Comfort Promise

Roadmap to Implementing Pain Management for Kids

Multnomah County Student Health Centers
Katie Strawn & Evelyn Pelayo

Education & Research

Supporting effective ways to mitigate children's pain during needle procedures.

4 Pillars of Comfort

Distraction, positioning, topical anesthetics, and breastfeeding.

Clinical Implementation

Systematic organizational interventions for consistent use in workflows.

Continuing Education Credits

In support of improving patient care, this activity has been planned and implemented by School-Based Health Alliance and Moses/Weitzman Health System, Inc. and its Weitzman Institute and is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

This series is intended for Dentists, Nurses, Nurse Practitioners, Pharmacists, Physicians, Physician Assistants, Psychologists, Registered Dietitians, and Social Workers.

Please complete the survey and claim your post-session certificate on the Weitzman Education Platform after today's session. **Please note:** Pharmacists must claim credits within two week's following today's session or we will not be able to award ACPE credits.

Disclosures

- With respect to the following presentation, there has been no relevant (direct or indirect) financial relationship between speakers (or other activity planners) and any ineligible company in the past 24 months which would be considered a relevant financial relationship.
- The views expressed in this presentation are those of the speakers and may not reflect official policy of Moses/Weitzman Health System.
- We are obligated to disclose any products which are off-label, unlabeled, experimental, and/or under investigation (not FDA approved) and any limitations on the information that are presented, such as data that are preliminary or that represent ongoing research, interim analyses, and/or unsupported opinion.

MULTNOMAH COUNTY student HEALTH CENTER

Disclosure

We have no conflicts of interest to disclose

MULTNOMAH COUNTY student HEALTH CENTER

Acknowledgement

Lauren Lo Bue, RN, BSN, FNP
Tamra Kehoe, PNP

Objectives for this presentation

1. **Define and Discuss the Comfort Promise:** Understand what the "Comfort Promise" is and review the research supporting effective ways to mitigate children's pain during needle procedures.
2. **Explore the 4 Pillars of Comfort Promise:** Identify and discuss the four key components: distraction, positioning, topical anesthetics, and breastfeeding.
3. **Review Organizational Implementation:** Discuss systematic organizational interventions necessary to promote the consistent use of the Comfort Promise for needle pokes.
4. **Application and Workflow:**
    - Review which tools we integrated into our SHC workflow.
    - Review the specific SHC workflow.
    - Examine suggested scripts to simplify the program rollout and clarify staff roles.

Conclusion: The session will conclude with a Q&A opportunity to ensure attendees are well-equipped to implement on site

MULTNOMAH COUNTY student HEALTH CENTER

Why

"Everyone in healthcare really has two jobs when they come to work every day: to do their work and to improve it."

-Batalden & Davidoff, 2007

MULTNOMAH COUNTY student HEALTH CENTER

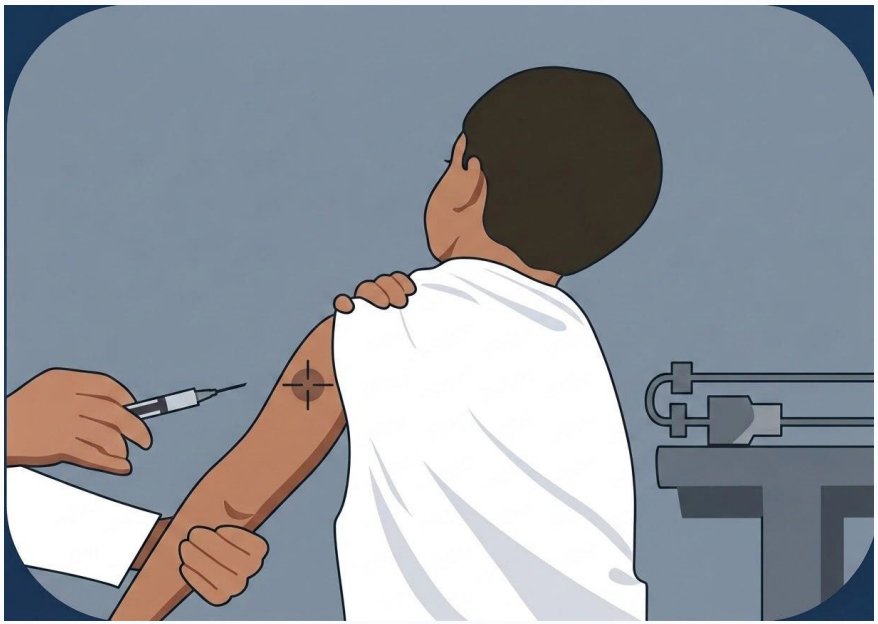
What is Comfort Promise?

