



*A doctor is slimed by patients at Children's Hospital of Philadelphia during CampWeek.*

# HOP Evaluation Report 2015



a seriousfun camp

For more information, contact Ann Gillard, Ph.D.  
Director of Research and Evaluation  
Office: 860.429.3444, ext. 116  
[Ann.Gillard@holeinthewallgang.org](mailto:Ann.Gillard@holeinthewallgang.org)

## Background

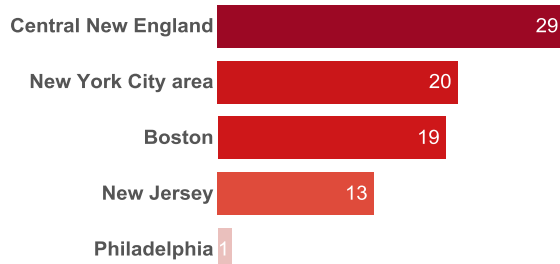
The purpose of this evaluation was to explore the perceptions of hospital and clinic collaborators about HOP. Specifically, this evaluation explored perceptions of the quantity and quality of HOP programming, of family and child patient reactions to HOP, the effect of HOP on hospital staff, and of the relationship between HOP and the hospital. 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.

In November 2015, online surveys were sent to 152 hospital and clinic staff, and 76 people responded to this method (50% response rate, same as last year). Additional survey links were emailed to other hospital staff, yielding 20 more responses. **Ninety-six** hospital and clinic staff responded to the survey. The survey was open from November 3 through December 9, 2015.

This report contains respondents' answers to closed- and open-ended questions. Quotes were selected to highlight the range of responses. When several respondents repeated a similar idea, the number of responses was placed in parentheses. Comparisons of number data from 2014 and 2015 can be found in the Appendix (pp. 18-20).

## About the Respondents

### Number of respondents\* in each HOP region:

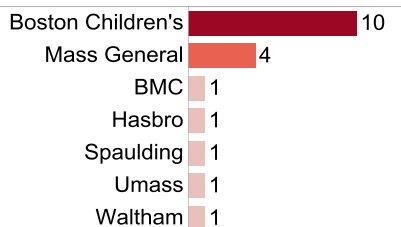


34 respondents were in Child Life, and 24 were in other departments such as Hem/Onc, Pediatrics, and Inpatients. Not all respondents identified their departments.

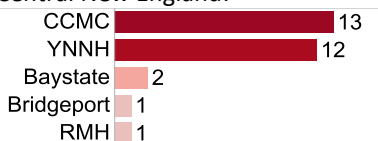
\*Not all respondents included their geographic locations.

### HOP hospitals:

#### Boston:



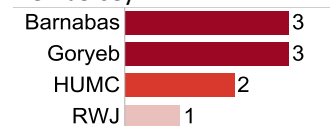
#### Central New England:



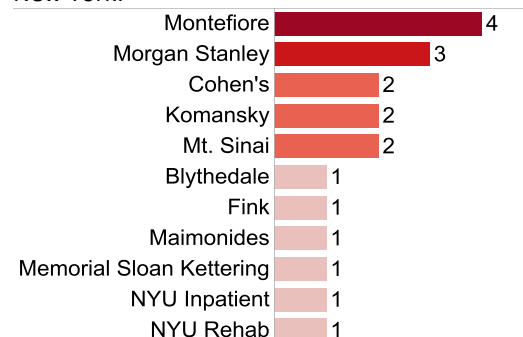
#### Philadelphia:



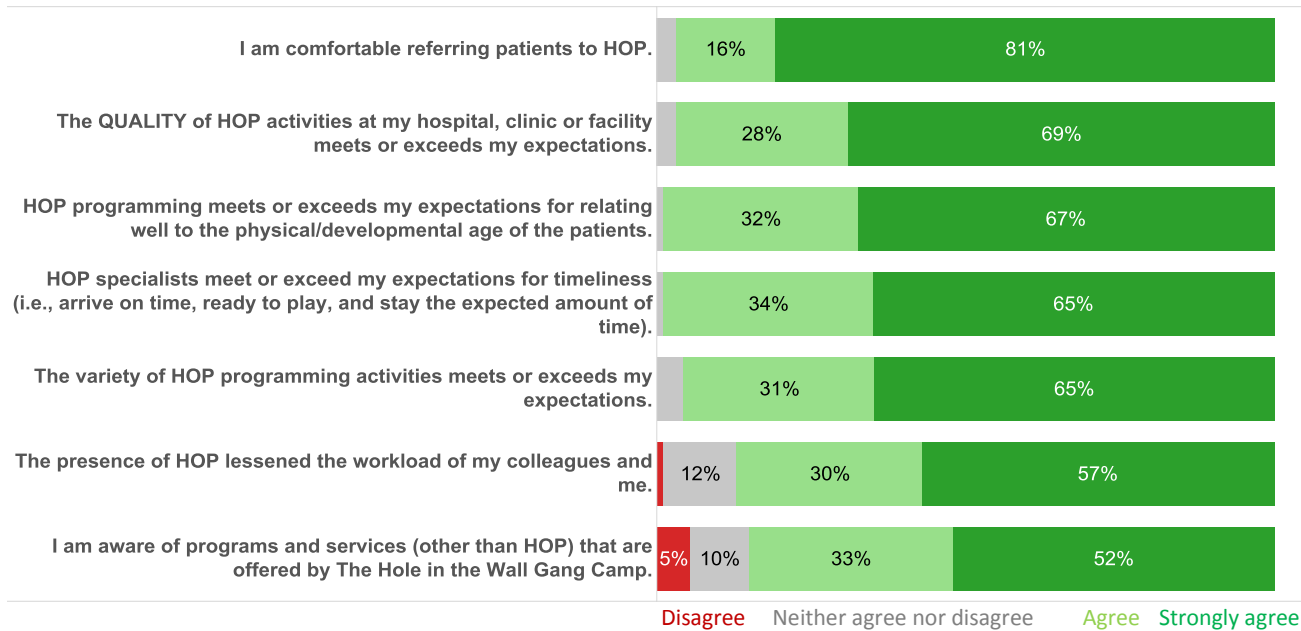
#### New Jersey:



#### New York:



## HOP Quality



### 11 positive comments about the quality of HOP:

- Our programmers are truly excellent - how do you hire these people and where do they come from? They are awesome.
- HOP is great program. Our patients and families enjoy visits.
- The whole HOP team is an absolute pleasure to work with and brighten the days of every patient they see.
- Awesome addition to our hospital programming. It's for the KIDS!!!!

4 comments reflected interest in knowing more about other Hole in the Wall programs and services.

### 3 comments about physical/developmental age-based programming:

- In particular--I appreciate their ability to connect and meet the need of our adolescent patients.
- In terms of quality and variety of activities for patients with varying ages/developmental level/abilities, the programming could be improved. I think the projects tend to be similar week to week and could use some new variety (along with more options for older kids).
- Different HOP Specialist have different comfort levels with different age children.

