After an interaction with HOP, most children's...



HOP is especially effective at improving children's moods.

90% of hospital staff *strongly agree* that "HOP is an effective diversion for children."

Top Influences of HOP on Children

1. **Positive affect:** “HOP influences the patients’ attitudes and emotional states in a positive way.”
2. **Self-expression:** “HOP motivates patients to be creative.”
3. **Less isolation:** “Provide opportunities for positive engagement and interaction for those patients who may otherwise feel isolated, or those who are new to the hospital experience.”
4. **Diversion:** “The chance for children to be children and escape from the reality of the hospital.”
5. **Positive connection with a caring, non-hospital adult:** “HOP has a positive effect on children and their families. They can connect with patients on a very special level and we are so fortunate to have them at our facility.”
6. **Camaraderie:** “HOP encourages children to interact.”
7. **Feeling refreshed or relieved:** “HOP brings a sense of normalcy and pure joy to our patients, both in the playroom and at bedside.”

How Does HOP Influence Parents and Caregivers?

The top five areas for parents/caregivers influenced by HOP are:

1. Feelings of appreciation
2. Diversion
3. Self-expression
4. Connecting with caring, non-hospital adults
5. Less isolation

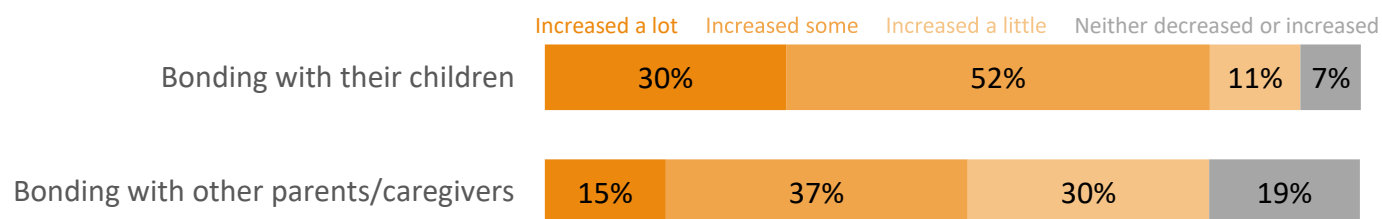
Hospital staff also reported that:

1. **HOP provides opportunities to connect with their children**
 - Engaging the patients and their family members in fun/positive play activities. Creating positive memories of the patients’ hospitalization.
 - I have seen parents benefitting by engaging in art with their child.
 - Parents seem to be more engaged with their children after taking the lead of a HOP specialist.
2. **Parents/caregivers appreciate interactions with HOP specialists**
 - Some patients/parents appreciate a visit even when the patient is unable to participate.
 - Many of our parents (those who have kids that are admitted frequently) know our programmers' names, have developed good connections with them, and know what their schedules are – they look forward to their visits.
 - They are all very personable and connect with not only the patient, but the entire family.
 - Meeting patients/families where they are, being flexible, improving the hospital experience.

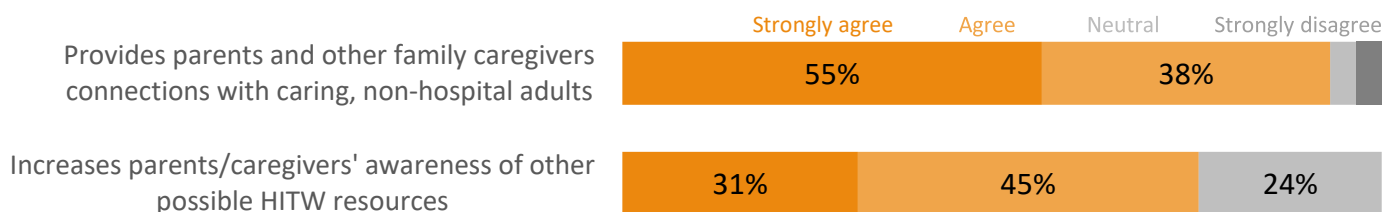
3. HOP provides a break for parents/caregivers

- In our particular setting, it seems that most parents and caregivers appreciate HOP for the diversion and enjoyment that the programming brings to their children, as this also provides them with space to relax and/or meet with the medical team, knowing their child is safe and having fun.
- Parents are more relaxed when their children are being taken care of in a safe environment so they can bond with others.
- HOP specialists do a great job at helping parents to become engaged with their children, yet they also offer them a break when necessary. Everyone is extremely flexible and accommodating based on the needs of our patients and families.