A Commitment to Pain Management

The Comfort Promise is a set of evidence based practices designed to mitigate children's pain and distress during painful procedures.

Core Philosophy:

- Integrating pain management into the standard of care.
- Empowering children through a sense of control.
- Improving the overall healthcare experience for patients and families.



MULTNOMAH COUNTY student HEALTH CENTER

We want children to:

- Have a Sense of Control
- Be part of Their Own Care
- Cope with Future Events
- Positive Overall Experience

MULTNOMAH COUNTY student HEALTH CENTER

The four pillars of Comfort Promise

MULTNOMAH COUNTY student HEALTH CENTER

What does the science say?

What else does the science say?

Most Importantly…

Pain is not an inevitable part of procedures!

Bodily Autonomy Means:

"Bodily autonomy is the simple but radical concept that individuals have the right to control what does and does not happen to our bodies."
-Positive Women's Network

What else does the science say?

Don’t Guess

Get Ahead of Fear

Choices & Autonomy

Layer Tools

Sources: MacKenzie et al., 2020; Riddell et al., 2022; Yui et al., 2023

MULTNOMAH COUNTY student HEALTH CENTER

What else does the science say?

Lower Pain Threshold

Long-Term Problems

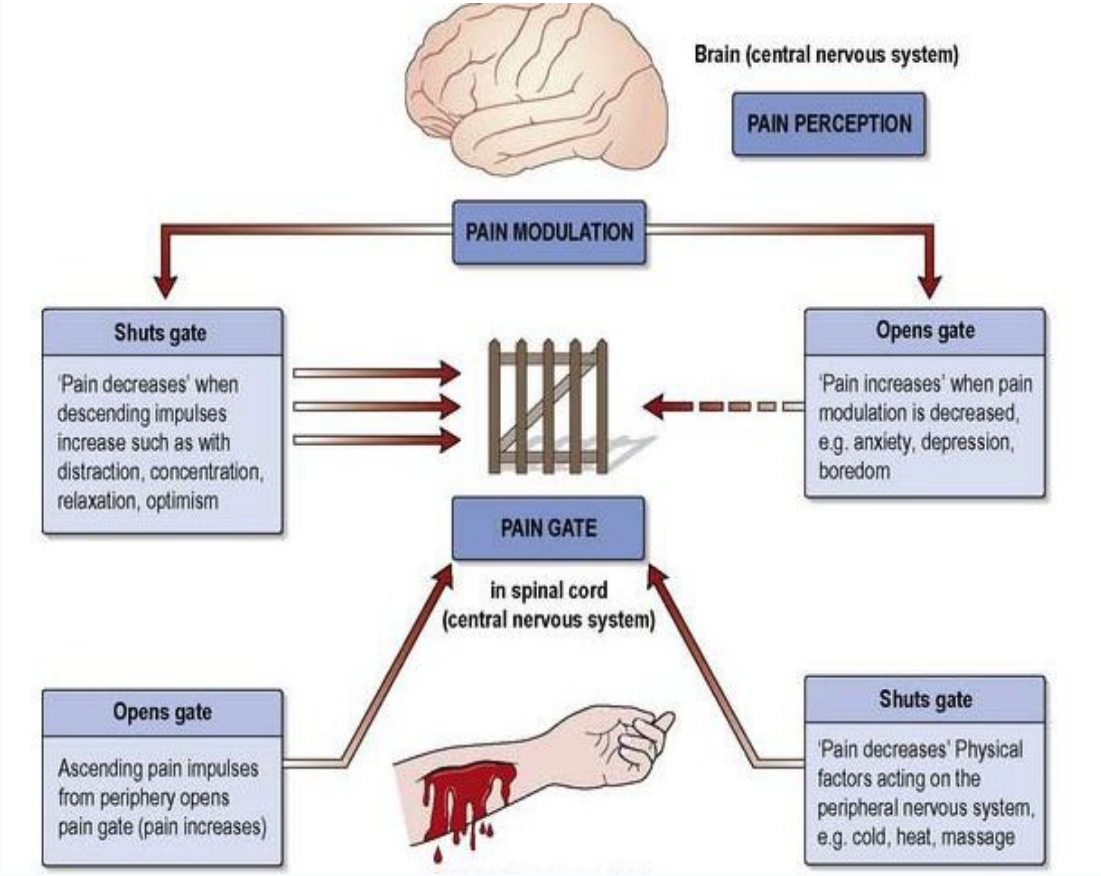
Kids Feel Pain!

