

The Comfort Promise

Eliminating (or easing) pain and anxiety caused by needle procedure for children in pediatric healthcare settings

Donna J. Eull, PhD, MA, RN, CHPPN

Clinical Associate Professor | School of Nursing

Child and Family Health Cooperative | University of Minnesota

Stefan J. Friedrichsdorf, MD, FAAP

Elisa and Marc Stad Professor in Pediatric Pain Medicine, Palliative Care and Integrative Medicine

Chief, Division of Pain, Palliative and Integrative Medicine. Department of Pediatrics. University of California at San Francisco

Medical Director, Stad Center for Pediatric Pain, Palliative and Integrative Medicine. UCSF Benioff Children's Hospitals

The
MAYDAY
Fund

The logo for Children's Minnesota, featuring a blue star above the word "Children's" in a serif font, with "MINNESOTA" in a blue sans-serif font below it.

The logo for UCSF Benioff Children's Hospitals, featuring a row of five stylized human figures in orange, red, purple, blue, and green above the text "UCSF Benioff Children's Hospitals" in a bold sans-serif font, with "Stad Center for Pediatric Pain, Palliative & Integrative Medicine" in a smaller sans-serif font below it.

The Comfort Promise

Module 4: Implementation: Making the Hard Easy

January 2025

Donna J. Eull, PhD, MA, RN,CHPPN

Stefan J. Friedrichsdorf, MD, FAAP

The
MAYDAY
Fund

The logo for Children's Minnesota, featuring a blue star above the word "Children's" in a serif font, with "MINNESOTA" in a smaller, blue, sans-serif font below it.

The logo for UCSF Benioff Children's Hospitals, featuring a row of five stylized human figures in orange, red, purple, blue, and green above the text "UCSF Benioff Children's Hospitals" in a bold, sans-serif font. Below this, the text "Stad Center for Pediatric Pain, Palliative & Integrative Medicine" is written in a smaller, sans-serif font.

Resources



Resources

Logistics

- Questions to ask for each strategy
 - *Do you have it?*
 - *If not, what do you need to do to get it?*
 - *Who needs to approve ?*
- What do you need to provide it consistently?
 - *Who orders ?*
 - *Who restocks ?*
 - *Whose budget ?*
- Are physician / clinician orders in place (if needed)?



Resources

Additional considerations

- If materials are re-useable:
 - *Who will clean?*
 - *Where will dirty supplies be placed?*
- For the topical anesthetic:
 - *Who can apply?*
 - *Is coordination between staff needed?*
 - *If so what is the standard work ?*



Communication



Communication

- Consistent messaging is important
- Create a “brand” and stick to it
- Keep messaging simple considering audience:
 - *Staff*
 - *Families*
 - *Patients*
- Be creative and use multi modal communication and levels



Communication

Consider:

- Web based
- Posters
- Newsletters/ Publications
 - Organization level
 - Units level
 - Professional staff
- Daily huddles
- Nursing shared governance



UCSF Benioff Children's Hospitals

The Comfort Promise

We promise to do everything possible to prevent and treat needle pain. For every child. Every time.

No one wants to see their child in pain. That's why – whether your child needs a vaccine, a blood draw or an IV catheter placement – our experienced and compassionate staff partner with you and your child to use simple pain-reduction tools and techniques that work for your family.

Our Comfort Tool Kit
The tools we use – and how we use them – vary by developmental age and what's best for your child. You'll find more details about each one on our website.

- Numbing cream**
Makes needle procedures less painful
- Comfort positions**
Helps children feel calm and secure
- Distractions**
Puts the focus on an entertaining activity
- Choices**
Provides the patient with some sense of control
- Breastfeeding or sugar water**
Soothes and reduces babies' pain
- Memory-shaping**
Frames the experience in a positive way

To learn more, visit ucsfbenioffchildrens.org/comfort-promise

Please fill out and detach the coping card on the right and bring it with you to your appointments.

I also want you to know _____

Date _____
Date of birth _____

MY COPING PLAN
Name/Pronouns _____



UCSF Benioff Children's Hospitals

Una Promesa de Alivio

Comprometemos a hacer todo lo posible para prevenir y tratar el dolor asociado por los procedimientos de aguja. Para todos los niños. Siempre.

Nadie quiere ver a su niño sufrir. Por eso, si su niño necesita una vacuna, una extracción de sangre o la colocación de un catéter intravenoso, nuestro personal experimentado y compasivo trabajará con usted y su niño para utilizar herramientas y técnicas sencillas que funcionan para su familia, para reducir el dolor.

Nuestro kit de herramientas para aliviar el dolor
Las herramientas que utilizamos – y cómo las utilizamos – varían según la edad de su hijo/a y lo que es mejor para su niño. Encontrará más información sobre cada una de ellas en nuestra web.