After an interaction with HOP, most parents/caregivers report...



There is some room for improvement for increasing parent/caregiver awareness of Hole in the Wall resources.



How does HOP influence hospital staff?

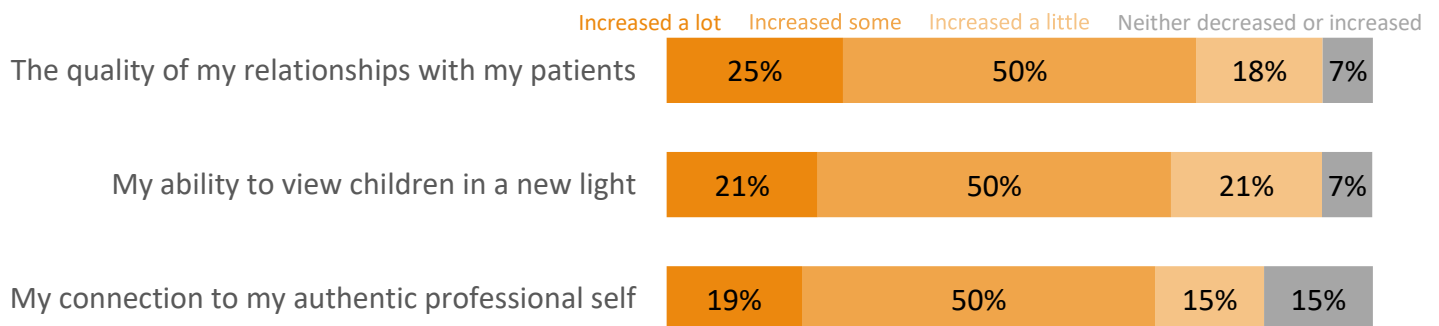
79% of hospital staff reported that “Because of HOP, my workload decreases.”

A decreased workload allows Child Life Specialists to focus more on other tasks and evolving priorities while being assured that their patients are engaging in stimulating activities with HOP.

86% of hospital staff know about other Camp resources from HOP.



After an interaction with HOP, most hospital staff reported...



Outcomes for Hospital Staff

1. HOP extends the work of Child Life
2. HOP's reliability, consistency and trustworthiness is very strong.
3. HOP encourages enthusiasm for the work of serving children with serious illnesses
4. HOP adds value to Child Life through creative activities

1. HOP extends the work of Child Life.

- [Interview] HOP is a huge help when it comes to lightening my workload. There are days when I can't see all of the patients on my schedule or I can't see them for the amount of time they need to be seen. HOP is essential in allowing me to prioritize the patients I see while giving all the other patients a chance to engage and have fun at the clinic.

2. HOP's reliability, consistency and trustworthiness is very strong.

- [Interview] They are extremely reliable. I feel like they stick to their schedule. I can really depend on them. Whenever they're here, they always check in. They have excellent communication skills.
- [Interview] Also it's their consistency, you know they always come right when they say they're going to come. We can depend on them, we kind of work them into our schedules for the day.
- [Interview] A lot of the time we have either different organizations or community volunteers who want to come in to the hospital to do activities with kids which is all well and good and kindhearted, but sometimes we feel like it's almost more work to bring some folks into the hospital because they're either not prepared or they don't understand exactly what's going on in the hospital, and to be able to have that full trust in the health professionals that they know what they're doing, they've been trained, they are capable, and there's really very little that I need to do as a supervision piece, it's like, hey, they're here, wonderful. They know where my stuff is in my cabinets if there's anything that they need as far as scissors or extra glue or something like that. They're really self-sufficient, so the program runs by itself really. On days that I'm out I feel comfortable that [HOP specialists] are in the clinic and they're doing an awesome job.

3. HOP encourages enthusiasm for the work of serving children with serious illnesses.

- HOP influences my creativity and they give me great new ideas for activities.
- I have collaborated with HOP on several projects and love brainstorming with them. HOP fuels my enthusiasm for my work.



4. HOP adds value to Child Life through creative activities.

- [Interview] We talk a lot about it here how as we're learning to be child life specialists and although some things that kind of get us into this field and the ability to be creative and bring in play, a lot of that tends to fall aside when we're kind of in our day to day doing a lot of procedural work and not necessarily getting a chance to really sit and play, which is probably the core of why most of us get into the work... I feel like when our HOP specialists come in, it's that reminder that it's so important for staff to play, and I feel like the success behind the program is that not only the kids and family feel that, but we as specialists feel that too. There's a huge value behind that.