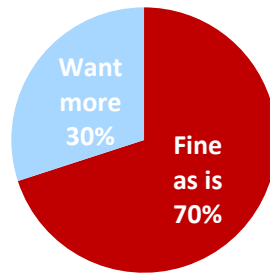
### 3 comments about programming variety:

- While understanding that HOP specialists team up sometimes for the spirit of camp, it would be beneficial if it doesn't happen as much. They can see more patients if they split for a majority of the day, instead of seeing all the patients together.
- It would be wonderful to continue to see a variety of art projects. I know it is difficult to come up with new ideas, but perhaps some seasonal themes would be great to introduce.

### 2 comments about lessening workload:

- I tell the HOP specialists on a regular basis- I couldn't do my job without them! I am SOOO lucky I get to work alongside them!
- HOP is an amazing program that we value so much at my hospital. They make my job much easier and they make such a positive impact on the patients and families that they work with.

## % of respondents indicating satisfaction with amount of HOP in their hospital or clinic:



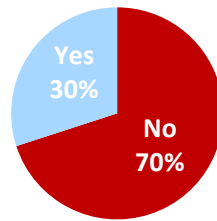
### Selected comments from respondents who answered the amount of HOP is **fine as is**:

- We are so thrilled to have HOP 4 days a week!
- Of course we would always love more but we are very satisfied
- We've had some expansion this year that was welcomed.
- We LOVE having HOP and look forward to them 2x a week. It is something for the kids to get excited about and a new and fresh activity each week!
- We always want more HOP, but they currently cover all of the appropriate inpatient and outpatient areas
- Really, we would love them here 24/7... that's what the kids would say... but, we know that's not possible!
- Aware of the "Great" presence that HOP staff have in our hospital. They are a treasure!
- We LOVE HOP programming at [hospital] and would greedily love to have as much as we can get, but we are very happy with the current structure

### Selected comments from respondents who answered the amount of HOP **could be more**:

- We are so grateful for our HOP team. They bring a piece of magic to the Hospital and they have a wonderfully infectious way about them. I wish they were our permanent staff here at CHOP!
- We did talk about adding hours, but it wasn't able to happen this year unfortunately.
- Our hospital census has been increasing recently and we really rely on HOP to help with some of the play needs of the patients we can't see.
- HOP is at my hospital 4 days a week and I believe it should absolutely be at least 5 days a week.
- We would absolutely love to have HOP visit the [clinic] more than once a month! The families look forward to seeing you guys and we would love it if we could ever have the opportunity to have you all visit bi-weekly or even weekly if ever possible!!
- I know that we have a lot of time already, but will ALWAYS want more!
- It would be great if we had 2 more HOP specialists in our hospital. They are so helpful!
- Overall in my hospital there may be enough, but there's not too much in my particular area of the hospital, and I'd like to see more here.
- We are thrilled with the services we receive currently. The reason why we feel it is too little, only is to say how much we appreciate our HOP specialist and know more time/days would always be beneficial!

## % of respondents indicating desire for more HOP-served populations and places in their hospital or clinic:



Compared to 2014, in 2015 there were more “no” responses. For the 30% who replied “yes,” suggestions of populations and places included:

### Populations

Health Center. They service our low income families that don't get enough exposure to positive programs like camp. These patients deal with deal depression, diabetes, asthma, obesity and many other issues.  
Sickle Cell Patients  
Parents

### Places

Outpatient areas (surgery, CF, Endo, Urology, hem/onc, infusion, dialysis, transfusion, phlebotomy lab) (15)  
Pedi Emergency Department (2)  
More scheduled playroom activities (2)  
PICU  
In-patient area for adolescents  
GPU  
Institute for Reconstructive Plastic Surgery  
Community clinic areas  
Waiting areas of clinic appointments  
Same-day surgery

## Special Events

Suggestions to start or change:

Camp Day (4) The winter could use some fun like in the summer!
Holiday/Seasonal (3) We would love for them to be a part of our unit based parties. (ex. holiday parties, birthday parties)
Weekend programming (3)
Camp Week (3)
Slime day...or some of those theme type days we see at other hospitals. (3)
We would love to partner with HOP on a camp experience within the hospital (2)
More sibling support
More playroom groups
It would be great if we could have two evening groups during the week. Our kids really look forward to it and it gets them out of bed and moving.
Maybe having an organized parent night or paint night type of thing would be a fun idea!
At one point it was discussed to have HOP programming for toddlers which I thought was a great idea.
Loved the HemOnc family night that HOP did this year. It was a huge hit! Would love to see more events like that that involved all children.
Would be great to help out with our special events.
We appreciate when they bring additional programming to special events, holidays. Perhaps we could start offering more interactive events (games like wheel of fortune, karaoke always go over big)
HOP has had some technology savvy staff members in the past that could help kids make videos or music. I wish this were still an option because they had done some pretty amazing stuff.
Patient activities in the infusion center

### Negative:

- I wish HOP staff could stop staffing Camp events that pull them from their hospital days.
- The clustering of “extra” events that fall outside of the normal work hours, pulling all of the staff to cover.

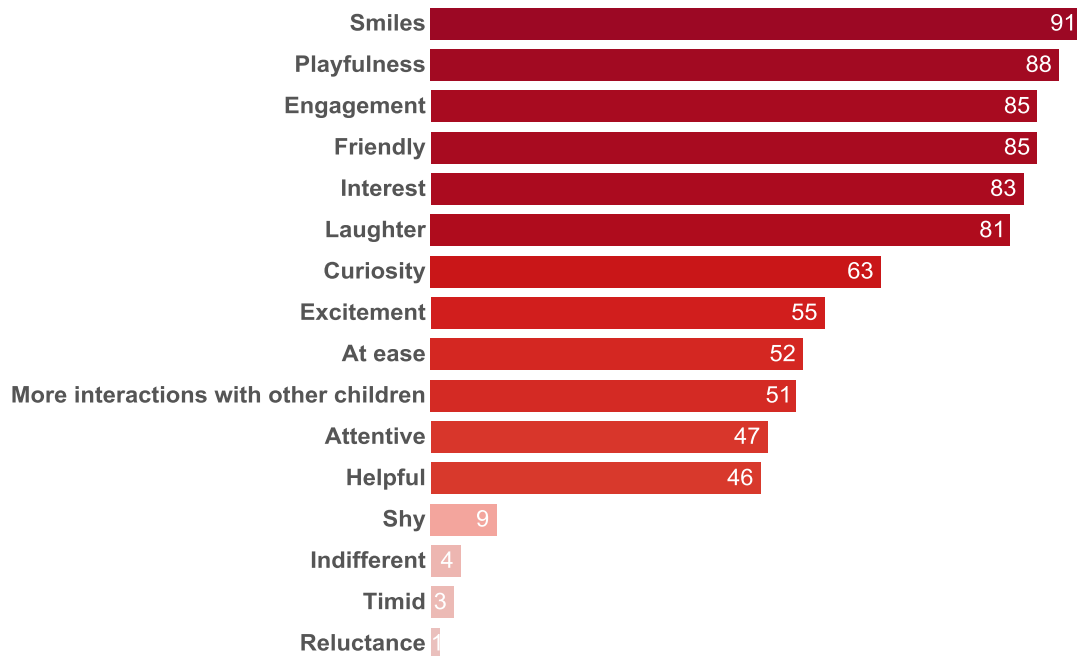
### Suggestions to continue:

Camp Days (7)
We LOVED Slime day and would love to have more events such as this! (6)
The evening program and play group they do on Fri is awesome (5)
Evening and group activities (4)
We loved the theme weeks over the summer! (3)
The kids love the projects: especially the ones that our staff don't know how to do and don't have the materials for; or, the ones that our staff just don't have the 1:1 time with the patients to do – e.g., the paracord bracelets (3)
Summer weekly themes were great; participating in our events on days they are here (such as halloween parade); and their normal daily routine! (2)
Holiday Events (2)
Group activities and bedside, their help with special events is always appreciated (2)
We love all of their activities and their fun nature.
Continue providing all the current services. It so well received by the families.
HOP puts on our Summer Camp and we LOVE it. It is such a huge event that we are perfectly content with that event.
Have to say--they really draw in the kids for the group art!
HOP's continued presence and support is most appreciated and always welcome in whatever activity they choose. COMPLETELY TRUST their input, choices, and everything about them!!
Love the playroom activities as well as the one on one interactions
We love all of their themes and unique activities that are for all age groups!
We enjoy the weeknight programming!!! It's currently once a month- we would always welcome more.
They have a great scale of activities and meet our patients needs all the time
Caregiver painting
Screen printing, duct tape, t shirts, and so on
Art projects, science experiments, etc!
Caregiver retreat tickets to events like the circus
Again this year, HOP collaborated, organized and facilitated a special event for families in our clinic. First year, was offered to families in our sickle cell program -- and because of the success of it - we arranged for another event this year -- and extended the invitation to include additional families in Hematology and Oncology. The event exceeded expectations of all! Children, families, staff from our hospital and staff and volunteers from Camp all had a blast! Awesome event - great variety of activities; very organized; incredibly welcoming environment; authentic and enthusiastic HOP staff and volunteers, etc. It couldn't have been better -- and because of Camp's HOP team and volunteers - it was a huge success! Thank You!

## Effects of HOP

**% of respondents including each effect as one of their top three effects** (percentages add to more than 100 because respondents could choose up to 3 answers):

Positive affect (good mood) is the primary effect of HOP.



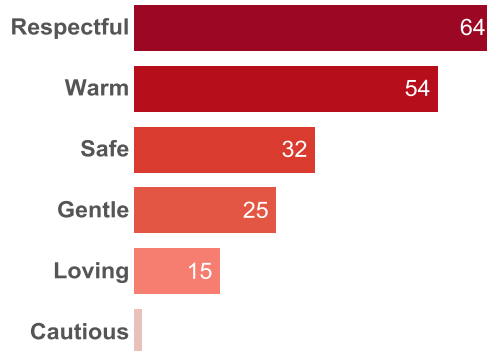
Other responses:

- Our patients know what day HOP is here and look forward to it, letting them look forward to coming to clinic.
- Our kids have changed their treatment schedules to be here on days that HOP is here!!!
- Joy, contentment, acceptance
- Joy
- Relax
- All positive reactions
- HOP staff relate extremely well to the children



### % of respondents describing their top 3 perceived typical interactions between HOP and children

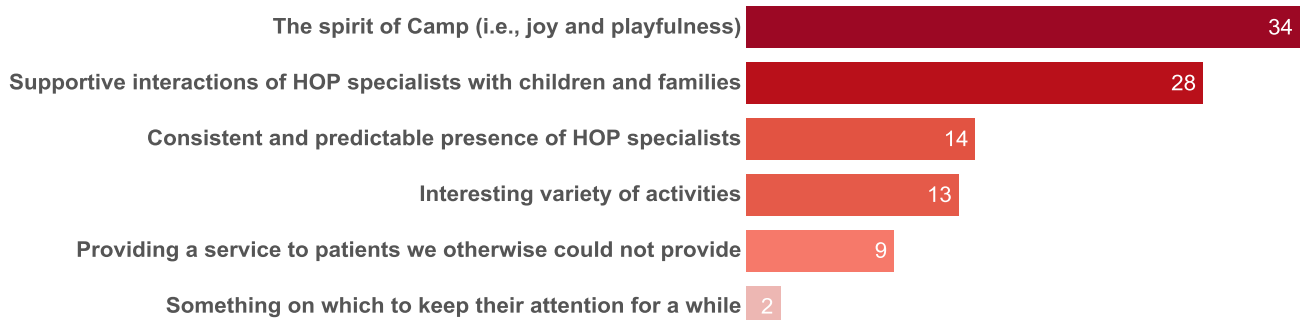
(percentages add to more than 100 because respondents could choose up to 3 answers):



#### Other responses:

- I would add 'patient' and 'accommodating'
- Fully fledged members of our team
- Genuine
- Fun
- All of our HOP volunteers are amazing!!!
- HOP specialist are very kind, careful, creative, thoughtful and fun with the patients and caregivers. They are also very respectful with staff.

### % of respondents perceiving the greatest value HOP brings to patients (participants chose 1):

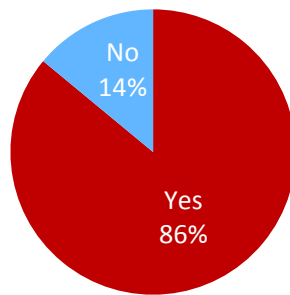


#### Other responses:

- It's impossible to choose one (3)
- The HOP specialists reach the kids on a level that no other volunteer does. I know they are trained and understand the setting at a new level.
- Fun, non-threatening, familiar activity that new patients who are otherwise a bit scared are able to have that successful initial interaction with our staff.
- I wish I could choose more because I would definitely say that the consistency is very appreciated for our long-term patients.
- HOP specialists bring so much joy and excitement to our units.
- It is hard to choose one. Interesting variety group activities and spirit of playfulness are strong value, as well.
- I would really have to say that consistency, spirit and providing when we would otherwise not be able to provide are all of pretty equal importance at our site.
- Also, the unique and engaging activities.
- It's great to see [Regional Manager] interact so positively with our patients and families.



## % of respondents who heard feedback about HOP from parents/caregivers:



Respondents shared 77 comments about the feedback they have heard, indicating much enthusiasm from parents/caregivers of children at their hospitals and clinics.

### HOP specialists are great (32 comments)

[Regional Manager] from HOP at our facility is loved by all and our frequent return patients get very excited when they know he is coming.
They say HOP is a great. Everyone really likes [Regional Manager].
They say that their children love the volunteers and that they have great activities.
Our chronic patients also often bond with certain HOP specialists which provides another level of consistency and safety for our kids.
They are very pleased with the warmth and compassion playfulness and projects HOP specialist have when interacting with their child
The girls bring a calming presence
Kid responses: -"When's [HOP Specialist] coming in?" -"Is [HOP Specialist] coming in today?" -"I want to do that (insert activity that [HOP Specialist] did) again" (my response: [HOP Specialist] is only here on Fridays but we'll leave word)
They want more, that ask for HOP specialists by name. They are favorites to many of the kids (and parents)
Families also enjoy the extent of HOP and some are familiar with either the same HOP specialist or HOP programming from referring hospitals.
Everyone that comes into contact with [HOP Specialist] absolutely loves her. She is phenomenal. Patients wait for her on Thursday!!!!
Enjoy their time spent w/staff. HOP staff have been mentioned positively in the hospitals' Press Ganey surveys
They love meeting the specialists, esp [HOP Specialist]
The three HOP specialists are often referred to by name and the kids are normally discussing excitedly what they made with their HOP specialist.
My patients remember [HOP Specialist], my HOP specialist, by name and will request him on days he is not there.
They love everyone that comes by and visits them. Fun and engaging
They LOVE time with [HOP Specialist] and [HOP Specialist]!
They LOVE them and for those patients who are consistently here, they look forward to seeing the different HOP member each day!
They enjoy their interactions.
They wouldn't be able to make it through the hospitalization without the presence of HOP specialist.
Enjoyed time spent with HOP specialists. Helped make the hospital a pleasant place.
Always positive feedback. HOP team is caring, welcoming, nonjudgmental, attentive, warm, etc.. They bring the spirit of Camp to our hospital! Children and families consistently express gratitude about their experiences with HOP and Camp's other programs.
The families love [Regional Manager]. He can find a way to work with even the most challenging of patients.
They are grateful for the presence of HOP specialists in clinic, and, state that it is a great program.

