As part of the Children’s Comfort Promise (We will do everything possible to prevent and treat pain), and as regional and national leaders in pediatric care, Children’s has made the commitment to consistently employ four evidence-based strategies to make needles less painful. This is the new standard of care at Children’s for routine needle procedures (including: immunizations, injections, IV access and lab draws).

(1) **Numb the skin**: We are working to ensure that 4% Lidocaine cream is available in all care settings, and have taken the first step by having Medical Assistance agree to reimburse it as an essential over-the-counter pain medication. To achieve the standard of 95% use, every area needs a process for planned as well as unplanned needs, including parents forgetting to apply. J-tips will continue to be available in critical care areas when time restrictions exist based on patients’ needs.

(2) **Sucrose**: (or breast-feeding) for infants 0-12 months of age.

(3) **Positioning**: This includes encouraging involvement from parents and upright positioning to ensure children feel safe, and have the best experience possible. As part of the Comfort Promise, we have committed as an organization that we will not physically hold children down for routine needle procedures. This will necessitate having a Plan B, or identified deferral process for children who, possibly due to past experience, may need more support than the four standard strategies provide. This may look different in each care community, and assistance will be provided to determine what will work best for your patients.

(4) **Distraction**: Age-appropriate distraction will always be offered.

We believe that we will create the best experience for our patients, by consistently using these strategies and partnering with children and their parents to provide comfort and support during the process. If the Children’s Comfort Promise has not been introduced to your area yet, stay tuned. The goal is to have it rolled out to all departments and care communities by the end of 2015. We will market this heavily in early 2016, meaning that parents and patients will expect this to happen consistently when they receive care at Children’s.

No children’s hospital in North America has a similar effort in place. We believe that the Children’s Comfort Promise will set us apart from other pediatric providers and make us the provider of choice for patients and their families.
Additional information, including videos for staff and families as well as references, can be found on StarNet: [http://khan.childrensMN.org/departments-and-committees/no-needless-pain](http://khan.childrensMN.org/departments-and-committees/no-needless-pain). For further information, the core team for the Children’s Comfort Promise can be reached at 612-813-7675 or via email:

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For questions or concerns, please contact us.

Thank you.

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