



Welcome!

Welcome to the inaugural issue of our brand new newsletter...**News9!** This premier issue is about our new Pediatric Pavilion and all the special features that make our units so unique.

We moved chairs, beds, toys and stethoscopes. It was a lot of hard work, but today we have our beautiful new Day Hospital and Inpatient Units. While we were at the drawing board, we spoke with doctors, nurses, support staff, patients, parents, and even clowns to find out what everybody wanted. Now that all designs have been brought to life, we talked to them again to find out how we did.



What is the New Pediatric Pavilion?

Glad you asked! Our new ninth floor has three major units, each with its own beds and nurses' station:

- 1** The **Inpatient Unit** has seventeen single and eight double rooms. It's where patients stay overnight at the hospital.
- 2** The **Pediatric Observation Unit (POU)** is where inpatients stay when they need special medical attention.
- 3** The **Outpatient Unit**, a.k.a. the **Pediatric Day Hospital**, is where patients come for physician visits, bloodwork, chemotherapy, and other treatments that don't require them to stay overnight.

"There's more room, there are more things for the children to do while in bed or out playing. It's just a lot of openness, a lot of color, a lot of hope, a lot of blue sky. It's the best."

*– Vicky F.
PDH Support Leader*



The New Pediatric Units...

M9 or The Inpatient Unit

Lots of windows and colors welcome patients and family members when admissions to the hospital are required. Each room has been specially designed to provide separate spaces for the patient, family members or visitors, and the clinical staff.



Reception Desk in the Pediatric Inpatient Unit



The colors of pediatrics are delicious! We have Nacho Cheese, Pumpkin Pie, and Pear Green to name a few.

The POU or The Laura Rosenberg Pediatric Observation Unit

The Laura Rosenberg Pediatric Observation Unit is a place where patients are admitted when they need extra-special medical attention. The POU (as in Winnie the...) is a three-bed unit located between the inpatient and outpatient units. Patients staying here have the best care anywhere.



Some of the nurses in our new POU



The halls of The Claire Tow Pediatric Day Hospital

The PDH or The Claire Tow Pediatric Day Hospital

The Pediatric Day Hospital is where all pediatric outpatient services are provided. You can see your doctor, have treatments or procedures, and prepare for surgery or tests. It has 15 exam rooms, 30 beds, and recliner chairs for treatments. There are separate areas for consultation, procedures, and even a classroom (the Eunice School) for patients, teachers, and staff. More kids will receive care in the PDH than anywhere else!

Who is Claire Tow?

Leonard and Claire Tow are friends of MSKCC and loved the idea of creating a wonderful place for children in treatment.

Trivia Question #1
What was the biggest problem we faced the day we opened the PDH?

Special Places...



Monopolizing the Teen Room

The Family Center

There is a very special place on the Inpatient Unit where patients and families can go to play a game, surf the Web, find their favorite movie, or just get a change of scenery. This place is called The Laura Rosenberg Family Center and it has two parts. The first is the activity room where kids can play computer games, karaoke 'til they drop, create art projects, and win prizes on Bingo days. Six-year-old Brian said that he thinks the Family Center is his *"favorite place to play."*

Beyond the activity room you enter the living room area, or Family Lounge. The walls are covered in soothing, rich colors. Soft carpet and comfy furniture add to this peaceful room, where families and visitors can talk, read, rest, and be together.



Using the Family Lounge to relax

The Teen Room

Now we have a place made exclusively for the teens! No one under 13 is allowed on the cool side of The Associates Committee of The Society of MSKCC Teen Room door, but on the day of their 13th birthday — look out! They get to eat their birthday cake right there in the Teen Room, which is theirs to use from then on.

The teens voted not to allow any parents in their room, except for special occasions. So only the teens (and some special staff) know who wins NASCAR racing on the PlayStation 2, what songs get played on the new surround sound stereo system, how many times *School of Rock* is watched on their huge 24"x38" plasma screen TV, and who wins at blackjack every Tuesday.

Trivia Question #2
What band is painted on a skateboard in the Teen Room?

The Recreation Center

Right in the middle of our new units is the magnificent **Recreation Center**. It is fantastic! There's always something to do and every corner of the room has a different activity, from video games and arts and crafts, to just hanging out and watching a movie on the big plasma screen TV. And we get to do it all surrounded by the wonderful smells of brownies or cookies baking in our very own kitchen! The skylight and Feature Wall keep the light constantly changing, so no matter where you are in the Center, you feel the magic everywhere.



Stretching it out in Kids' Yoga



The Pediatric Pavilion is more...