28 respondents used the word “love” to describe how patients and families feel about HOP.

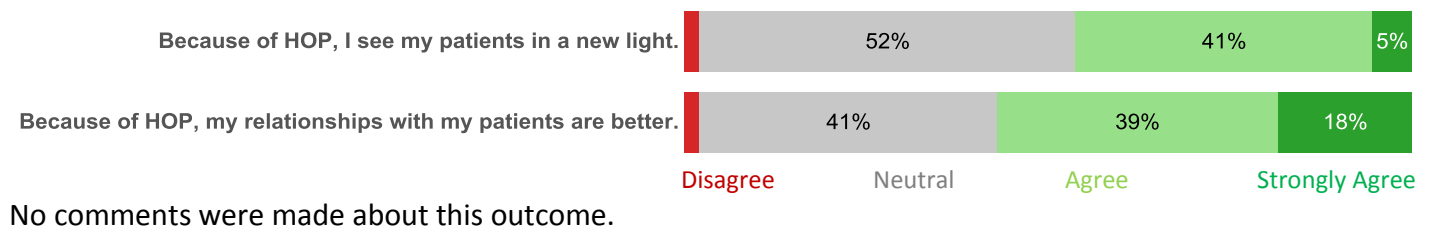
#### Fun/Break (23 comments)

Always very positive, able to draw kids out that sometimes appear withdrawn or very shy, help kids feel comfortable interacting with one another who were previously isolated in their rooms.
They are extremely appreciative of the fun and diversion that the HOP specialists provide.
It is so much fun, exciting
Parents always comment on how great the projects are. Most appreciate the diversion.
Our patients and families love HOP and are so grateful to have programming like this available at our center. Many parents have told me what a big difference HOP has made in the overall atmosphere here.
They all really like it, very interested projects
After patients have been visited by HOP, they are very excited to share with me all of the things they did (crafts they made, games they played, stories they told) in an enthusiastic manner. The parents also chime in with their awesome experience.
The “cool/awesome/fun/silly activities” ....
So many of our patients and families look forward to working with HOP and the brief break from the medical environment it provides.
The kids love that they bring the fun and the parents love that their kids are having fun
They all enjoyed their time and end product that they created
They really enjoy the individualized activities and the time that the specialists spend with them.
They love knowing that despite any situation going on the floor for therapists, we will always have an organized activity on the floor at these specific times that they can count on.
Really enjoy the activities and time spent together, brightened their day, was fun and something new to them

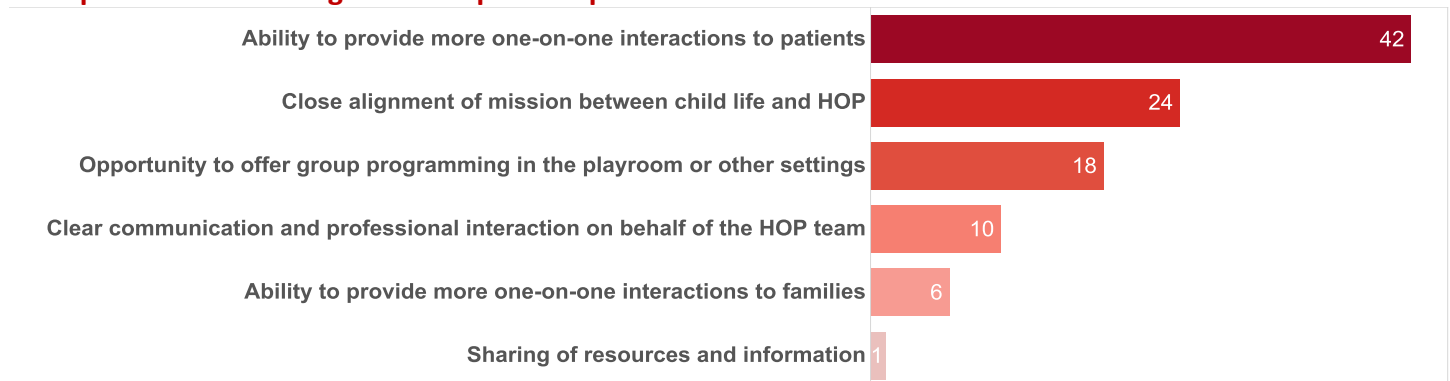
#### Anticipation (18 comments)

I have witnessed patients and families recognizing the HOP specialists in our Hospital and they get excited when they see them!
For our long-term kids Wednesday is their favorite day of the week.
They love it. One of our families was disappointed when they had to switch their transfusion day to a non-HOP day!
Patients and families rave about their interactions with HOP. They (both pt. & parent) look forward to their visits with HOP
They are thrilled about services. We have a large patient population that expect HOP and are eager for their visit.
Our patients will ask us who is here for HOP every day and ask to see them. We even have patients make cards and pictures for them when they don't see them because they miss them.
There are so many I can't think of one specific, however, the most consistent from the kids is “Is HOP here today?/Who is here from HOP today?” I think that speaks volumes!!
Love them and can't wait for them to return each week!
Happy with services-kids look forward to their visit
HOP really makes a difference in the lives of my patients and families; they eagerly look forward to working with HOP
They say that they love the program. Look forward to weekly visits.
Positive. They enjoy them and are excited to see what activity will be coming that week.

### % of respondents indicating the effects of HOP on them:



### % respondents indicating the most positive part of the collaboration with HOP:



### % of respondents indicating how their expectations have been met:



### Comments about the collaboration with HOP:

Referrals from HOP personnel to Child Life staff when needed are greatly appreciated!
Very open communication!
[HOP Specialist] is completely in-tune with what is going on in the Playroom, even nuanced interactions, and reports these to our staff for follow-up. She handles with sensitivity and caution -- she is exceptional.
I feel we have excellent communication with the staff and vice versa. Everyone works very very well together.
HOP staff engage in activities other than playroom or bedside ....i.e. special events - Evening of Remembrance, Halloween, Christmas.
HOP specialists are great communicators!
We are trying to help other staff fully understand the scope and role of HOP
The Child Life team truly values the amazing work the HOP team does with our patients.
Clear and professional.
They collaborate excellently with child life team
Great collaboration. Pleasantly, I'm not surprised though, as all Camp programs and team-members are collaborative in their approach.