But often aren't treated for it

Friedrichsdorf & Goulet, 2020; Mencia et al., 2022; Olsen & Weinberg, 2017; Victoria & Murphy, 2016

MULTNOMAH COUNTY student HEALTH CENTER

Gate Control Theory



How it Works

The Gate Control Theory suggests that the spinal cord contains a neurological "gate."

Closing the Gate

Non-painful input such as distraction, vibration, touch and pressure close (or occupy) the nerve gates to painful input, which can suppress painful stimuli from traveling through the gate to the central nervous system.

Opening the Gate

Anxiety, depression, and boredom can "open" the gate, increasing the perception of pain.

Prioritize Communication

Best Practices

- [ ] Clear and early communication helps reduce fear and anxiety
- [ ] Honest, but age-appropriate
- [ ] Printed materials are helpful for children & families, but talk to them too

MULTNOMAH COUNTY student HEALTH CENTER

Distraction

Key Benefits

- Most studied intervention
- Highly effective
- Low risk
- Low cost to implement

Versatility

So many ways to distract!

Available tools include:

- Bubbles and Sour Lollipops
- Fidget toys and Squeeze balls
- Personal devices (music, games, apps)

MULTNOMAH COUNTY student HEALTH CENTER

Positioning

The Core Benefits

- Upright, not restrained
- Highly effective
- Low risk
- Completely free!

Key Requirement

Partnering with Parents

Effective positioning requires staff to actively partner with parents during procedures to ensure comfort and stability.

MULTNOMAH COUNTY student HEALTH CENTER

Topical Anesthetics and Devices

Numbing agents
preferred clinical choice for pain management.

- Highly effective
- Deep penetration
- Patient comfort

Topical Challenges

- Time and Cost

Injectables

- Administration is painful

Cold Spray

A fast-acting alternative for immediate numbing effect.

- Instant relief
- Easy application
- Non-invasive

Additions

Supportive devices to enhance the experience.

- Buzzy Bee™
- ShotBlocker™
- Sensory relief

MULTNOMAH COUNTY student HEALTH CENTER

Breast Feeding & Sucrose

Sucrose (Sugar Water)

1 tsp white sugar to 2 tsp boiled water, then cooled

- Helps ease pain for babies (newborn to 1.5 years)
- Give 2-3 mins before & during procedure
- Administer via pacifier, syringe, or finger

Breast/Bottle Feeding

A natural way to comfort your baby

- Helps baby feel less pain during needle procedures
- Start 2-5 mins before and continue throughout
- Gently reposition if child unlatches

MULTNOMAH COUNTY student HEALTH CENTER

Behavioral Health Support

Service Delivery Options

- Warm Hand-off
- Scheduled Appointment
- Billable Appointment

MULTNOMAH COUNTY student HEALTH CENTER

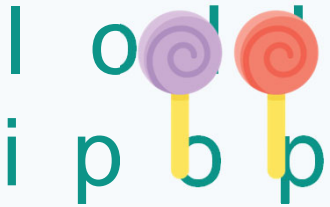
Our Comfort Options

What We Can Offer

Vapocoolant Spray

ShotBlocker

Distraction Tools



Sour Lollipops

New

Topical and Injectable Agents

Buzzy Bee ™

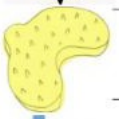
What They Can Bring

- Their own treat
- Toys
- Handheld Games
- Their Friend
- Headphones
- Others...

COMFORT PROMISE

WE HAVE LOTS OF OPTIONS TO MAKE YOUR NEXT NEEDLE POKE EASIER! PLEASE CIRCLE THE ONES YOU ARE INTERESTED IN & ASK US IF YOU HAVE ANY QUESTIONS.

BUZZY BEE™ - USES COLD AND VIBRATION ON THE ARM SO YOU FEEL LESS PAIN



SHOTBLOCKER™ - HAS LITTLE ROUND BUMPS THAT PRESS INTO SKIN SO YOU FEEL LESS PAIN

COLD SPRAY - HELPS NUMB YOUR ARM SO YOU FEEL LESS PAIN

SQUEEZE BALL - TO HELP KEEP YOUR MIND OFF OF THE POKE AND FOCUSED ON SQUEEZING AS HARD AS YOU CAN!

BLOWING BUBBLES! A FUN DISTRACTION FOR ALL AGES!

SOUR LOLLIPOPS - GIVE YOUR BRAIN SOMETHING SOUR AND YUMMY TO THINK ABOUT INSTEAD

FIDGET TOYS - GIVE YOUR HANDS SOMETHING TO DO

OR, BRING YOUR OWN COMFORT ITEM! IF YOU CAN'T THINK OF ONE, BRING SOMEONE TO HOLD YOUR HAND

MULTNOMAH COUNTY
student
HEALTH CENTER

Sample Handouts

The Workflow & Scripts

Use what you can easily source at your clinic!

