The Poke and Procedure Plan: An Evidence Based Practice Change for Pediatric Patients

Poke Program Co-leads
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Objectives

• Describe 3 elements of a Poke/Procedure Plan that are evidence based and will decrease pain or anxiety
• Identify the steps of implementing the Poke and Procedure Plan
• List 2 strategies for making changes in decreasing pain and anxiety with needlesticks.
Leading and Following

• Leading can be difficult
• Leading can be fun
• Leading can be rewarding
• Are you a leader??

• Are you a follower
• Following can be fun
• Following can be rewarding
• Are you a follower???

A leader is one who knows the way, goes the way, and shows the way. 
John C. Maxwell
Champions of Change

• Involvement from the beginning
• Unit Expert
  – Reads and articulates the literature
• Responsibilities of a Champion
  – Proactive in solving problems
  – Shares information
  – Volunteers for work assignment
  – Evaluation and quality improvement
• Communication
  – Consistency

A leader is one who knows the way, goes the way, and shows the way.
John C. Maxwell
A Systematic Approach for Implementing a Change in Practice

- Identify the problem/gap in practice
- Assemble and critique relevant literature
  - Synthesis tables
- Translate the evidence
  - Select outcomes
  - Guidelines, policies, processes
- Pilot
- Evaluate and modify
- Institute the change and monitor

You don’t have to see the whole staircase just take the first step
-Martin Luther King, Jr.
Why Manage Needlestick and Procedural Pain?

- Memory of early immunization pain is evident
- Venipuncture and IV insertions are the 2 most common sources of pain in hospitalized
- Children demonstrated high levels of pain and distress with needlesticks
- Parents reported anxiety and distress when their child undergoes needlestick procedures.
- Health care providers find performing needlestick procedures in fearful and anxious children a challenge.

Needle phobia is a reality for many!
The Poke and Procedure Plan

- Establish relationship
- Patient-Centered (individualized)
- Preparation
- Distraction
- Positioning
- Parents as partners
- Positive recognition
- Drugs and Devices

A Voice and a Choice for the Child
Patient and Family Centered Care

• Dignity and Respect
• Information Sharing
• Participation
• Collaboration
• Empowerment

The “Poke” Program supports the principles of Patient-Family Centered Care
The Evidence

1. Relationships
   - Relationships are the key to success
   - Get to know the patient
     - Personal coping skills
     - Past experiences

2. Individualization
   - Develop a plan
   - Honor choices
     - Fosters trust
     - Develops cooperation
     - Empowers the child
The Evidence

3. Preparation & Information
- Poke and procedures
- Use “Best Words”
- High distress and anxiety
  - Emphasize coping skills vs. information
- Practice
  - Deep breathing/blowing bubbles
- Positioning

4. Comfort Positions
- Correlates with development
- Positions make it easier
- Teach parents to hold securely
- Teaching others how to hold
- Articulate the research on comfort positions
Comfort Positions
Reducing stress & anxiety for children during medical procedures

Back to Chest Bear Hug

Frog Hold

Chest to Chest Bear Hug

Side Support

Ask your nurse which of these positions may be helpful for the procedures your child is having.
The Evidence

5. Distraction

- Take a stimulus and reframe it
- Developmental appropriate
- Stimulus needs to be engaging
- Individualize
- Teach distraction to parents
- Distraction is used
  - Before
  - During
  - After: speed the recovery/decrease the memory

Distraction can reduce pain by 50%.
6. Parents as Partners

- Acknowledge their expertise
- Guide them to function as a coach and helper
  - Support them through their own anxiety
- Help parents to learn best words
- Encourage them before, during and after
  - Positive recognition of behaviors that worked
  - Eye contact and affirmative body language

7. Positive Recognition

- Be specific about what went well
- Calling out positive behaviors helps the child remember and reinforce future success
- Prizes do not keep a behavior reinforced
- Involve child in the plan and refine the plan for next time

Partner with a parent to achieve better outcomes
The Evidence
8. Drugs and Devices

- Vapocoolant spray
  - Short duration and shallow effect
- Topical Anesthetics
  - LMX4 and LMX5 (20 minutes at least)
  - J-tip (a few seconds)
- Intradermal Injections
  - Buffered Lidocaine
  - Normal Saline

- Breast feedings
- 24% sucrose
- Buzzy® (buzzy4shots.com)
  Vibration and cold
An Exercise in Learning New Skills and Work Flow

• We have started work in a “high end” restaurant known for their elegant napkins.
• We need to fold 100 of them and have only 1 minute per napkin to do it.
• Work in teams of 2 or 3
• You have 1 minute to fold the napkin into a candle design

A round man cannot be expected to fit in a square right away. He must have time to modify his shape.  
Mark Twain
Napkin Folding

Candle Design

Can be placed in the center of the plate, above the forks or grouped together for a buffet.
Candle Design Instructions