Our HOP specialists have great interpersonal skills and I've witnessed ease of communication between HOP and hospital staff.
There are so many positives I wish I could check all the boxes!
We all communicate great with one another.
Playful and child friendly :)
They are always professional, punctual and prepared to have great session with our patients.
They are all professional and there have never been any issues regarding this question.
HOP staff members are always appropriate and I am never concerned about their interactions with patients.
Great individuals, great team!
I received no negative feedback re: the conduct of the HOP specialists.



### Favorite HOP Stories

The Philly HOP staff is just amazing. I don't think I can share one favorite story but I will try. I have to say that Camp Week and CHOP is overwhelmingly wonderful. The sheer magic that the HOP team brings that week is something you can't articulate. Not only are the HOP staffers warm, welcoming, engaging and approachable they are also creative, smart and are always putting the patients first. I have never seen a group of people collaborate and work more as a team than our Philly HOP crew. Seeing the patients come to each event every day during Camp Week with their shirts and bandanas on is pretty awesome. The activities that are planned out and the ability for the kids to really just let loose and be themselves is my favorite thing in the world. The entire HOP crew is helpful and just wants the patients and families to have the most amazing experience ever. You really do forget that you are in a children's hospital based on the positive energy that is all spearheaded by this amazing team. I have said multiple times that I wish our Philly HOP crew was part of our permanent Child Life staff as they just have this way about them that makes you want to continue to work with them. Their organization and POSITIVE attitude is very inspiring. I have never heard one negative thing come from them and that is pretty special. The Hospital can be a very challenging place to be day in and day out but with the Philly HOP team, I look forward to seeing them and they add that sprinkle of happiness that every kid craves.

A patient was on the same schedule as our HOP specialist and they developed a weekly routine every Tuesday. The HOP specialist learned that the patient had an interest in zombies, and brought in a zombie game to connect with the patient's interests. The game became a big part of the patient's visits and something to look forward to each week. The patient would excitedly share the weekly results of the game with the Child Life staff and look forward to the next round. This made the patient's difficult stays at the hospital more enjoyable.

This quote was taken directly from an email sent to me by one of our child life specialists, "I was working one evening, ran down to the cafeteria to grab a quick dinner, and was amazed at the carnival that HOP transformed the place into. It was awesome to see patients just being kids and playing.

We have a patient who has been to many facilities over the past year and a half after experiencing a very bad spinal cord injury. Throughout his entire course and his "tour of Boston hospitals," he has been able to rely on the friendly faces of HOP to be wherever he goes. He looks forward to their visits, knows their schedules and jokes that he hopes to someday be hired and work with them. Over this time, this patient has become very good at Monopoly Deal and actually has a trophy, similar to the Stanley Cup, in his room with the names and dates of who won games of Monopoly Deal. He is always so excited to see HOP staff and play with them, day after day, week after week. If HOP wasn't involved in his hospital stay, I am sure he would not be in the high spirits that he is able to maintain after such a tough hospital course. Thanks for brightening the days of our patients, families and staff :)

We had a patient who was unable to speak due to a trach. He had met [HOP Specialists] before the surgery and work with them after. The girls were a highlight of the week for him. They made banners of different superheroes for him as well as playing games at bedside. At the end of his life his siblings got the op of working with the girls and were calm right away in a stressful environment. When the patient passed away the family had these great posters of superheroes. I am not sure what they did with them. But I can only imagine that this patients brothers have them up in their in rooms at home.

The first Slime Day that [HOP Specialists] did here. We had a patient who was quite sick, had recently relapsed, who had not been feeling well enough to participate in playroom activities. She had worked with [HOP Specialist] before and was so excited about slime! She was able to sit at the table for quite a while and her attention was directed on the slime activity for about an hour, more time than she had been able to focus on something lately. She had such a wonderful time! The other would be Shark Week. [HOP Specialist] got children who don't normally participate in art activities involved. We loved the theme so much that we decided to make the entire week Shark Week, but the kids complained that my alternative activities weren't as fun as HOP activities!

I was trying to work with a patient in the waiting room of our Lab. Despite a variety of approaches, I could not get this patient to even look up. Until..... they saw my HITWGC badge holder! He said, "Hey! You know Camp?!" It was an immediate connection and the patient was open to my presence & interventions. My connection to Camp put us on the same team in his eyes.

There are too many to share. I love all of our HOP programmers. Please do not re-assign them to a different hospital!

There are many stories I have about HOP and my patients. One story in particular is a patient that I as a child life specialist just didn't have a connection with. He was a teen, kept the room dark, never smiled, and always seemed burdened by the questions I would ask in trying to get to know him. I put him on our HOP list and gave them a brief overview of my minimal interactions with him. Well, I walked by the room and the lights were on, the patient was smiling and I could hear them all laughing and talking. It was a whole different side, I had never seen. So I took this as an opportunity to go in the room and from there the door was open for me to have a relationship with this pt. If it wasn't for HOP, I am not sure I would have ever connected!

Just the other day, I walked by the room of a young patient of ours who had a rough couple of days and was a part of a very difficult social situation just an hour before. [HOP Specialist] was in the room with him and the two of them were freestyle rapping - [HOP Specialist] was the beatbox and the patient was making up his own rhymes. This child (who was also dressed like Spiderman!) was so engaged and happy in this moment, despite the fact that the world as he knew it was turning upside down. This, to me, is what HOP and the spirit of camp is all about. [HOP Specialist] provided a safe environment for this child to have fun, get silly, giggle, express himself and relax!

<p>Paracord bracelets have been a huge hit at [hospital]. [HOP Specialists] make them differently, and the patients that are here frequently have made them both ways. One night for group, they did a contest between “Team X” and “Team Y” about who has the better way to make the bracelets. They made a poster with the Twilight theme, inserting their faces where Edward and Jacob would be and campaigned all day. Patients had buttons and stickers and were so excited to attend group at night. It was a great way for HOP to meet all the patients and promote the activity. Patients talked about it for the rest of the week, and the week following.</p>
<p>It's hard to pick just one favorite moment. One thing that always makes me smile is when I go to the waiting room (where HOP activities take place) and I see a child who is typically timid and withdrawn happily interacting with a HOP specialist. The specialists who come to my unit do such an amazing job of making all children feel confident and special.</p>
<p>There are several, but just this week we had two little girls here, who did not know each other previously. They were only a year apart, and met in the playroom while one of our HOP specialists was doing a group project. The girls hit it off and had a great time with the activity. That night, after HOP and the child life team had left for the day, the girls got together again and made pictures for the HOP specialist and taped them to the playroom table so that staff were sure to get them the next day. The HOP specialist definitely made an impact on these two girls - having them meet and start a friendship, and obviously the HOP specialist made enough of an impact because the girls created cards for him!</p>
<p>I had a patient that did not like to leave his room for anything, nor did he like to engage in any activities. HOP staff were able to get him to a group night activity, and he thrived! His family accompanied him and they all got to engage in a playful manner that had been missing from their regimented hospital admission where they had become the enforcers of his treatment. Of course, my grumpy patient didn't want to admit he had fun to me at first...but once I saw what he had made at the group, he couldn't deny it any longer!</p>
<p>I think that the impact that HOP has had at [hospital] has been shown in the relationships that [HOP Specialist] has made with our patients who are frequently in the hospital. There are brothers who look forward to her visits every Thursday. Every morning, they make sure she will be in and then they organize a large game of Monopoly Deal that [HOP Specialist] taught them when she first started. She meets them at their level and skill set. She offers fun, exciting activities but also makes time for things that they suggest as well. I remember when [HOP Specialist] was on vacation, they were genuinely disappointed. She is phenomenal and we love her!</p>
<p>[HOP Specialists] are so great! They are light-hearted and fun! Not only are they super helpful and lend an extra hand whenever needed but they really bring the camp spirit and normalize the hospital for our patients. They are creative, goofy and sweet. They are a huge asset at our parties and REALLLLY know how to impress the kids. We love them and feel like they fit in so great here at our hospital family. And I realize this was not a story but more a gush of emotions :)</p>
<p>I appreciate the way that the HOP staff are able to make our patients and their families smile!</p>
<p>It's hard to choose just one favorite HOP story, but I think many of them are centered around our Friday HOP group in the central playroom. It is always a great motivator for patients, siblings and families to attend together and it really allows them to step outside their comfort zone be most like the kids they are when they don't have to be in the hospital!</p>
<p>One of my long term patients in the PICU was not able to visit the ZONE for some time and was always interested in new activities... she said she LOVED HOP and always asked for more!</p>
<p>I recently had a 10 year old who would not talk to anyone and had a really hard time, however HOP met this patient and he actually smiled! It was a truly a break through and his mother said at discharge HOP was the best part of their stay!</p>

