



Osservatorio Nazionale

delle Buone Pratiche sulla sicurezza nella Sanità

Scheda per la rappresentazione dell'esperienza

Level:

- Hospital
- Local Health Authority

Topics:

- Care relationship
- Communication

Contact details:

E-mail: Phone number:

Coronavirus: in Bologna, healthcare workers have avatars on their badges

In the dialysis ward of the S. Orsola Hospital, there are drawings on healthcare workers' overalls to see "beyond" PPE



Doctors and nurses, harnessed with masks and different type of protections, all look the same, they are practically unrecognizable. However, especially in some wards, human relations, smiles and glances are an essential part of the therapy. To overcome this problem, in the dialysis wards of the S. Orsola Polyclinic in Bologna, a simple and ingenious idea was implemented: a pin with name and drawing was put on healthcare workers' overalls to give them a "face". Avatar pins are applied on the overalls to allow patients see "beyond" the masks. The pin is composed on name and a drawing – avatar- representing the healthcare workers. This helps answering some of the questions posed by patients to healthcare workers: do you have brown or black hair? Curly or straight hair? Do you have blue or brown eyes? A sort of "Guess who?" game.



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Avatars were made and gifted to the hospital by an artisan from the city of Calderara di Reno, who shared the idea with Pietro Giurdanella, nurse coordinator of the dialysis wards and President of the Nurses Association of Bologna.

Life in hospitals is hard and, during coronavirus outbreak, is even harder. Everyone and everything is focused toward the emergency: from treating the patients to paying the utmost attention to avoid spreading the virus. Therefore, sometimes, less attention is paid to those small gestures that might be helpful to make patients' hospital stay less hard.

All of the above is made in accordance with the need to put care relations at the center, as laid down by the recently issued Nurses Code of Conduct.

The colored drawings on healthcare workers' overalls of the dialysis ward aim to bring smiles in wards marked by suffering and to help patients identify their doctors/friends, perhaps known for years. Drawings are also for healthcare workers to help them identify their own colleagues behind the PPE.