Open Design for Everything

EXPLORING NEW DESIGN PURPOSES
Conference Credits

Cumulus Hong Kong 2016
Organising Committee

Leslie Lu, Principal/Hong Kong Design Institute
Daniel Chan, Michael Chan, Shaun Cheung, Shirley Cheung,
Eunika Chu, Samilia Ho, Kaman Hui, Phoebe Hui, Cecile Kung,
Rani, Janday, Cherry Lam, Elita Lam, Carling Lau, Luna Lau,
Freda Lee, Yanki Lee, Beam Leung, Tony Liu, Stephen Lok,
Tasuki Mak, Cassandra Ng, Tse Ming Chong, Terence Wong,
Evance Yau/Hong Kong Design Institute

Conference Chairs

Patricia Moore/Moore & Associates
Yanki Lee/Hong Kong Design Institute
Elita Lam/Hong Kong Design Institute
Cees de Bont, Professor/The Hong Kong Polytechnic University

Open Design Academic Track Chairs

Education Track
Chair: Sally Wade, Professor/Sheffield Hallam University
Co-chairs:
Rachel Troye, Professor/The Oslo School of Architecture and Design
Bente Irminger/Bergen Academy of Art and Design
Linda Lien/Bergen Academy of Art and Design

Empathy Track
Chair: Lorraine Gamman, Professor/Central Saint Martins
Co-chairs:
Roger Bateman/Sheffield Hallam University
Claire Craig/Sheffield Hallam University
Niall Hendriks/LUCA School of Arts
Cai Jun, Professor/Tsinghua University

Engagement Track
Chair: Adam Thorpe, Professor/Central Saint Martins
Co-chairs:
Leon Cruickshank, Professor/Lancaster University
Virginia Tasjihani/LUCA School of Arts
Francesca Valsecchi/Tongji University
Yanki Lee/Hong Kong Design Institute

Environment Track
Chair: Matilda Tham, Professor/Linnaeus University
Co-chairs:
Susan Evans/Tongji University
Henry Mansah/The Oslo School of Architecture and Design

Ethnography Track
Chair: Francis Müller/Zurich University of the Arts
Co-chairs:
Zhao Hao/Tsinghua University
Franciska Nyrenegger/Zurich University of the Arts
Albert Tsang/Hong Kong Design Institute

Experiment Track
Chair: Maria Hellström Reimer, Professor/Malmö University
Co-chairs:
Jacob Bang/The Royal Danish Academy of Fine Arts
Lisabeth Huybrechts/University of Hasselt
Troels Degn Johansson/The Royal Danish Academy of Fine Arts
Andrew Morrison, Professor/The Oslo School of Architecture and Design
Kirsten Marie Raahauge/The Royal Danish Academy of Fine Arts
Ann Marette Christ/The Royal Danish Academy of Fine Arts
Lau KaiKiu (Alumni)/Hong Kong Design Institute

Design
Lau KaiKiu (Alumni)/Hong Kong Design Institute

International Academic Partners
Safe Niños: designing empathic environments for child burn survivors

Mariana Amatullo, Stella Hernandez, Penny Herscovitch
ArtCenter College of Design, Pasadena, United States
designmatters@artcenter.edu, stella_hernandez@msn.com, pah@padlab.com

ABSTRACT
Over 7 million children a year suffer from burn injuries across Latin America, and a child’s healing process can take over 20 years, due to multiple surgeries as children grow. In partnership with COANIQUEM, a nonprofit pediatric treatment facility in Santiago, Chile, that cares for young burn survivors free of charge, the Designmatters Safe Niños multidisciplinary studio hosted by the Environmental Design Department at ArtCenter College of Design, Pasadena, California, challenged students to co-create with stakeholders to reinvigorate the 6-acre campus with innovative, human-centered and engaging environments aimed at optimal healing for children, and support the holistic medical approach of the center. Field research at COANIQUEM afforded the design team the experience of living alongside pediatric patients and their families, and connecting with them across language, culture, art, play and music. Students and faculty used various design ethnography tools to uncover issues and opportunities informed by stakeholders’ daily behaviors and activities across campus, from day-in-the-life patient journeys to brainstorming sessions with medical staff. Two follow-up field testing trips allowed a smaller group from the studio to further test ideas and push co-creation and empathy methodology to arrive at novel and useful solutions that are integrated together under an umbrella concept of an “Ecosystem Healing.”