What recommendations do hospital partners have for HOP?

Top Ten Recommendations:

1. Offer more days at hospitals
2. Conduct more special events such as camp days and slime days
3. Programming ideas (e.g., group activities, structuring projects)
4. Offer more sports-related games other than crafts
5. Consider strategies for seeing more patients
6. Broaden activities for older patients
7. Enhance HOP specialist qualities
8. Provide more communication
9. Serve behavioral health area
10. Teach hospital staff HOP activities

For #1 and #2 above, more than 10 respondents provided suggestions about these areas, indicating that “offering more days at hospitals” and “conducting more special events” are specific areas for HOP to consider.

For numbers 3-10, only one or two respondents provided suggestions, indicating these areas are rarely seen in very few settings. Still, the results are provided here in the interests of transparency and food for thought.

1. Offer more days at the hospital.

- [Interview] Can I have them everyday? They're just so wonderful I don't even know if I can think of [anything] other than if they could come on weekends. That would be great when we have limited staffing or things like that. I think the program would be even better, or even more helpful for us. I know that sometimes that's not possible. I'd say for our population here, the amount of people who come is sufficient, but I wouldn't say anything about more of them coming. I think they have plenty of time to kind of cover the hospital sufficiently.

2. Conduct more special events such as camp days and slime days, especially during under-programmed times of the year like school breaks.

- [Interview] We're just starting it, but I think the idea of the bigger events that you offer, we're going to be aiming to do them this year. We didn't unfortunately get an opportunity to do them in 2016, but our goal is to do them in 2017, like Slime Day and Camp Day, so basically to be able to utilize all of the multiple HOP specialists at one time to be able to have these bigger events, so I guess utilizing your services in a broader aspect.
- Organize large “camp like” programs during the summer or school vacations. Weekends even!
- Providing services to families for special events more regularly (like our last paint night which was so awesome!).

3. Offer more group program activities.

- It would be awesome to see HOP integrate programming that is not only fun and creative but also 1) encourages more group interaction - perhaps a project that requires teamwork to create a product... 2) includes a therapeutic theme or deeper opportunities for patients to reflect on their experiences... 3) is more open-ended with stronger emphasis on the creative process than the finished product.

4. Offer more sports-related games other than crafts.

- I think maybe more sports-related games or activities other than crafts. The crafts activities are great and we do tend to get some sports or board games, like trivia games, but more like that would probably fit some of our patients' needs a little better.

5. Consider strategies for seeing more patients.

- Instead of two staff visiting on one day a week, maybe split up the visits to twice a week with one staff member. Two staff would work well with large groups when hospital census is high but not always when hospital census is low.

6. Broaden activities for older patients.

- I think, and I've brought these things forward and I think that they've worked to make improvements, but I think the variety of activities could maybe just be broadened for some of our older patients. Sometimes I feel like the groups are really geared towards school age and pre-teen, and sometimes I think if they could tap into some other activities that maybe would pull out our young adult population a little bit more.

7. Enhance HOP specialist qualities.

- A more diverse group of [HOP] volunteers.
- Staff who speak multiple languages (2).
- Time management, working scheduled hours.

8. Provide more communication.

- Communicating pertinent information directly to [Child Life staff].
- Providing coverage when regular HOP staff are out.

9. Serve behavioral health area.

- Expanding programming again into the behavioral health unit.

10. Teach hospital staff HOP activities.

- [Interview] I guess maybe having the opportunity to share some of their activities with us. We talked about that once before, like some of the skills that they have, because sometimes they can't complete all of the activities that they do, so then the patients might want us to complete them and we might not know how. So some of the skills that they have would be nice to have, like a teaching opportunity.



