

The Comfort Promise

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

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The
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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 colorful stick figures (orange, red, purple, blue, green) holding hands 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 5: Creating and Sustaining a new Culture

January 2025

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Authority



Standard of Care

**Build the 6 strategies
(5 for each child
depending on age) into
organizational
structure**

- Policies/Procedures
- Human Resources
- Quality/Safety
- Patient experience

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

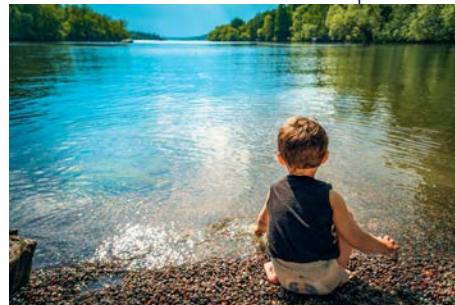
Policy / Procedure

- Incorporate into institution's policies

- *Pain*
- *Medication*
- *Vascular access*
- *Phlebotomy/Laboratory*

- Incorporate into institution's procedures

- *Vascular access*
- *Lab draws*
- *Injections*



Children's Minnesota

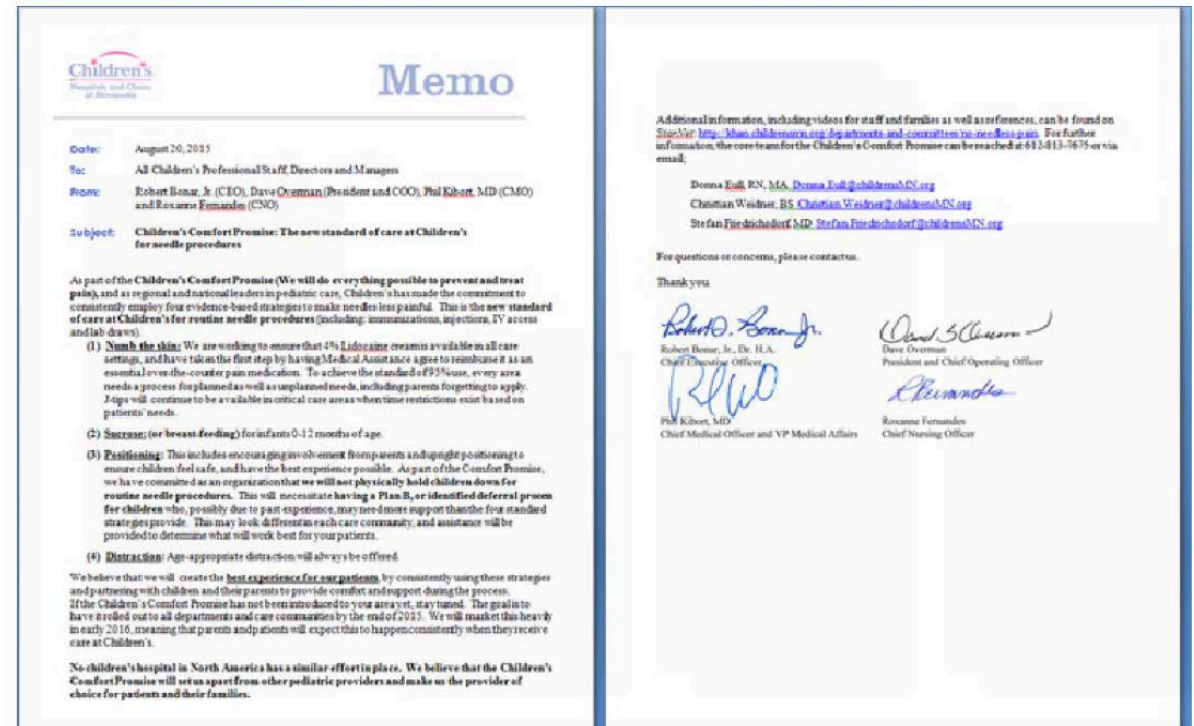
Pain Prevention, Assessment, and Management

Policy Number:	375.00	Version #: 11
Site:	System	
Responsible for Review:	Clinical Practice (Nurse) Specialist for Pain, Palliative Care and Integrative Medicine	
Original Effective Date:	01/01/02	
Version Date:	05/01/19	
Next Review Date:	05/01/22	

Policy: Health care providers at Children's Minnesota (Children's) are committed to a multimodal approach to pain management using pharmacologic and non-pharmacologic treatment modalities across the health care system. Infants and children have the right to and will receive appropriate prevention techniques, assessment, and safe management of pain.