Family Friendly!

Next to every inpatient bed is a comfortable chair that pulls out into a whole other bed for Mom or Dad to sleep in so that nobody has to spend the night alone.

When families want a break from their room they can play, use computers, or just read in the Family Center on the Inpatient Unit.

Our eat-in kitchen is a great place to keep family food, enjoy meals, and lay out the occasional banquet for special times like Mother's Day.

And speaking of food... families staying inpatient, or patients receiving treatment in the PDH Bed Area, can order their favorite food from the dining menu and it will be delivered right to their beds. You can preview the menu on the PDH touch-screen, too!



Handing off Room Service

One parent said of our new accommodations and amenities, *"I think we feel as at home here as one can possibly feel in a hospital."*

Trivia Question #3
What does "LED" stand for?

Bright sunshine lights our Bed Area nurses's station



Playing UNO in Isolation

Private!

We all need some alone time. Now both inpatient and outpatient units have more single rooms so that families can be by themselves. We talked to Maureen, a Bed Area nurse in the PDH who told us that *"all of the outpatient bedsides are now fully equipped with everything the nurses need to take care of the patients right by their beds."*

Patients in isolation are thrilled with their single rooms. One patient said, *"When I was in transplant I had my own big room that my Mom and I decorated with pictures of all my friends and letters from school. I can also see outside because the doors are made of glass!"*

There are several consultation rooms so that patients, parents, and doctors can discuss their treatment. Every treatment space now has its very own waiting room—in fact, we have lots of waiting rooms. In addition to the main waiting area, we have one for new patient registration, one for those waiting for their finger-sticks or IVs, and even a waiting room for people following transplant.

Beautiful!

The new Pediatric Day Hospital is bathed in natural light from both side and ceiling windows. The Recreation Center and Bed Area are under glass ceilings, so when the sun is out it is bright everywhere and when it rains we hear (and see) the pattering right above us!

Everything is made of soft, but lively colors that the nurses helped pick out. And we have all kinds of new, funky furniture. As one grandmother put it: *"My favorite thing is the way it's been set up—the colors, the furniture, the recreation area for the children is beautiful. And I love the wall with the changing colored lights. It's very relaxing, really. I'm very impressed."*



Turning the channel of our new flat screen TV



High Tech!

“State-of-the-art” is the only way to say it. We’ve got gadgets galore! From hands-free faucets to walls that whisper. There’s a huge screen near the entrance to the PDH that we call the Welcome Wall. If there’s a special visitor or event, you’ll see it on the Welcome Wall, with more surprises to come.

The Welcome Wall lives right next to its little cousin, the **Interactive Touchscreen**. Touch the screen and find out your session assistant’s name in **Meet Our Staff**. Take a tour of our art museum under **Special Features**. Discover where to get a terrific ice cream sundae in the **Around New York** section—and much, much more. Take a touch!

Welcoming patients to the treatment areas are magic little lights called **LEDs** (light emitting diodes) that keep changing



Welcome Wall Screen

Trivia Question #4
What’s the best time to visit the Children’s Museum of Manhattan?

patterns and shades. And their colors match all the other colors in the PDH. Amazing!

At every bed, and in the waiting areas, are high-speed Internet connections for patient and family use. You’ll also find that every bed on the ninth floor has a flat screen TV, a VCR, and a DVD/CD player. Now patients can absorb all the SpongeBob they can handle!

And on the TVs is a special channel that shows what’s happening inside the Recreation Center! It’s called **closed-circuit TV** and is only for the Pediatric Pavilion. It means that transplant patients in isolation can watch Bingo in the Recreation Center and play from their beds. Kids feeling tired from their chemo who need to stay in bed can still see and hear (and maybe sing along to) special performances or watch new feature films at the same time as they are being shown in the Recreation Center.

Quiet! Shhhhhhhhhhh.

Leaving behind the old Day Hospital meant leaving behind some of our old ways of doing business. We heard this from Leslie, a Practice Supervisor, *“We no longer have an overhead speaker system. The session assistants help the patients to the exam area, bring them to the IV room, or wherever they need to go.”* Everybody has more privacy, and every place has less noise.



Locator Badges: “Calling Dr. Spock”

Without the overhead call system, staff needed a new way to reach one another and now they can talk through the nearest wall! Have you seen the Star Trek-looking badges? Those are locators and they keep track of where staff is all the time. It’s a lot quieter than hearing a nurse’s name called over a speaker system. This gadget is great for helping staff to get patients to their appointments in the PDH and for finding nurses quickly in the Inpatient Unit. So listen carefully if you want to hear any of the walls talking.