Recently, HOP staff participated in the annual Evening of Remembrance where families who have had a child die within the past 18 months were invited to an event to celebrate their children's lives. [HOP Specialists] participated in the sibling activities where they helped to facilitate a beautiful heart project for older children. The heart was keeping with the theme of the evening. The activity process and interactions made for some wonderful camaraderie and insightful comments. The finished product was beautiful and we will find a place of prominence in the hospital for all to enjoy.
There are so many! It's hard to choose just one!!! However, my most recent memory is [HOP Specialist] playing "runway" with a chronic patient. He allowed the patient to rummage through the Halloween costume bin and dress him in anything she wanted. It was a fun interaction and allowed the patient a lot of choice and control. He then did a runway/fashion show in the playroom for a group of patients to see. It elicited A TON of laughter from patients, families, and staff! He was such a good sport about it!!!!
In general I would say that HOP volunteers make the space I work in really fun. They are extremely flexible and make patients feel welcome and they ALWAYS have a wide variety of activities. They are all so helpful and it is an amazing resource for our hospital to have! Thanks HOP!
I work in the ICU and there is often little to no programing because of the severity of illness, [HOP Specialist] has been in the ICU and has worked with many patients and has a way of making their experience at the hospital and in the ICU one that is memorable in a good way
The slime lab
A patient came to clinic one day for his treatment on a Wednesday-which was unusual for him. I had never met this patient before because he usually comes on Tuesdays (a day when I work in another location.) I introduced myself and explained that I was the Child Life Specialist. The patient seemed a little bummed, so I asked him if he was okay. He said he was sure that I was nice but asked if the "boy child life specialist" was there too. He said the boy child life was the best! We consider HOP an extension of Child Life at our hospital and this patient truly showed how much of a difference HOP makes in his time in the infusion room.
My interactions are more administrative/logistical but I do get to help with the hospital wide programs. I love them all but I really loved Slime Day this year. The team work, the new approach to using both camp and hospital volunteers, and fun all worked in harmony. The sliming was fun for the patients and families and well as the staff. We got so much feedback from staff wondering why they weren't picked or how they could participate next time. These group programs really bring a lot of joy to whole hospital.
I have pleasure of working with HOP over many years. I always see the excitement in the eyes of children that they meet. I have seen them take a child was shy or may seem disinterested to being more engaged with activities. I also here patients who have been hospital for a period time asking by name when HOP member will be here again.
We have had many great stories but my favorite story was when we did the Mentos candy and diet coke experiment! We had about 20 people lined up in our parking lot and one of our smallest and youngest kids who was only two at the time, yanked the rope so hard that the soda started spraying all over the HOP team and some of the volunteers and kids! We had a blast!!
Just recently we had a patient in the PICU. She had been on the 6th floor for a period of time. I asked her what things she was involved with on 6 that she wanted to continue while she was in the PICU.... I started listing off things, "art, music, pet therapy..." She cut me off quickly, and said, "HOP, just HOP, everyday HOP!"
[HOP Specialist] has been great! She works well with our pediatric patients and their families. She brings interesting games and project that really engages the patients. She works well independently and hand off patient feedback at the end of the day; which helps me out tremendously.



We currently have a patient that had not left his room for weeks. He felt safe enough with HOP to venture out of his room. That says so much about trust and the special connection HOP makes with patients and their families.
For long-term patients that are always looking for new fun activities, the HOP team is ready to create and play! One particular patient asks for “those boys with the duct tape.” She loves her duct tape wallet! :)
I have had the opportunity to work closely with [HOP Specialists] in the past on the CAT/CR and now [new HOP Specialists]. They are all wonderful and add an additional support to the many long term patient that are seen. I have a great communication style with all the HOP specialists.
During a Camp Day, HOP staff was more than willing to help make accommodations for one of my patients. They provided materials ahead of time and were willing to go out of their way to help.
During Slime Day this past year, we got to vote on a HOP member to be slimed. All of the kids voted for one of our Hole in the Wall members and called in an extra 60 votes just to see her slimed on TV. They were all really excited about it and couldn't wait to tell her about their votes that following Thursday. I think this was a great example of the positive impact our HOP members make on our kids, even though they only see them once a week. They make supportive connections quickly and easily to the point where our patients are excited for their visit every week.
I am proud to have the HOP team presence in or hospital. We are fortunate to have the opportunity to give the children and families more joy in an environment that is always a challenge for most!
Year in and year out HOP specialist have been a great pick me up for my end of life patients. No matter how bad they feel and how tired they are, we have had request and permission to wake them from their sleep so they can participate in an activity.
I know of several instances where a particular patient, who is struggling with her medical condition and has withdrawn socially, has smiled and engaged with the HOP staff when she has declined visits and interactions with most other staff.
I can't recall one particular story because there have been so many wonderful interactions over the year. But, whenever HOP is here, there is a complete shift in atmosphere and mood of the playroom. They are able to brighten the moods of some of our shyest and most withdrawn patients. Once they've made contact, the kids always want more..... week after week.
Helped a sibling feel engaged in hospital experience through a play interaction with HOP specialist
Simply put...“laughing so hard the patient needed to be suctioned”.... (this is safe for the patient, no worries) But I think the idea of laughter for this particular patient sums up their relationship nicely. We all know laughter is the best medicine...well this patient worked on achieving her goal of wearing a passive valve (for more speech production) while our HOP specialist was bedside, and they were able to share in laughter and for the first time since her surgery, our HOP specialist was able to HEAR her laugh,...which he made extremely special for our patient. Very grateful for this relationship.
As we discussed at a child life meeting, we are grateful for the HOP specialists at our facility. And, a few of us noted that HOP specialists are often able to “connect” with some patients we may have difficulty connecting with in the hospital environment.
[Regional Manager] from HOP visits our institution every Friday. He does some fantastic artwork with the patients but one afternoon he had the patients searching for dinosaurs. He covered toy dinosaurs in a mixture, allowed it to harden and then poured vinegar to dissolve it where each patient was able to reveal a dinosaur. This project was talked about the entire following week from both staff, patients and their families. [Regional Manager] has a spectacular personality

that just absolutely connects with the patients. He is able to engage them in individual projects at the bedside as well as in the playroom in a group setting.