Human Resources

- Leadership support
- New employee orientation
- Annual performance reviews



Quality and Safety

- Get on the Strategic Plan
- Make preventable pain a reportable safety event
- Create unit dashboards of compliance
- Tie to manager and provider performance improvement incentives (bonuses)

Transform care experience

Inspire a patient-driven, service-oriented culture

Executive sponsors: Close/Fernandes/Hanson

1. Children's Comfort Promise "No Needless Pain"
- Complete system roll- out

4 | © 2013



Patient experience

- Web site
- Social Media
- Education materials
- Welcome packets
- In house TV programming
- Media / advertising

Comfort Promise

We've made a promise to our patients — we call it Children's Comfort Promise. It means we will do everything possible to help prevent and treat pain. Evidence supports that if we follow four steps children will have less pain with needle procedures.

1. Numb the skin
2. Sugar water or breastfeeding (for babies 12 months or younger)
3. Comfort positioning
4. Distraction

To learn more about what is possible, go to childrensMN.org/comfortpromise

For needle procedures this includes:

☐ RN to draw off my line

Numbing the skin:

☐ 4% lidocaine cream

Babies (under 12 months):

☐ Sucrose

☐ Breast feeding

Comfort positioning:

☐ Sitting up in bed or chair

☐ Sitting on parents lap

☐ Other: _____


Distraction:

☐ Bubbles, pin wheels, breathing

☐ Stories, books, talking

☐ Electronics, music

☐ Other: _____

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	

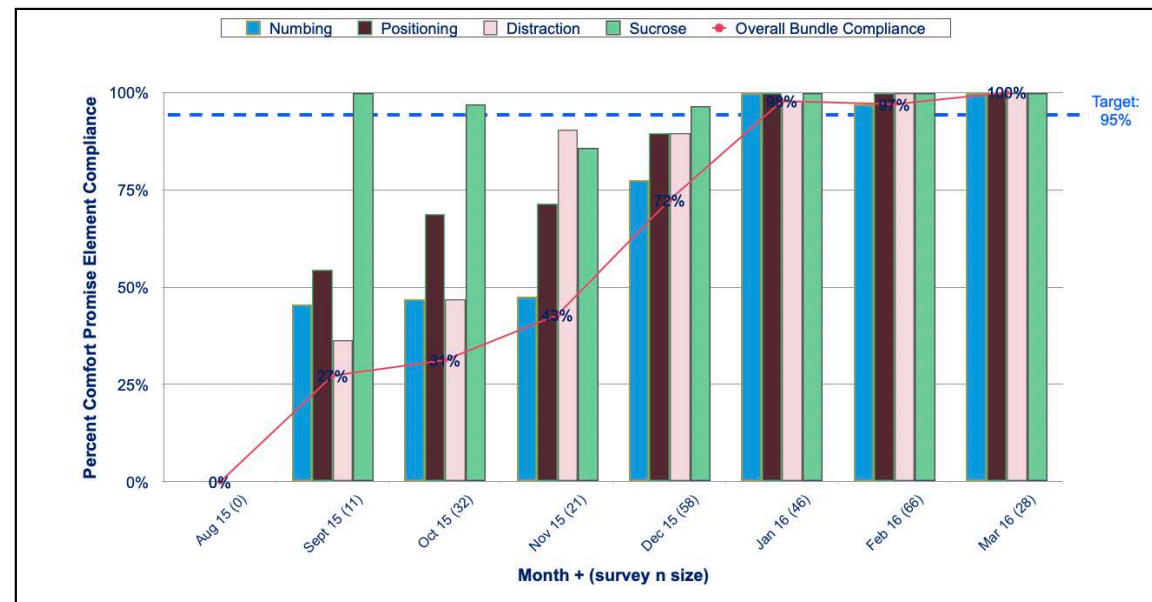
		MY COPING PLAN	
		Name/Pronouns	

Audits



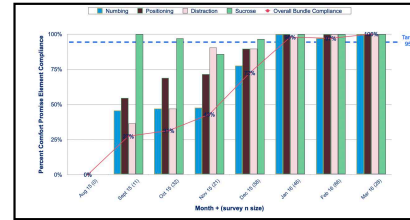
Process Audits

- Essential pulse checks
- Help refine the process
- Provide feedback to staff
- Most difficult step to accomplish



Process Audits

- Have designated person responsible in each unit, e.g.
 - *Manager*
 - *Assistant manager/supervisor/lead*
 - *Educator*
 - *Quality staff*
- Establish clear expectations for number of audits /week
- Post results on dashboard
- Solicit feedback around problem areas
- Make rounds to hear ideas and concerns



Continuous Improvement



Continuous Improvement

PDSA Cycle

- This is not "one and done"
- Study results and provide feedback to staff
- Follow up on concerns
- Refine the process

“Perfection” is the enemy of “very good”