Extraordinary...

Art

All of the artwork in our new units makes you smile. From open walls to tucked-away corners, there are quirky and beautiful paintings, sculptures, textiles and even furniture created by dozens of artists. We hand-picked every piece. Check them all out in the **Special Features** section of the **touchscreen** to find out more!



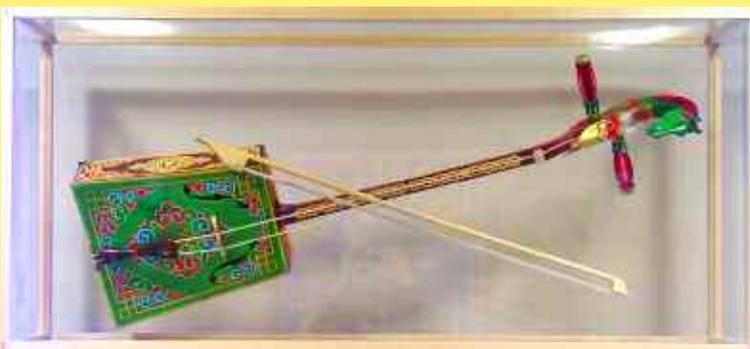
Can you find the cat in this picture? The artist who created the three mosaics that hang in The Laura Rosenberg Procedure Suite has put her Siamese cat in each of the three circles. Look for the paintings and see if you can find the cats!



3-D masterpieces of New York City by kids, for kids, are on display on the Gallery Wall in the PDH waiting area.



Cheerful interpretations of children's artwork welcome people to our Inpatient Unit and the POU.



An antique mandolin floating overhead in the Family Lounge



Adorable wood and found-object sculptures can be seen in many places in the PDH, like inside and around the **Variety-Wall Street Pediatric Care Center** (a.k.a. "the I.V. Room").

Trivia Question #5
How many panes of glass
enclose the feature wall?

The Feature Wall

Our sculptural wall is 20 feet high and 70 feet long and is a truly phenomenal construction. The glass Feature Wall merges art with technology. Not only is the wall beautiful, but it's interactive! Only our design team and a handful of physicists can understand what makes the secret devices hidden within the wall work their magic. As kids move, the wall shifts its color and light in beautiful patterns. It can respond to special things, like a child's smile or a bald head! Do you know any walls that can do that?



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Our Top Ten Favorite Things



We asked around and we found out what everyone loves about our new spot.

- 10** **TVs** – *“I don’t get as bored as I used to. I can watch TV when I’m not feeling good.”* – patient
- 9** **Artwork** – *“I love the art they’ve chosen. It’s fresh and simple and just happy.”* – parent
- 8** **Classroom** – *“I’m so happy we have a classroom with computers and other equipment. We have all the modern things that will help make our teaching more effective.”* – schoolteacher
- 7** **Colors** – *“It’s very colorful which makes it look less like a hospital, which is kind of a good thing, you know?”* – teen
- 6** **Teen Room** – *“It gives me a place to enjoy myself and lets us just be kids together.”* – teen
- 5** **Privacy** – *“It’s much more private and that’s really nice. Especially if you’ve had a bad day.”* – mom
- 4** **Size** – *“I could throw my Frisbee around the waiting area. And the playroom’s so much bigger!”* – dad
- 3** **Light** – *“It’s literally like being at the beach. It’s so cheerful.”* – nurse
- 2** **Recreation Center** – *“It’s outstanding. It’s wonderful for the kids. They don’t want to leave. A huge step up. Totally fantastic.”* – mom
- 1** **The Care** – *“The best thing is still the care. The doctors and nurses, everybody here. We’re so lucky to have them.”* – grandmother



Fun Facts...

Trivia Questions and Answers

- #1:** What was the biggest problem we faced the day we opened the PDH? Too much light! We didn’t have our ceiling shades yet and none of the nurses brought visors or sunglasses.
- #2:** What band is painted on a skateboard in the Teen Room? Aerosmith... can you name one of their songs?
- #3:** What does “LED” stand for? LED stands for Light Emitting Diode. Whatever that means!
- #4:** What’s the best time to visit the Children’s Museum of Manhattan? Your best bets are Wednesday and Thursday afternoon when it’s not as crowded as it is on weekends and in the mornings. The touchscreen is filled with these kinds of useful tidbits.
- #5:** How many panes of glass enclose the Feature Wall? We hear there are 220 panes of glass. But don’t you really want to know how many pieces of glass are in each of those baskets?



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