

## **COMFORT PLANS: IMPROVING PATIENT SATISFACTION WITH VENOUS ACCESS**

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### **Purpose**

The purpose of this evidence-based practice project was to investigate if patient satisfaction with venous access could be improved through the use of a comfort plan.

### **Background**

Pain with venous access is the most prevalent pain experienced in hospitalized children and a significant proportion of children experience moderate or severe pain with these procedures. There are many proven interventions to minimize venous access pain but barriers such as poor communication and lack of knowledge impede the use of these interventions.

### **Methods**

A Comfort Plan was designed based on research that provided families with a menu of needle stick interventions and a space to write individual preferences. The plan was discussed in collaboration with the bedside nurse and the patient's parents prior to venous access procedures. The Comfort Plans were trialed for seven weeks on a 20 bed, inpatient pediatric surgical unit.

### **Results**

Press Ganey patient satisfaction scores regarding the skill of the IV starter, concern for comfort during tests and treatments, and explained in a language understood all improved with the use of comfort plans. CHCA and Large PG benchmarking scores improved from below the 10<sup>th</sup> percentile to well above the 50<sup>th</sup> percentile.

### **Conclusion**

The continued use of comfort plans is recommended, and options for translating paper format to an electronic format are being explored. Challenges of this project were limited time to educate nurses, extra time required from nurses to complete Comfort Plans, and inconsistent use of the Comfort Plans.