- Plan for the majority of the patients, not for the exceptional 0.01%

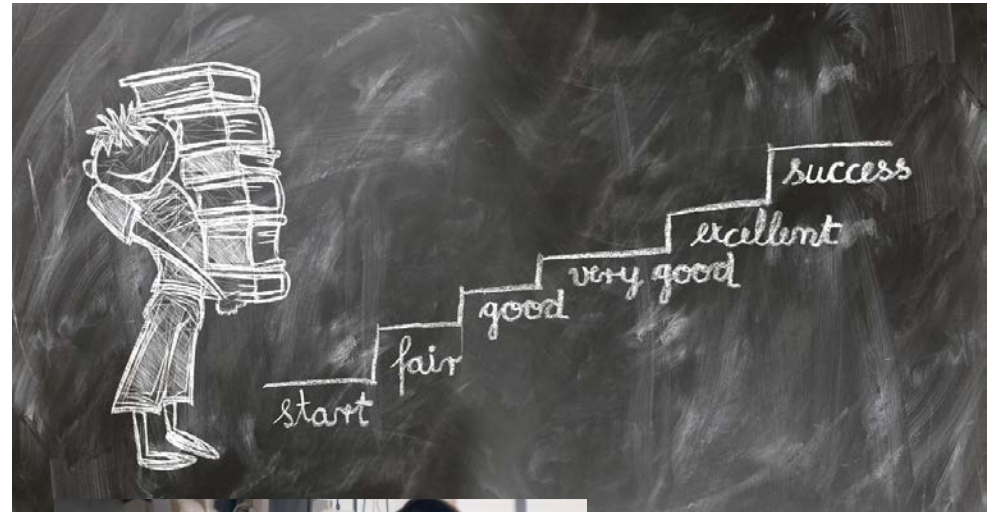


Eby K (2019) The Essential Guide to PDSA: Models, Worksheets, and Templates.
<https://www.smartsheet.com/content/plan-do-study-act-guide>

Continuous Improvement

- Use audits to identify areas of opportunity
- Investigate potential issues
- Problem-solve potential solutions
- Select best options to improve process
-And repeat

****Remember: Front-line staff, patients and families are your best source of information and solutions**



Lessons Learned



Lessons Learned

6 Ps

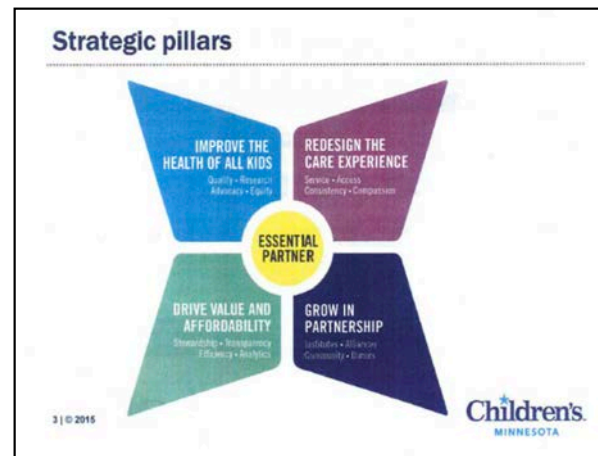
- Preparation
- Planning (prioritizing)
- Presence
- Partnering
- Patience
- Persistence



Lessons Learned

Preparation

- Do your homework
- Know the evidence
- Understand your organizational structure and strategic plan
- Know your resources



Lessons Learned

Planing

- Observe the process
- Understand barriers
- Anticipate problems
- Map the process and the gaps
- Create solutions
- Create a time line
- Prioritize

Changing Culture



Lessons Learned

Presence

- Show up
- Listen
- Keep showing up...
- Staff need to know you are invested
- Build trust
- Change is hard and you are asking them to go from expert to novice again



Lessons Learned

Partnering

- Engage leadership sponsor(s)
- Engage front line staff
- Collaborate early and often
- Who needs to be at the table?
- This work will not happen in a silo, it takes a team
- Join with as many teams and departments as needed



Lessons Learned

Patience

- Everything will take at least twice as long as you planned
- This is a marathon, not a sprint
- Keep your focus on the end goal and breath
- New things are scary....you may need to repeat yourself to be heard
- Say it calmly, but with passion
- Assume good intent, and explore resistance



Lessons Learned

Persistence

- Be consistent, be relentless
- Question everything
- Be a constant advocate for patients
- Make it real, tell patient stories
- Build it into organizational structure
- Keep pushing forward (never go back)
- I am still here.....



Celebrate Success

Persistence

- Parties
- Awards/Trophies
- Food
- Newsletters
- Social Media
- Media
- Web page



Summary

- Audits are important pulse checks
- Use the PDSA cycle
- This is continuous process improvement... not one and done !
- 6 Ps
 - *Preparation*
 - *Planning (prioritizing)*
 - *Presence*
 - *Partnering*
 - *Patience*
 - *Persistence*
- Celebrate successes!



Congratulations!

You are well on your way.....

**Remember to keep patients at
the center of all you do and you
will succeed!**

Good Luck!



References

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