Praise for HOP

1. [Interview] I tell them every week how much we love them. I think they're wonderful, and I know everybody feels the same way. We have staff meetings every other week, and every time we have an event where they come, we just hear such amazing feedback, and my director does as well. Everybody is just like "We love them, we love them." Honestly, no negative feedback in that way, just that they're an amazing addition to our team, and we love having them, and we feel really, really lucky.
2. [Interview] I really think HOP as a whole is such a well-organized, well-oiled machine. They're coming in with different crafts for the day because we split our HOP specialist time between Child Life, where we provide the bedside list and between Rec where they get to do more of the group opportunity. We have such a great mix going on, but I know that the time they spend in Rec, they're bringing a new opportunity each week. It's hard for me to kind of think of because I feel like we really have maximized our time with our specialist. They really fulfill everything that we were hoping would be brought into the hospital via program.
3. [Interview] We just talk about how valuable it is to have this and one of the greatest things that we have seen, since we're typically the second stop on our patient's journey. They'll be in acute care first and then they come to us. There are times where we have had kids experience the same HOP specialist from one hospital to the next. That's been a unique opportunity to say we have this. Not only do we have the same program and same type of support, but what a nice familiar face. That's been a kind of cool, unique thing that we've been able to see play out. Sometimes our kids end up back in the other hospital as well for maybe a surgery or for the recovery and they get to go back. They know the one person they're going to get to see is the HOP specialist. I think that's really special. I think that speaks to HOP being a very well-represented organization throughout the hospitals in each area. We know that we're a stretch between us and the city, so for us to be able to have the same type of support that the city may have, I think, is crucial for our patients and families. I think that HOP is able to give that to us is fantastic.



4. [Interview] I think it serves patients and families well, especially in the fact of just getting families comfortable with the Hole in the Wall name and the potential for their kids to go up and participate in camp programming. The kids that have come back from camp, they don't shut up about it, they love it, so the whole experience is awesome. I think that the whole piece, whether it's the summer camp program or the hospital outreach, and I can't speak very much to ... It all contributes to the overall healing process. I think it's a phenomenal program and we're lucky to have it.
5. HOP brought me to camp and now I am connected, active volunteer...having already volunteered at two family weekends and one full summer week. It has beyond brought out the best in my clinical abilities and I'm so grateful to have formed such a wonderful relationship with our specialists and now with the organization as a whole. It has beyond enriched my life...and helped me be who I want to be outside of the hospital walls as well.

Stories about HOP

1. One of our patients with some delay and reduced physical range of motions has never engaged in an art activity with me. Patient and mum are predominantly Spanish speaking and she responded so well to our HOPpers (we were lucky to have both present on that day). Both knew immediately how to work on the project with her, pulling out her strengths by adapting positioning, hand holding, but really letting the patient do as much as possible herself. We are so lucky to have the regular visits of your wonderful HOP team - THANK YOU!!!
2. One of our 7-year-old patients has medical appointments scheduled each week during HOP's programming time. She is typically a lively, silly and fun-loving little girl who so enjoys both the projects and the opportunity to interact with HOP staff. This patient spent six weeks receiving radiation treatment at an offsite location and following completion of this treatment, returned to [hospital] appearing sad and withdrawn and broken-spirited. I believe that one of the factors that supported her adjustment period back to [hospital] and helped her to regain her spirit was the opportunity to return to predictable, familiar and fun HOP programming. As a child life specialist closely involved in her care, it is both a joy and a relief to see her in the playroom engaging in HOP activities and looking like her typical silly self. Thank you HOP for helping her to heal!
3. We had a little girl whose cancer recurred this year, and doing [HOP Specialist]'s activities had been part of her regular routine now that her appointments have become frequent again. She and her mother had developed such an amazing rapport with [HOP Specialist].
4. My most favorite is the connection that several HOP specialists have made with a patient who is extremely difficult to engage. Week after week we have very competitive UNO wars where no one shows any mercy. The patient actually engages and keeps tabs on his wall. Creatively the HOP specialist have created a UNO medal that travels from person to person. Thank you guys for being amazing and being very committed to our patients. You make the kids feel unique by just remembering the simple things they like to do. Some days the work is hard but you guys have gone above and beyond for our kiddos. Couldn't be more grateful to work with such an AMAZING group of people.
5. Slime day was extremely fun day for our patients. It was event that got the whole hospital involved. The team was so helpful in making this a special day for all. There so many stories I hear from my team about how HOP team makes the day extra special for our patients. The patient and families look forward to their visit each week.
6. It has been awesome seeing our regular patients come in each week and look forward to seeing HOP specialists. Many of our patients have formed trusting relationships with HOP. One of our patients was here from Saudi Arabia, and only spoke Arabic. HOP always went out of the way to learn how to communicate effectively with him and his family. Other hospital volunteers often steered clear of this room, as they were not comfortable utilizing resources such as the translator phone. HOP always brought creativity and positivity to this patient's room. I was so pleased to see him interacting with HOP each week, even if it was a quick hello because he was not feeling well. I think this patient felt a lot more comfortable being the hospital and in the United States because of the efforts put forth by HOP.

