Building Bridges to give a Voice and a Choice to Children Undergoing Pokes and Procedures

Julie Piazza, MS, CCLS
Project Manager
Patient Family Centered Care / Child & Family Life

Mary Watson, MSBA, RN
Senior Project Manager, Ambulatory Care Services
Objectives

- Overview of Poke Program
- Benefits for Patients, Family and Staff
- Best Practices
- Work Flow
- Communication
- Multidisciplinary Approach
- Bridging Inpatient and Ambulatory Settings
- Use of Technology to Advance Program
Goals of the Poke Program

1. Decrease patient pain and anxiety

2. Increase comfort

3. Increase satisfaction: patient/family/staff
Procedures at C.S. Mott

- Blood draws inpatient (6mos) = 12,600
- Blood draws lab (6mos) = 23,400
- Surgical Procedures (12 mos.) = 15,000
- Children’s Emergency Services = 25,000 visits/ year
- Procedures: CT with contrast (6 mos.) = 636
- Tube insertions: urinary and gastric
- Radiological exams / imaging =
- Dressing changes
- Chest tube removal
- IV starts and PICC lines
Outpatient Immunizations

- Immunizations given in UMHS Ambulatory Care Services in 2012
  
  250,000+

That’s a lot of pokes!!
Introduction to the Poke Program

MLearning Module NURS-62028
Poke Program Benefits

- **Patients and Families**
  - Voice and a Choice
  - Decreases Pain and Anxiety
  - Empowerment
  - Increases Satisfaction

- **Staff**
  - Decreased Stress
  - Collaboration with Patients and Families
  - Cooperation across Disciplines
  - Increases Patient Throughput
  - Promotes UMHS Strategic Priority of Patient and Family Centered Care

**Outcome:**
Satisfied Patients, Families and Staff
Key Elements of the Poke Program

- Techniques and Approaches Based on Research and Evidence
- Patient & Family Centered Care (PFCC) Principles and Partnerships
- Multidisciplinary Collaboration
Reducing Anxiety/Pain and Providing Comfort
C.S. Mott Children’s Hospital

1. **Assess and communicate** about pain routinely with families and patients.

2. **Create an individualized Poke Plan with input from the child/parent.**

3. **Ask patients and families** about pain and comfort.

4. **Educate patients and families** about pain management practices and options.

5. **Educate staff** about how to talk to children & families about pain and its treatment.

6. **Pain order set in MiChart** helps guide multimodal approach
Staff Nurse
Post Poke Plan outside of patient door OR enter it into electronic medical record. Make changes as needed.
Follow comfort measures: People, positions, watching or not, distractions, other comfort measures, drugs or devices such as Buzzy®
Upon discharge: Signed Poke Plan delivered to clerk for imagining into EMR
Page or call Child Life Services for support when needed.

Charge Nurse
Ensure Poke Plan is completed and follow-up if it is not.
Pilot for 12East: Nurse Supervisor gets paged when a Plan is not filled out per GWN survey question.

Child Life
Review Poke Plan
Add distractions and comfort measure after meeting with patient and family. Advocate with team for preparation, best words, and comfort positions.

Phlebotomy
Follow Poke Plan for distraction and comfort measures
Page or call Child Life Services for support when needed.

Inpatient Work Flow
Ambulatory Work Flow

Medical Assistant, LPN, RN, Phlebotomy

Asks parent to complete Poke and Procedure Plan or reviews previous Plan

Collaborates with Patient and Parent to honor choices and provide safe care

Provides patient/parent updated Plan

Updates Poke and Procedure Plan

Performs Procedure
Communication and Teamwork!
Multidisciplinary Approach

- At the heart of the U-M lies the belief that providing the ideal care experience stems from a partnership between patients, their families, physicians and staff.
- The Poke Program requires Patients, Families and Staff to work together to improve care and increase patient satisfaction.
Bridging Inpatient and Outpatient Services

- Successful implementation of the Poke Program takes teamwork.

- One way we do this is to collaborate and create resources that can be shared.

- Confluence: https://wiki.umms.med.umich.edu/dashboard.action
Barriers to Bridges

Each individual plays a role in sustaining the program running. If everyone is not on board it becomes difficult to sustain early efforts.

- Partners
- Standardized Work Flow
- Communication
- Misconceptions
- Not my job!
- Finger pointing
Across the Continuum and Beyond!

- Families asked for it!
- Patients go back and forth across the healthcare continuum
- Consistency of best practice
It’s the **Small** Things that become the **Big** Deal...

- Asking a 15 year old what would have helped them in the past?
- Sequence of pre-op and sharing information.
- Asking if the family prefers the curtain/door open or closed.
- Gloves or no gloves?
- Warm blankets.
- The number of people at bedside or in an exam room.
- Our words and actions make a difference!
Mott Pediatric Inpatients - How well child's pain controlled (12 Month Average)

Current 12-Month Average: 90.5

Most recent data points are subject to adjustment as additional surveys are returned. There are 48 hospitals (including non-academic hospitals) in this benchmark (limited to those using special pediatric survey version).
Meet Ellie

http://www.youtube.com/watch?v=_3uRlx6xMql
It all Started with an Idea..

GetWellNetwork

Marketing

MiChart

Devices
Using Technology to Advance the Practice

- **Video** – Ellie’s Story
- **MLearning** – Staff Education
- **Confluence** – Collaboration across disciplines
- **MiChart** – Access to the Poke Plan
- **GetWellNetwork** – Educate Patients and Families about the Poke Program
- **Internal and External Website** – Education, Policies, Guidelines and access to the Poke Plan.
- **Buzzy®** - Innovation supports best practices.
Poke-a-Dot has Friends!

University of Iowa - Perky

American Family Hospital
Madison, Wisconsin
Cow
Poke-a-Dot has Friends!

Hawaii – Kapi’olani Children’s Hospital

Westchester Children’s Hospital - Ladybug
Poke-a-Dot has Friends!

Munson Medical Center – Poky the Penguin

Sparrow Hospital – Pokey the Turtle
Beyond Today

- Clinicians - Trial one thing you learned today

- Share this story with a colleague or friend

- Visit the Poke Program website:
  http://www.med.umich.edu/mott/pvguide/support_needlesticks.html
Remember:

It all starts with an idea.

What is yours?
Thank you!

Questions or for further information:

julipiaz@med.umich.edu

marywats@med.umich.edu