I can remember [Regional Manager] walking around with a floating shark balloon during Shark Week. It raised the spirits of children, families, guests, and staff from the Volunteers Services office to the Pediatric Units and back. [Regional Manager], of course, had a lot to do with the how others responded. He is very outgoing and can quickly put others at ease.

## Conclusions and Recommendations

HOP is a popular program with hospital and clinic staff. Strengths of the program include the HOP specialists and their fun activities. HOP provides children with the spirit of Camp through respectful, warm, one-on-one interactions that positively affect children's moods and playfulness. Respondents fondly remembered HOP's special events and activities and would like to see even more such as Camp days and weeks and holiday events. The collaboration between HOP and partner hospitals is strong and HOP is of great value to hospitals and clinics.

HOP does not seem to have a strong effect on hospital staff (see p. 11), as described in HOP's theory of change. This belief about the extent of the impact of HOP should be reexamined.

A small group of respondents indicated not knowing or wishing to know more about other Hole in the Wall programs and services, indicating a need for additional communication about programs to hospital staff.

HOP should consider expanding into outpatient areas and offering more weekend programming. This is the third year that these recommendations have been made, indicating a pervasive interest.

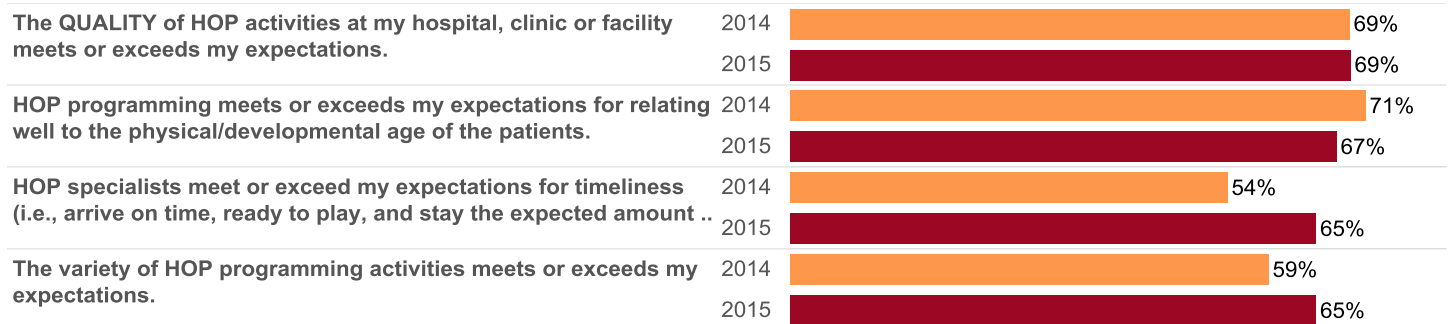
Interestingly, only 30% of respondents want more HOP, which is similar to 2014 results. This could indicate reluctance to ask for more because of knowledge about the limited capacity of HOP, or there could be a lack of perceived long-lasting medical or psychosocial benefits to patients. Future evaluations could use other methods in addition to a survey, such as interviews or focus groups. Gathering information using multiple methods could explore deeper responses.

**Bottom Line:** HOP remains a strong and well-functioning program that provides positive benefits to children and hospital staff. While there are a few areas to consider for future program improvement, overall, HOP should continue.

## Appendix

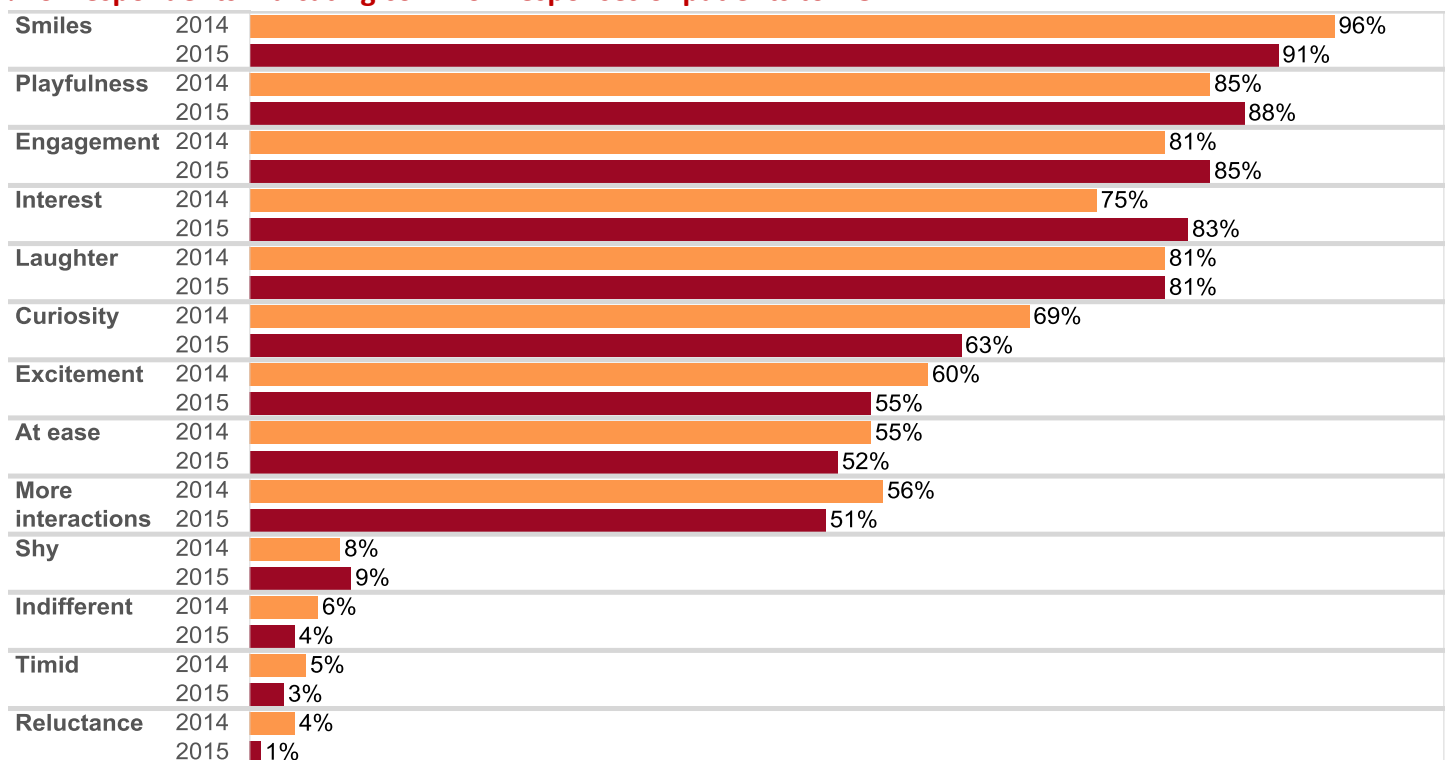
Analyses included comparing 2015 results to those of 2014. Because of changes in question wording and response categories for some questions, not all questions from both years are reflected below. There were only a few differences of more than 10 percentage points between 2014 and 2015, indicating a consistent quality program.