Recommendations

For the HOP Program

In examining HOP's theory of change (p. 17) and specifically the intended outcomes of HOP on children, parents/caregivers and hospital staff, the results of this evaluation highlight HOP's strengths and potential areas for consideration. Below are the intended outcomes of HOP. The outcome areas that had the strongest evidence in this evaluation are in ***bold italics***, areas with moderate evidence are in **bold**, areas with some evidence are in plain text, and areas with little or no evidence are in grey.

Children

- Increased feelings of
 - o Safety
 - o Camaraderie
 - o **Possibility**
 - o Appreciation
- ***Increased positive affect (joy and laughter)***
- **Self-expression**
- **Connection with a caring, non-hospital adult**
- **Diversion**
- Refreshed
- Relief
- Feelings of choice
- Less isolated

Parents/Caregivers

- Bonding with other parents/caregivers
- **Bonding with child**
- Increased awareness of other possible HITW resources

Hospital Staff

- ***Lessened workload***
- **Increased awareness of other possible HITW resources**

According to this evaluation, HOP met most of its desired short-term outcomes. The strongest outcomes are in the areas of:

1. Increased positive affect/mood of children
2. Lessened workload for hospital staff

Areas *not* mentioned by respondents as answers to open-ended questions included:

1. Children's feelings of refreshment and relief
2. Parent/caregivers' feelings of bonding with other parents/caregivers
3. Parents'/caregivers' awareness of other possible Hole in the Wall resources

For #2 and #3, it's possible that hospital staff are unable to assess this because they do not typically observe these types of interactions. This evaluation indicated that HOP should reassess its intended outcomes in these areas. A theory of change revision for HOP is scheduled for 2017.

For the HOP Evaluation

1. Choose ONE person at each hospital to respond to the survey. Results tend to be very consistent, so providing one set of answers to represent a hospital would give a better sense of the density and frequency of responses across hospitals and regions.
2. Interviews could be conducted with one staff member at hospitals that do not provide responses.
3. Future evaluations could center on the short-term outcomes and some medium-term outcomes could also be assessed.

Evaluation Methods

Ninety-eight hospital staff completed online surveys in November-December 2016. Two surveys were created and disseminated – one for volunteer coordinators and one for other hospital staff. Some hospital staff completed the volunteer survey even though they should have completed the general staff survey. Those volunteer results were discarded from this evaluation because many respondents appropriately reported not being able to assess volunteer-specific aspects of HOP. Of the 31 who completed the general staff survey, most were from the New York City region, followed by the Central New England region. Of the 67 who completed the volunteer survey, most were from Boston or New Jersey. The other HOP regions were represented in both surveys.

Further, a few hospitals chose one person to respond to the surveys on behalf of their hospital staff, yet at other hospitals, several people from the same department completed surveys. Given these limitations, caution should be used in generalizing results to specific HOP regions or hospitals.

In addition to the surveys, 11 phone interviews were conducted with members of the child life teams from 2-3 hospitals in each region except Philadelphia (whose hospitals and clinics were otherwise represented in this year's evaluation). Interviews lasted 5-10 minutes. Questions were:

1. What are the values of HITW and HOP that you see?
2. What's different about HOP from other organizations that serve your hospital?
3. What do you experience as the core factors of success for HOP? Give some examples of how you have experienced or seen those factors with HOP.
4. What three wishes would you make to improve HOP?
5. Is there anything else you'd like to share about HOP?

Interview data were transcribed verbatim.

Data from all sources were combined and analyzed to discover themes to answer the four main evaluation questions: what HOP does well, HOP's influence on patients, HOP's influence on families, and HOP's influence on hospitals. A fourth area of "Recommendations" was added and integrated data from all sources.

Background

The purpose of this evaluation was to explore the perceptions of hospital and clinic collaborators about HOP. Specifically, this evaluation explored

- perceptions of HOP's strengths,
- influences on patients, family members, and the hospital staff, and
- recommendations for HOP.

As the stakeholders who work most closely with HOP on a daily basis who are not personally dealing with a serious illness, this group is ideal for providing insights into this program.