INTRODUCTION
Designmatters’ newest publication, Safe Niños: Design for Holistic Healing, is a comprehensive narrative of the Safe Niños transdisciplinary studio and subsequent Development Seminar. The publication offers an overview of the project’s inception, beginning with the students’ empathic, co-creative research at COANIQUEM with patients, families and medical staff. Back at ArtCenter, the narrative follows students through their initial concept ideation and prototyping, as well as their decision to collaborate as a unified team and present holistic, patient-centric outcomes to COANIQUEM stakeholders. The publication concludes with a look toward impact, featuring environmental and graphic design projects from the Safe Niños Development Seminar that are seeing implementation on COANIQUEM’s campus. The book’s designer, as well as key contributors, will be present to share insights on the design process and field questions.

The Cumulus Exhibition is a series of illustrated panels that present the empathic design process of the Safe Niños studio, as well as significant outcomes from the collaboration that are already making impact with COANIQUEM stakeholders. Tying in with the Safe Niños publication, illustrations, photography and spreads from the book are featured throughout the exhibition.

Aim & Objective
Over 7 million children a year suffer from burn injuries across Latin America. According to the World Health Organization (WHO), the rate of child deaths from burns is 7 times higher in low- and middle-income countries than in high-income countries. A child’s healing process can take over 20 years, due to multiple surgeries as children grow, with the process often representing a significant psychological and economic toll on the entire family unit. In partnership with COANIQUEM, a nonprofit pediatric treatment facility in Santiago, Chile, that cares for young burn survivors free of charge, the Designmatters Safe Niños multidisciplinary studio hosted by the Environmental Design Department at ArtCenter challenged students to co-create with stakeholders to reinvigorate the 6-acre campus with innovative, human-centered and engaging environments that afford optimal healing for children, and support the holistic medical approach of the center.

Result/Discussion
Upon their return to ArtCenter – and inspired by the holistic nature of Designmatters’ approach to treatment- the studio decided to work together as a unified team, integrating proposed design solutions across the spectrum of opportunities and challenges uncovered in the field. This allowed students to develop one overriding concept with interconnected elements that they iterated and prototyped in a cyclical feedback-loop process guided by faculty and COANIQUEM stakeholders feedback. This process of co-design was amplified through a second trip to the COANIQUEM campus from a representative team midway through the project.

By the conclusion of the 16-week studio, a number of proposed designs emerged and were unified under the umbrella concept of an “Ecosystem of Healing” that is intended to transform the experience of patients and families seeking treatment at the clinic into a journey that promotes nurturing spaces for healing and play. At the conclusion of this second studio in August 2016, the team returned to Chile to do a second round of prototype testing and started implementing some of the solutions that were ready. Projects that were piloted in this phase included: environments that provide age-specific relaxation and play spaces (TeenZone); a digital check-in system for the waiting room area; an environmental graphics system of signage and storytelling for the clinic and interactive therapeutic toys for young children to accelerate healing.

About NGO Partner, COANIQUEM
Since its inception in 1979 by Dr. Jorge Rojas-Zegers, COANIQUEM has cared for more than 100,000 children suffering from devastating and life-altering burn injuries. Because of partnerships and international support, COANIQUEM can offer their services at no cost to families, many who live in underserved communities. COANIQUEM treats 8,000 patients annually, with survivors and families living on the facility grounds for weeks and months as they undergo treatments and therapy sessions. Taking a holistic approach, COANIQUEM combines medical attention, restorative healing and comprehensive rehabilitation programs to treat physical and psychological scars.

References
1 For a complete case study of the Safe Niños studio, see http://designmattersatartcenter.org/proj/safe-ninos/ and http://designmattersatartcenter.org/proj/coaniquem-safe-ninos-dev-seminar/.