- Crema anestésica**
Ayuda a reducir el dolor al momento de la punción.
- Las posiciones cómodasAyuda a que el niño se sienta tranquilo y seguro.**
- Las distracciones**
Ayuda a que el niño se centre en una actividad divertida.
- Las opciones**
Ayuda al niño a sentirse con control.
- La lactancia o el agua azucarada**
Ayuda a aliviar el dolor en bebés.
- Los recuerdos positivos**
Ayuda a que el niño vea la experiencia de una manera positiva.

Para obtener más información, visite ucsfbenioffchildrens.org/una-promesa-de-alivio

Por favor, rellene y despegue la tarjeta de afrontamiento a la derecha y llévela con usted a sus citas.

Yo también quiero saber _____

Fecha _____
Fecha de nacimiento _____

MI PLAN PARA SOBRELLEVAR EL DOLOR
Nombre/Apellido _____



UCSF Benioff Children's Hospitals

舒适承诺

我们承诺做到一切可能来预防和减轻针头带来的疼痛。为每个孩子。每时每刻。

没有人愿意看到孩子经历疼痛。因此，无论您的孩子需要接种疫苗、抽血或放置静脉导管，我们的经验丰富的医护人员都会与您和孩子合作，使用简单有效的工具和技巧来减轻疼痛，为您的家庭减轻负担。

我们的舒适工具包
我们使用的工具以及如何使用它们，会根据孩子的发育年龄和最适合孩子的情况而有所不同。您可以在我们的网站上找到有关每个工具的更多详细信息。

- 麻醉膏**
使针头操作不那么疼痛
- 舒适的姿势**
帮助孩子感到平静和安心
- 分散注意力**
将注意力集中在有趣的活动中
- 选择**
给予患者一定的控制权
- 母乳喂养或糖水**
安抚并减轻婴儿的疼痛
- 记忆塑造**
以积极的方式框定经历

要了解更多信息，请访问 ucsfbenioffchildrens.org/comfort-promise

请填写并剪下右侧的应对卡，带到您的预约。

我也想知道 _____

日期 _____
出生日期 _____

我的应对计划
姓名/昵称 _____

Communication

What needs to be communicated:

- Basics of 5 Strategies
- Any new orders, policies
- Process
- Location and restocking of resources
- Educational materials and opportunities
- Timelines
- Expectations

Children's MINNESOTA **Children's COMFORT PROMISE** We will do everything possible to prevent and treat pain.

Quick fact sheet

We started with needles needle procedures because patients and families identified them as their "worst pain", including:

- lab draws
- PIV starts and PICC placement
- art lines and art sticks
- injections(sub Q or IM)
- Port a Cath access

Based on evidence, Children's has adopted the following 4 steps as the standard of care for needle procedures:

- 1) Numb the skin (4% Lidocaine cream or J-tips if time critical)**
 - Apply 30 minutes before needle procedure, warm packs reduce onset to 15-20 minutes
 - May stay in place for up to 2 hours, works an additional 60 minutes after removedToddler A, Aggarwal R, Burrows R et al. Reducing the pain of skinhook excision: an evidence-based clinical practice guideline. *Can Med Assoc J*. 2002; 167: 1843-47.
- 2) Sucrose/Breastfeeding (28 Weeks CGA - 12 months)**
 - Sucrose needs to be given 2 minutes before the procedure and then lasts for 4 minutes
 - Sucrose requires only a drop or 2 for effect, so it does **NOT** affect NPO status
 - Breast feeding needs to begin 2-5 minutes before the procedure and continue duringShah PL, Haddad C, Alkawas L, Shah VS. Breastfeeding or breast milk for procedure pain in neonates. *Cochrane Database of Systematic Reviews* 2015, Issue 5.
- 3) Comfort Positioning**
 - Infants (0-6 months) swaddling, skin to skin, facilitated tucking, parents holding, while ensuring baby is kept warm all reduce pain in infants
 - Infants and Children (6 months and older) Upright positions are preferred, with a parent holding or close by. Avoid laying children flat, as it increases anxiety and pain.Wong L, Glaser R, Dugan D, McManis R, and Porges, "Tucking and Warmth for analgesic in healthy newborns: An RCT." *Pediatrics*. (2015)
- 4) Distraction**
 - Staff will encourage use of items patients and families have brought from home (phone, electronics, books, comfort object) or provide distraction to actively engage patients.Lee R, Yamada L, Kyriakos D, Sharkey A, and Stevens R. Pediatric Clinical Practice Guidelines for Acute Procedural Pain: A Systematic Review. *Pediatrics*. 2014;133:960-970.

