Staff participated in a 1 week lean event in April 2014 and established:

- A standard place for stocking: sucrose, distraction supplies, and plastic wrap
- A standard process for nurses and lab to follow
- A plan to revise all care sets to include a conditional order for 4% lidocaine cream
- Education materials for parents on admission
- Education materials for staff
- A clear deferral process
- A form to keep the comfort plan easily visible in the room

This project went live in July, and audits show we are half way to our goal of making labs the best experience possible. By partnering with patients and their families to consistently use numbing cream, sucrose, comfort positioning and distraction, we will achieve this goal.