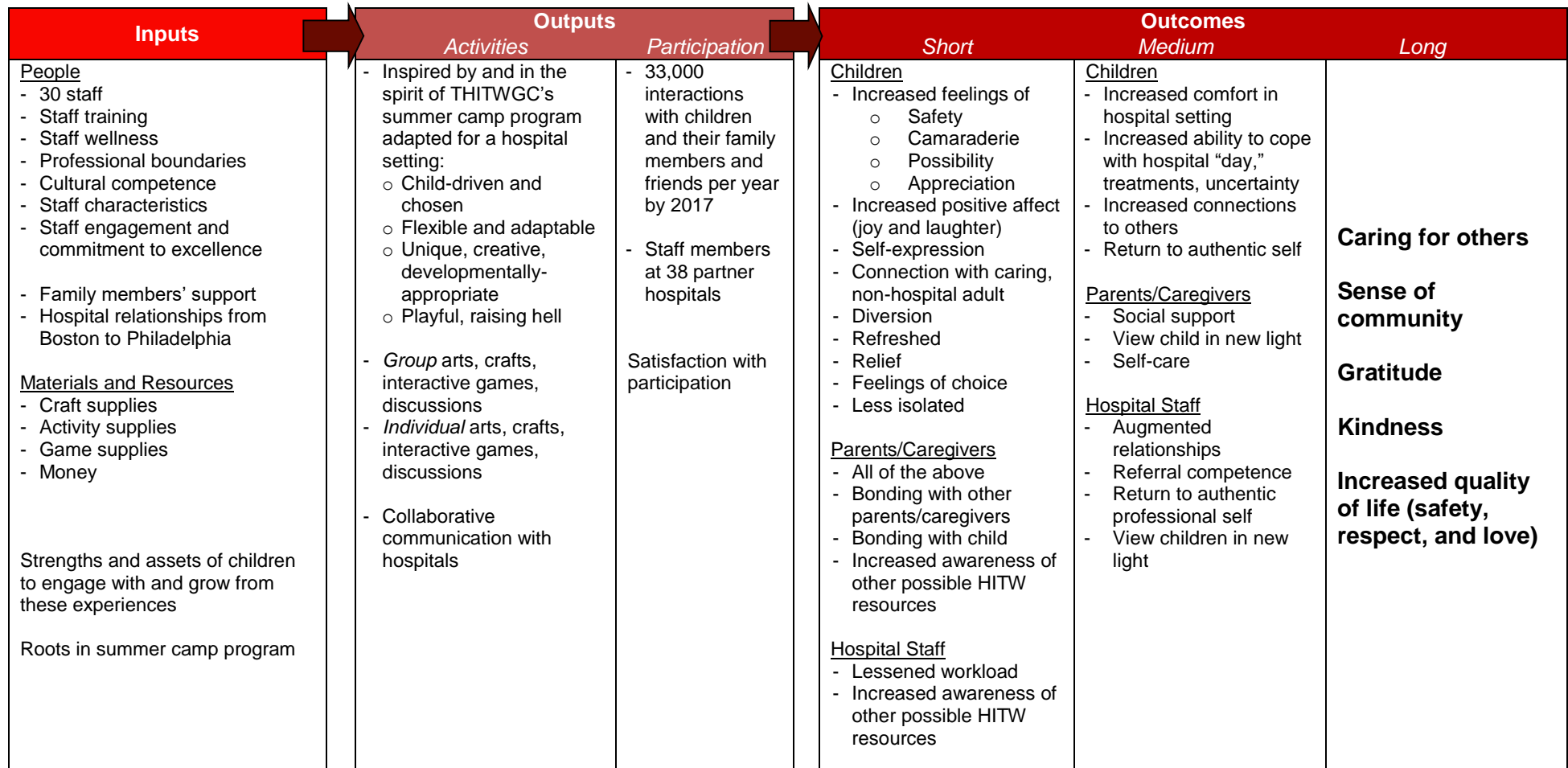
Survey and interview questions were centered on the short-term outcomes of HOP's theory of change. A theory of change is a blueprint or roadmap of a program and describes a series of "if-then" relationships. Please see the HOP theory of change on the next page.

Theory of Change for Hospital Outreach*

Situation: Children in the hospital feel isolated, fearful, stressed and uncertain because of their illnesses.

Mission: Hospital Outreach® brings the hopeful, playful spirit of The Hole in the Wall Gang Camp to children, families, and their caregivers in the hospital setting, at no cost, year-round on a weekly basis.

Timeframe: 2013-2017



Assumptions: Safety and risk management, continued funding, hospital interest and support, children are excited about and actively engaged in the visit, trained staff, parents' availability and willingness to let their children participate, staff's commitment to success and proficient programming skills.

External Factors: Potential medical crises, appropriate referrals from hospital staff members, hospital administration constraints, cultural communication

Evaluate: (1) Program implementation; (2) satisfaction of child, parent/caregiver, and hospital staff; and (3) outcomes from perspectives of child, parent/caregiver, Hospital Outreach, and hospital staff