1. Fold the napkin in half diagonally to form a triangle.

2. Place the napkin so the fold is along the bottom edge.

C.S. Mott Children’s Hospital - Poke Program
Candle Design Instructions

3. Fold up the bottom edge about one and one-half inches.
Candle Design Instructions

4. Turn the napkin over and roll it up fairly tightly.

5. Stand the candle up and tuck the corner into the cuff to hold the rolled shape in place. If you like, fold down one layer at the tip of the candle to resemble a flickering flame.
A round man cannot be expected to fit in a square right away. He must have time to modify his shape. — Mark Twain
Diffusion of Innovation

Characteristics that effect the rate of change
• Relative advantage: better than current practice
• Compatibility: values, practice area, work flow
• Complexity: simple format and easy to remember
• Trialability: easy to use, educate, incorporate
• Observability: see or hear the results

What are the characteristics of the Poke Plan that help translate it into practice?
Diffusion of the Poke Plan

• What characteristics of the Poke Plan will facilitate implementation?
• What challenges do you see with implementing the Poke Plan?

Getting a new idea adopted even when it has obvious advantages is often very difficult. Everett Rogers
Change is a social process

- Sell the advantage
- Trial the innovation
- Observe it working
- Communicate: Ideas made public change practice
- Unit/department leaders
  - Social network- norms and roles
  - Opinion leaders
  - Clinical leaders
  - Power leaders

Be the change you want to see in the world. Mohandas Gandhi
Leaders and Followers

Champion/leaders

• Co-lead
  – RN
  – Child Life Specialist

• Stakeholders

• Departments

• Patient/Family

• Administration

Individually, we are one drop. Together, we are an ocean.
Ryunosuke Satoro
Moving Forward

• Common vision
  – Committed to the goal
• Force Field Analysis
  • Resources
  • Barriers
  • Opportunities
  • Strategies
• Make a plan
• Evaluate the process

Nothing will work unless you do

Maya Angelou
# Forces and Strategies

<table>
<thead>
<tr>
<th>Force</th>
<th>Strategy</th>
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<tbody>
<tr>
<td>-Variability of staff skills</td>
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<td>-Resistance to change</td>
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<td>-Frequent changes in work</td>
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<tr>
<td>-Perception that the Poke Plan will take time and that a Poke Plan is not needed</td>
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<td>+ Common goal- patient centered care</td>
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<td>+ Quality blood draws through posts</td>
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<td>+ Robust clinical and operations structure</td>
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<tr>
<td>..Child Life Specialists</td>
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<tr>
<td>..Experienced nurses and MAs</td>
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<td>..Supportive administration-medical team</td>
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<tr>
<td>-Variability</td>
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<td>..Team work</td>
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<tr>
<td>..Communication</td>
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Analyze the situation and identify the forces of change.
Making A Plan

• Baseline data
  – Attitudes & Values: Staff survey
  – Processes: Standards/practices in place or needed
  – Outcomes: Patient survey
  – Departmental patient satisfaction scores

• Pilot the Change

Getting a new idea adopted even when it has obvious advantages is often very difficult.  

Everett Rogers
Strategies for Success

• Leadership and team work

• Education
  Varied and target

• Work Flow
  – Who, what and where

• Communication
  – Telling the story at every opportunity – repeat

It is not a question of how well each process works, the question is how well they all work together. Lloyd Dobens
Education and Building Skills

• Overview of the evidence ✔
• Change Committee Consultation ✔
• Rollout
  – Comfort Positions and Best Words
  – Distraction and Buzzy
• Ongoing competency

Work in progress
Work Flow and Processes

• New diagnosis – first blood draw
• Staff roles and communication
  – RN, Child Life, Medical assistants, MD
• Order for topicals
• Policies and Standards
  – Current
  – Need development?

Ideas made public generate enthusiasm
Poke Plan and MiChart

• Rollout in Emergency Services – May 14
• Infusion center – first ambulatory pilot
• Build for rollout in the inpatient units
• Features
  – All staff can see and update
  – Moves between all settings
  – More options than paper allows
• Do we need a paper copy?
• Poke Plan Passport

Making the Poke Plan available to the team.
Communication

• Crucial Conversations
  – Peer to Peer
  – Department to Department
  – Advocating for Patients and Program

• Accepting responsibility rather than “finger pointing”

Coming together is a beginning. Keeping together is progress. Working together is success.  Henry Ford
Measuring success

- **Process Audits**
  - How many poke plans completed?

- **Family Surveys**
  - Did we honor the poke plan for your child?

- **Staff Survey**
  - How did the poke plan help your practice?

- **Departmental data**
  - Pain management and procedures receive improved satisfaction comments
Sustaining Change

• Performance standards
• Orientation
• Competency
• Mentoring and coaching
• Quality Improvement
  – Auditing
  – Reporting results

“What are the obstacles for you to achieve the goals?”
Helping others and Sharing success

• Celebrate your success
  – Roll out
  – 3mos and 6 mos
• Help others
  – QI abstract this summer
  – Consult with other units
  – Develop resources materials
• Share your stories

“Individually, we are one drop. Together, we are an ocean.”
Ryunosuke Satoro
The journey begins with you

• Trial one thing you learned today
• Share a story with one colleague tomorrow

Questions for...

Julie Piazza and Sandy Merkel