MULTNOMAH COUNTY student HEALTH CENTER

The Workflow

Front Desk

Informational handout; educating patient & family

Room Patient

Review selected options, answer questions

Grab Supplies

Confirm all steps are complete and patient is prepared

Procedure

The procedure begins once chosen comfort measures are in place

MULTNOMAH COUNTY student HEALTH CENTER

Documentation

- EHR Tracking & Compensation
- Data Collection & Trends

MULTNOMAH COUNTY student HEALTH CENTER

Suggested Scripts: Front Desk

Kids 12+ Years:

"We have a new program for vaccines/blood work called Comfort Promise. We are now offering lots of comfort measures to make vaccines easier for kids and their families. Here is a handout about it. Circle the things you think you want."

Kids <12 Years:

"Here are some fun new ways to help make getting needle pokes easier. We have bubbles, lollipops, toys, and even things to put on your skin that make the poke less painful. What sounds good to you?"

c t _ s p o r t

MULTNOMAH COUNTY student HEALTH CENTER

Suggested Scripts: Medical Assistant / RN / LPN

Introduction & Comfort Assessment:

"Hi [Patient Name], I'm [Your Name]. We're going to do your [procedure] now. To help make this easier, we have a few options for comfort. Would you like to use [numbing cream/distraction tool/comfort position] today?"

During the Procedure:

"You're doing a great job staying still. Remember to take those deep 'birthday candle' breaths with me."

Empowering Language:

"You are in control of your breathing. Let me know if you need a quick second to reset."

MULTNOMAH COUNTY student HEALTH CENTER

After the Procedure

Celebrate Success!

MULTNOMAH COUNTY student HEALTH CENTER

Suggested Scripts: After the procedure is done

"You were very brave today."

"You did so well!"

"Thank you for being such a good sport."

"Thanks for helping me today."

"You did a really good job today."

MULTNOMAH COUNTY student HEALTH CENTER

Final Thoughts

Versatility of Care

Comfort Promise is not limited to vaccine and phlebotomy; it can and should be used during any painful procedures.

Teen Engagement

Teens may be hesitant to try these interventions. Use age-appropriate language to describe.

Giving choice and agency alone is an important intervention.

What Questions do you have for us?

multco.us/student-health

MULTNOMAH COUNTY student HEALTH CENTER

References

Batalden, P.B. & Davidoff, F. (2007). What is “quality improvement” and how can it transform healthcare? *Qual Saf Health Care, 16*(1), 2–3.

Brooker, C. & Waugh, A. (2013). *Foundations of nursing practice: Fundamentals of holistic care.* Elsevier.

Foxen-Craft, E., Williams, A. E., & Scott, E. L. (20). The problem of pain: Chronic pain. In B. D. Carter & K. A. Kullgren (Eds.), *Clinical handbook of psychological consultation in pediatric medical settings* (155-167). Springer. https://doi.org/10.1007/978-3-030-35598-2_13#DOI

MULTNOMAH COUNTY student HEALTH CENTER

References

Hegge, M., Fowler, M., Bjarnason, D., Godfrey, T., Lee, C., Lioce, L., Ngai. M., Robichaux, C., Schroeter, K., Shije, J., Swanson, E., Tanner, M., Thomas, E., Wocial, L., & Zanni, K. (2015). *Code of ethics for nurses with interpretive statements*. American Nurses Association.

Mencía, S., Alonso, C., Pallás-Alonso, C., López-Herce, J., Maternal, Child, H., & Development Network Ii Samid, I. (2022). Evaluation and treatment of pain in fetuses, neonates and children. *Children (Basel)*, *9*(11). https://doi.org/10.3390/children9111688

Positive Women's Network. (n.d.). Bodily autonomy: A framework to guide our future. Retrieved January 22, 2024, from https://www.pwn-usa.org/bodily-autonomy-framework/

Riddell, R.R.P., Jasim, S., & Hamwi, I. (2022). Out of the mouth of babes: A lot about pain has nothing to do with pain. *Biennial Review of Pain*, *163*(11). https://doi.org/10.1097/j.pain.0000000000002761

Victoria, N. C., & Murphy, A. Z. (2016). Exposure to early life pain: long term consequences and contributing mechanisms. *Current Opinion in Behavioral Sciences*, *7*, 61-68. https://doi.org/https://doi.org/10.1016/j.cobeha.2015.11.015

MULTNOMAH COUNTY student HEALTH CENTER