Overview
Needlesticks and procedures are the most common source of pain in children. The Poke Program is designed to reduce pain and anxiety that comes from pokes and procedures. Although pain cannot be completely avoided, there are some things parents and others can do to make a poke or procedure a more positive experience.

Improvment
Using best practices and evidence-based interventions, the Poke Program was developed to provide a standardized approach for planning and providing care. This Program is made up of six parts:
1. The Poke and Procedure Plan
2. Parents as Coaches
3. Distraction
4. Positions of Comfort
5. Best Words
6. Drugs and Devices

Giving a Voice and a Choice to Children Undergoing Pokes and Procedures
A large body of data supports the use of a variety of strategies to decrease anxiety and pain associated with needlesticks and procedures.

Goals
Reduce Pain and Anxiety
Increase Patient Satisfaction
Incorporate and Promote Patient and Family-Centered Care
Provide Continuity of Care Within Various UMHS Clinical Settings
Utilizing Technology and Innovation to Improve Patient Care

Results
The Poke Program has been implemented in the following areas:
- Children’s and Women’s Hospitals
  - In-patient Units
  - Emergency Dept.
  - Radiology
  - Pathology
  - Pediatric Infusion
- Ambulatory Care Services
  - Briarwood Building 2

We’re using our interactive Patient Care System GetWellNetwork to empower patients and families to play an active role in their care.

Buzzy® uses cold and vibration to naturally block unpleasant sensations.

Here is what patients, families and staff say about the Poke Program.

“The Poke Plan has been such a huge help for our family! We know that all of you(staff) are on the same page and helping us to learn how to help our children through these challenging hospital procedures…”

“As a team, we look more professional because we have a plan for every visit. It shows the patient and family that we are experts at what we do and they can count on us to do a great job!”

Future Development
Our plan is to continue to use the PDCA process of continuous improvement to diffuse the Poke Program throughout UMHS inpatient and ambulatory care.

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