Keywords
co-creation, social-innovation, design
Figure 1. (Project timeline) excerpt from the Safe Niños: Design for Holistic Healing publication

Figure 2. (Field research) excerpt from the Safe Niños: Design for Holistic Healing publication

Figure 3. The Safe Niños Healing Tree Project by Alvin Oei is a magical Chilean-inspired ecosystem that helps burned children become experts in their own path to healing.
### Publications in Cumulus Working Papers Series

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Institution</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/98</td>
<td>Prague</td>
<td>Academy of Arts, Architecture and Design</td>
</tr>
<tr>
<td>02/98</td>
<td>Dublin</td>
<td>National College of Arts and Design</td>
</tr>
<tr>
<td>03/99</td>
<td>Rome</td>
<td>Istituto Europeo di Design</td>
</tr>
<tr>
<td>04/99</td>
<td>Ljubljana</td>
<td>University of Ljubljana, Academy of Fine Art &amp; Design, Dept of Design</td>
</tr>
<tr>
<td>05/00</td>
<td>Helsinki</td>
<td>University of Art and Design Helsinki</td>
</tr>
<tr>
<td>06/00</td>
<td>Kolding</td>
<td>Designkollegiet Kolding</td>
</tr>
<tr>
<td>07/01</td>
<td>Baltic Sea</td>
<td>Konstfack</td>
</tr>
<tr>
<td>08/02</td>
<td>Paris</td>
<td>Ecole Supérieure d'Arts Graphiques et d'Architecture Intérieure ESAG</td>
</tr>
<tr>
<td>09/02</td>
<td>Colle di Val d'Elsa</td>
<td>Istituto Europeo di Design</td>
</tr>
<tr>
<td>10/03</td>
<td>Tallinn</td>
<td>Estonian Academy of Arts</td>
</tr>
<tr>
<td>11/03</td>
<td>Saint-Petersburg</td>
<td>Saint-Petersburg State University of Technology and Design</td>
</tr>
<tr>
<td>12/04</td>
<td>Oslo</td>
<td>Oslo School of Architecture AHO</td>
</tr>
<tr>
<td>13/04</td>
<td>Utrecht</td>
<td>Utrecht School of the Arts</td>
</tr>
<tr>
<td>14/05</td>
<td>Lisbon</td>
<td>Escola Superior de Design IADE</td>
</tr>
<tr>
<td>15/05</td>
<td>Copenhagen</td>
<td>Danmarks Designskole</td>
</tr>
<tr>
<td>16/06</td>
<td>Nantes</td>
<td>L'Ecole de Design Nantes Atlantique</td>
</tr>
<tr>
<td>17/06</td>
<td>Warsaw</td>
<td>Warsaw Academy of Fine Arts</td>
</tr>
<tr>
<td>18/07</td>
<td>Schwäbisch Gmünd</td>
<td>Hochschule für Gestaltung Schwäbisch Gmünd</td>
</tr>
<tr>
<td>19/07</td>
<td>Bratislava</td>
<td>Academy of Fine Arts and Design Bratislava</td>
</tr>
<tr>
<td>20/08</td>
<td>Kyoto</td>
<td>Kyoto Seika University</td>
</tr>
<tr>
<td>21/08</td>
<td>Saint-Etienne</td>
<td>Ecole Supérieure d'Art et Design de Saint-Etienne</td>
</tr>
<tr>
<td>22/09</td>
<td>London–Würzburg</td>
<td>Ravensbourne College of Design and Communication &amp; Würzburg Academy of Arts</td>
</tr>
<tr>
<td>23/09</td>
<td>Auckland</td>
<td>Department of Design and Visual Arts, Unitec</td>
</tr>
<tr>
<td>24/09</td>
<td>Melbourne</td>
<td>Swinburne University of Technology &amp; RMIT University</td>
</tr>
<tr>
<td>25/09</td>
<td>Cork</td>
<td>Media &amp; Design Academy Cork</td>
</tr>
<tr>
<td>26/10</td>
<td>Shanghai</td>
<td>Tongji University</td>
</tr>
<tr>
<td>27/11</td>
<td>Paris–Sèvres</td>
<td>Strate College</td>
</tr>
<tr>
<td>28/12</td>
<td>Helsinki–Espoo</td>
<td>Aalto University School of Arts, Design and Architecture</td>
</tr>
<tr>
<td>29/13</td>
<td>Kalmar</td>
<td>Linnaeus University</td>
</tr>
<tr>
<td>30/13</td>
<td>Ekaterinburg</td>
<td>Ural State Academy of Architecture and Arts</td>
</tr>
<tr>
<td>31/13</td>
<td>Dublin</td>
<td>National College of Art and Design</td>
</tr>
<tr>
<td>32/14</td>
<td>Aveiro</td>
<td>Universidade de Aveiro</td>
</tr>
<tr>
<td>33/16</td>
<td>Hong Kong</td>
<td>Hong Kong Design Institute</td>
</tr>
</tbody>
</table>