For more information, including references and videos go to:
www.childrensmn.org/comfortpromise

PediaLink(LiveWebinar): American Academy of Pediatrics (44minutes) presentation (Part 1, 2 and 3) Stefan Friedrichsdorf: Procedural Pain Management in Pediatrics
<https://www.youtube.com/watch?v=8k5m2z3wem0&list=PLuF4f4mthv7S4xvO4adQ8U8H5Spcp4N8J6&index=1>

Our Comfort Tool Kit
 The tools we use – and how we use them – vary by developmental age and what's best for your child. You'll find more details about each one on our website.

	Numbing cream Makes needle procedures less painful		Comfort positions Helps children feel calm and secure
	Distractions Puts the focus on an entertaining activity		Choices Provides the patient with some sense of control
	Breastfeeding or sugar water Soothes and reduces babies' pain		Memory-shaping Frames the experience in a positive way

Education



Education

Considerations:

- Partner with existing resources
 - Education departments
 - Clinical educators
 - Marketing/communications
 - Family and Youth advisory councils
- Develop materials (FAQs, Tip sheets)
- If videos are used keep them short (1-2 minutes)
- Vet all materials with intended audience



Education

Make a plan:

- Who needs to be trained ?
- How will training take place?
 - *In person*
 - *On-line*
 - *In groups*
 - *Hands on/simulation*
- When and where will training take place?
- Who teaches what to whom?

Education Plan Template

	Role 1	Role 2	Role 3	Role 4
What				
Who				
How				
When				
Where				



Staged Launch



Implementation

Considerations

- Have a staged plan for expansion before you start
 - *One unit after another?*
- It may be helpful to pilot in “volunteer” department or unit, to work out the kinks
- Adjust the order as needed but keep moving forward
- Stress this is not “one and done”
- Use continuous process improvement (PDSA)

- On day of launch staff should have what they need to succeed
- The “new way” needs to be easier than the “old way”



Summary

- Make a plan
 - *Communication needs*
 - *Education needs*
 - *Staff*
 - *Patients and families*
 - *Staged implementation timeline*
- Collaborate with existing resources
- Develop materials
- Complete the plan
- Make the hard, easy



Homework - Next Steps

Prior to assembling work group:

- Perform observations (watch, listen, poke around...no pun intended...)
- Engage formal and informal leaders and build trust
- List barriers (myth-based and reality)
- Collect ideas for addressing both types of barriers (gaps)



References

- Friedrichsdorf SJ, Eull D, Weidner C, Postier A. A hospital-wide initiative to eliminate or reduce needle pain in children using lean methodology. *Pain Rep.* 2018;3(Suppl 1):e671. <https://pubmed.ncbi.nlm.nih.gov/30324169/>
- Friedrichsdorf SJ, Postier A, Eull D, Weidner C, Foster L, Gilbert M, et al. Pain Outcomes in a US Children's Hospital: A Prospective Cross-Sectional Survey. *Hospital pediatrics.* 2015;5(1):18-26. <https://pubmed.ncbi.nlm.nih.gov/25554755/>
- Postier AC, Eull D, Schulz C, Fitzgerald M, Symalla B, Watson D, et al. Pain Experience in a US Children's Hospital: A Point Prevalence Survey Undertaken After the Implementation of a System-Wide Protocol to Eliminate or Decrease Pain Caused by Needles. *Hospital pediatrics.* 2018;8(9):515-23. <https://pubmed.ncbi.nlm.nih.gov/30076160>
- McNeil MJ, Garcia Quintero X, Gonzalez M, Zheng Y, Ugaz Olivares C, Morales R, et al. Preventing and Treating Pain and Anxiety during Needle-Based Procedures in Children with Cancer in Low- and Middle-Income Countries. *Cancers (Basel).* 2024;16(5). <https://pubmed.ncbi.nlm.nih.gov/38473383>



The Comfort Promise

Eliminating (or easing) pain and anxiety caused by needle procedure for children in pediatric healthcare settings

Donna J. Eull, PhD, MA, RN, CHPPN

Clinical Associate Professor | School of Nursing

Child and Family Health Cooperative | University of Minnesota

Stefan J. Friedrichsdorf, MD, FAAP

Elisa and Marc Stad Professor in Pediatric Pain Medicine, Palliative Care and Integrative Medicine

Chief, Division of Pain, Palliative and Integrative Medicine. Department of Pediatrics. University of California at San Francisco

Medical Director, Stad Center for Pediatric Pain, Palliative and Integrative Medicine. UCSF Benioff Children's Hospitals

The
MAYDAY
Fund

The logo for Children's Minnesota, featuring a blue star above the word "Children's" in a serif font, with "MINNESOTA" in a blue sans-serif font below it.

The logo for UCSF Benioff Children's Hospitals, featuring a row of five stylized human figures in orange, red, purple, blue, and green above the text "UCSF Benioff Children's Hospitals" in a bold sans-serif font, with "Stad Center for Pediatric Pain, Palliative & Integrative Medicine" in a smaller sans-serif font below it.