### % of respondents strongly agreed with these statements.



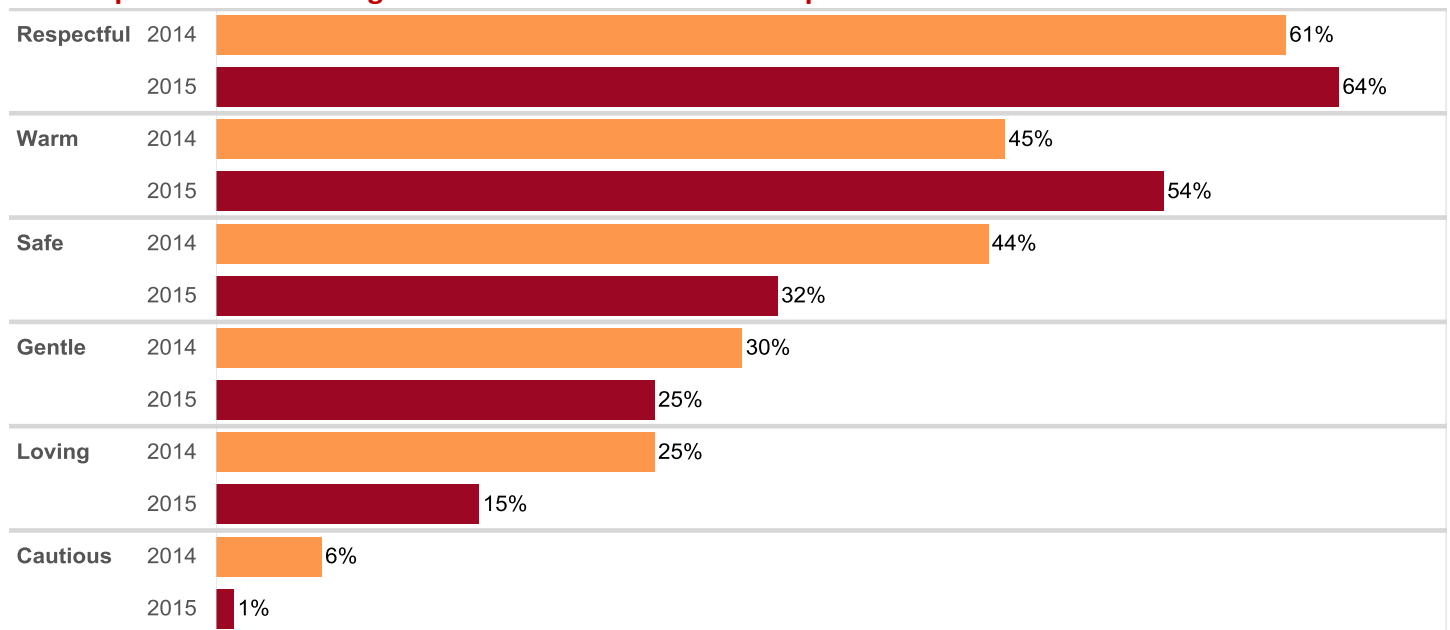
The biggest change from 2014 to 2015 was in HOP specialists' timeliness. While there was a slight decrease in "relating well to the physical/developmental age of patients," there were fewer negative comments about this in 2015 than 2014.

### % of respondents indicating common responses of patients to HOP.



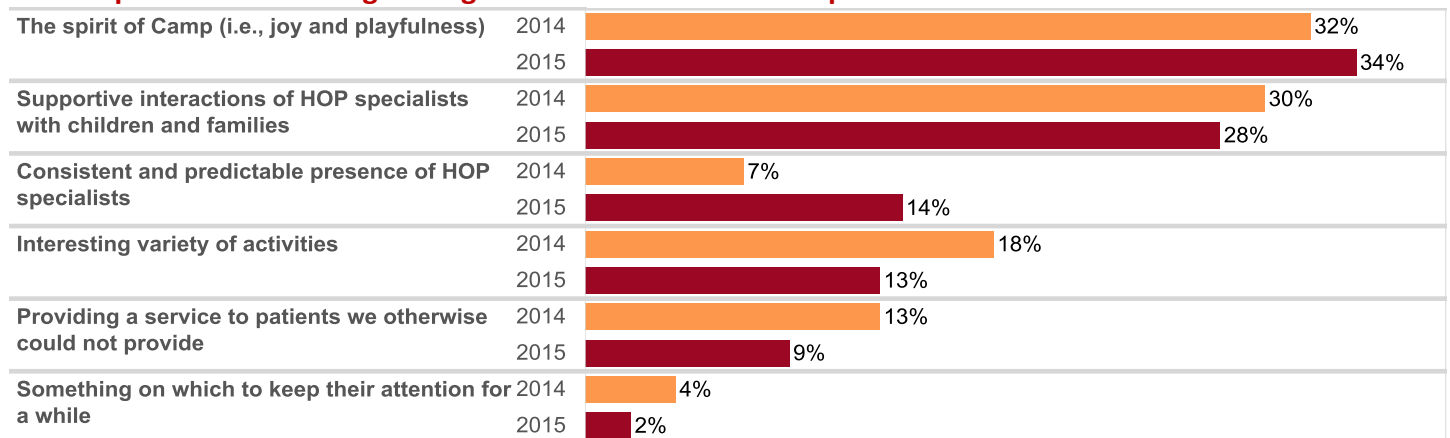
Typical reactions to HOP remained about the same from 2014 to 2015.

### % of respondents describing interactions between HOP and patients.



More people described HOP interactions as “warm” in 2015 than in 2014, while fewer people selected “safe” and “loving” as their top descriptors.

### % of respondents indicating the highest value of HOP to their patients.



The “spirit of Camp” and “supportive interactions” remained high for both 2014 and 2015. The biggest increase was in the “consistent and predictable presence of HOP specialists.” The biggest decrease was in the “variety of activities,” which was also reflected in a few comments by respondents in 2014 and fewer comments in 2015.

### % of respondents indicating the highest value of HOP to their hospitals and clinics.

Ability to provide more one-on-one interactions to patients	2014	42%
	2015	42%
Close alignment of mission between child life and HOP	2014	18%
	2015	24%
Opportunity to offer group programming in the playroom or other settings	2014	21%
	2015	18%
Clear communication and professional interaction on behalf of the HOP team	2014	10%
	2015	10%
Ability to provide more one-on-one interactions to families	2014	7%
	2015	6%
Sharing of resources and information	2014	2%
	2015	1%

The most positive aspect of the collaboration between HOP and the hospitals and clinics remained the “ability to provide more one-on-one interactions to patients.” Most responses for 2014 and 2015 were about the same, except that in 2015 more respondents strongly agreed the most positive aspect of the collaboration with HOP was “close alignment of mission.”

