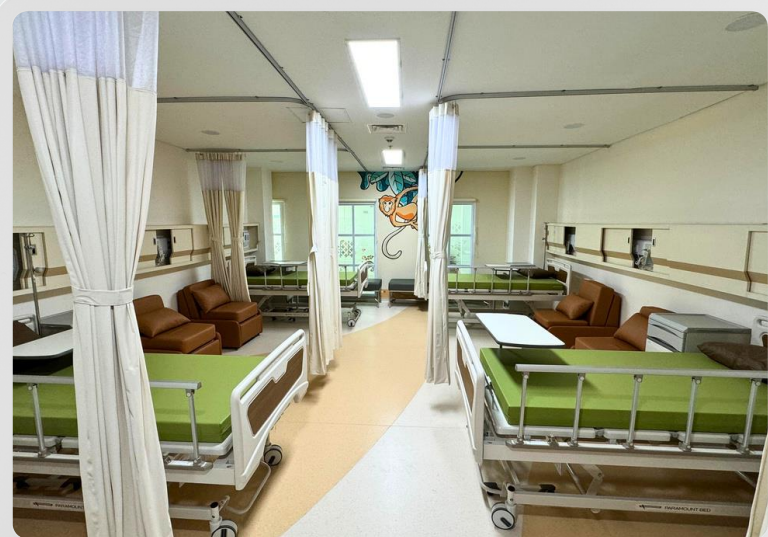


Presented 6th Maruzza International Congress on Paediatric Palliative Care Rome Italy 2024

RSHS  **COMFORT PROMISE:**
TOWARDS INDONESIA'S FIRST CHILD
FRIENDLY HOSPITAL





Indonesia

National Referral and teaching hospital

Government owned

Mixed adults and children

1000 beds

90% patients coverage by Indonesian national
health insurance



WHY?

1. We love our kids and they deserve the best care
2. Pain is an unnecessary suffering
3. Needle pain is often overlooked
4. Our staff deserve a better work atmosphere

no money # no man power #
no resource # no education #
complicated policies #not
willing to change practice #no
time # consistency # social
taboo # no knowledge #no
place # negative state of
mind # work burden on one
person



COMFORT PROMISE PACKAGE : THE “WHAT”

1. Topical Anesthetics



- Lidocaine 2.5%/Prilocaine 2.5%
- Amethocaine 4%
- Lidocaine 4%

2. Comfort positioning



- Swaddling
- Skin-to-skin
- Facilitated tucking for infants
- Sitting upright for children

3. Age-Appropriated Distraction



- Favorite toy, comfort item
- Music, singing, screens.
- Breathing exercises; bubbles, pinwheels, tissues
- Books and stories.
- Distraction Apps

