The Comfort Promise

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

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Module 4: Implementation: Making the Hard Easy
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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?









- 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





Consider:

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



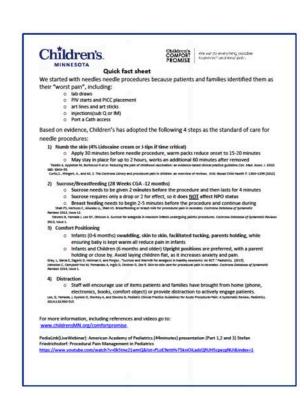






What needs to be communicated:

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







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 (I-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?

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|-----------------------|--------|--------|--------|--------|
| | Role 1 | Role 2 | Role 3 | Role 4 |
| What | | | | |
| Who | | | | |
| How | | | | |
| When | | | | |

Education Plan Template





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)





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