4. Breastfeeding or Sucrose



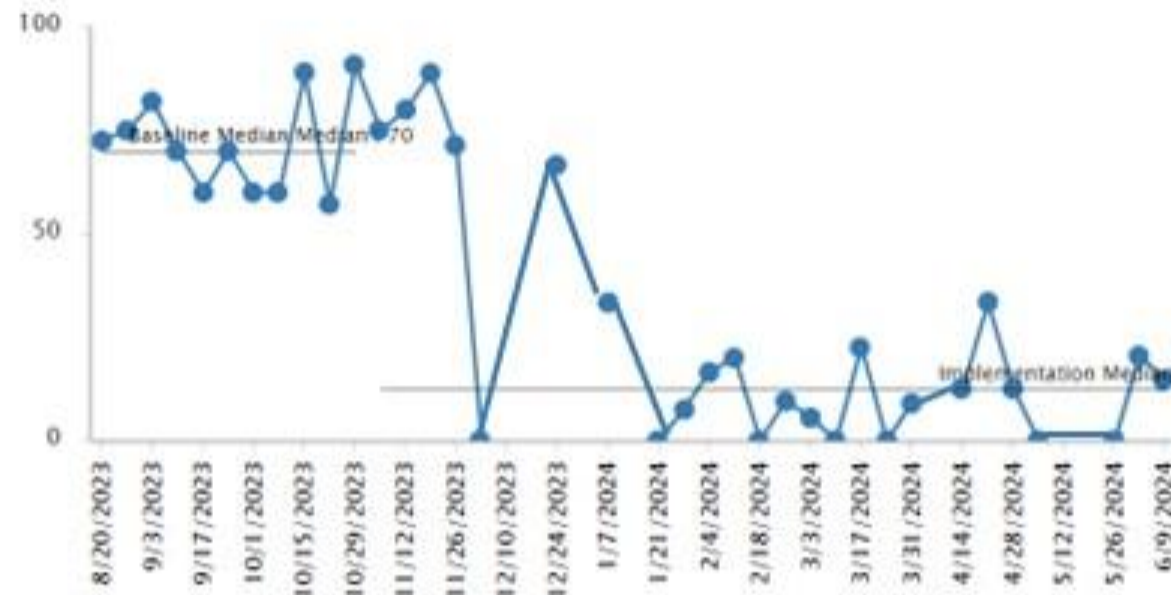
- Breastfeeding
- Sucrose 24%

5. Effective Communication Praise and Reward

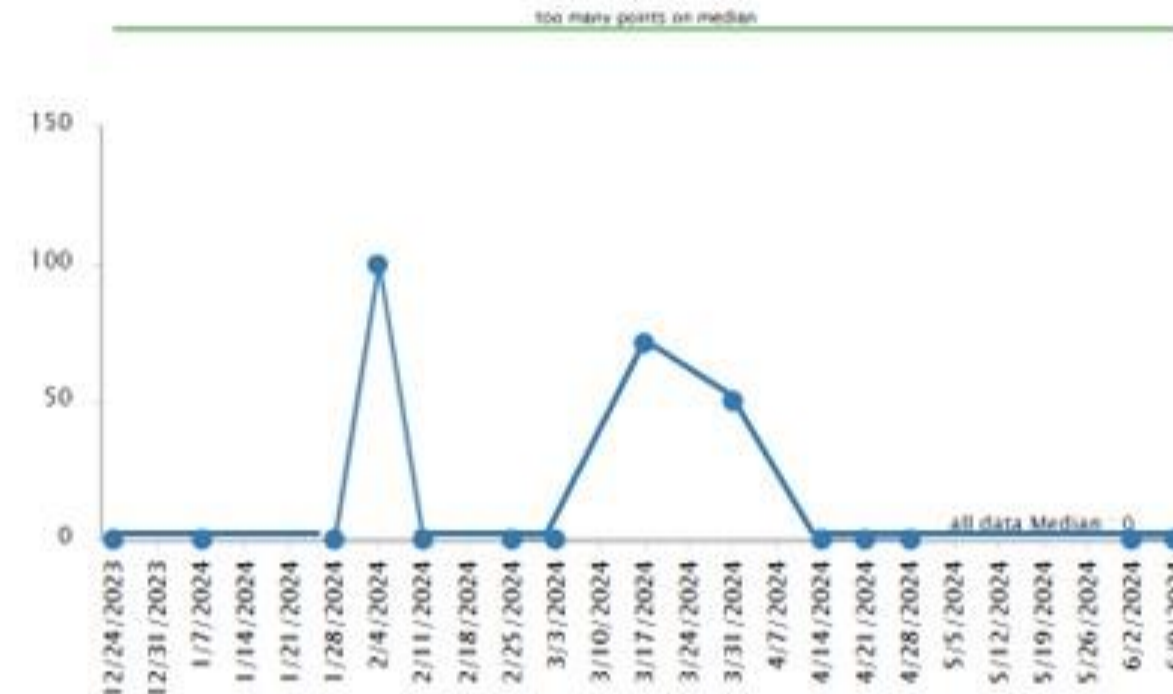


- Preparing the child
- Preparing caregivers
- Language to use
- Language to avoid
- Praise and Reward

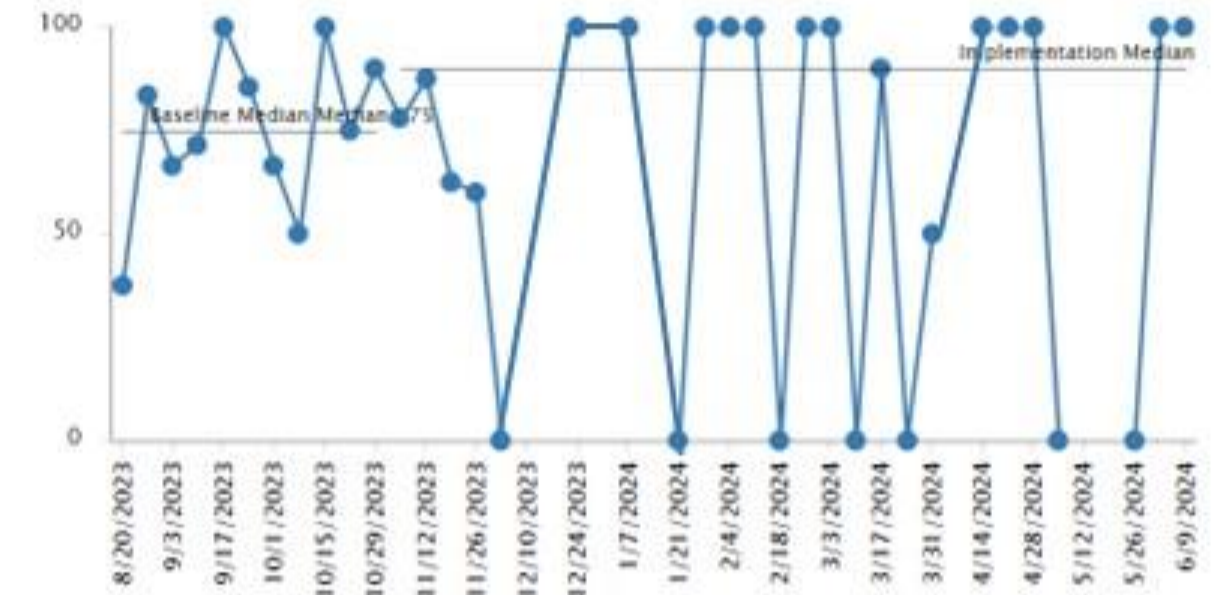
What We did : Turning Tears to Smiles



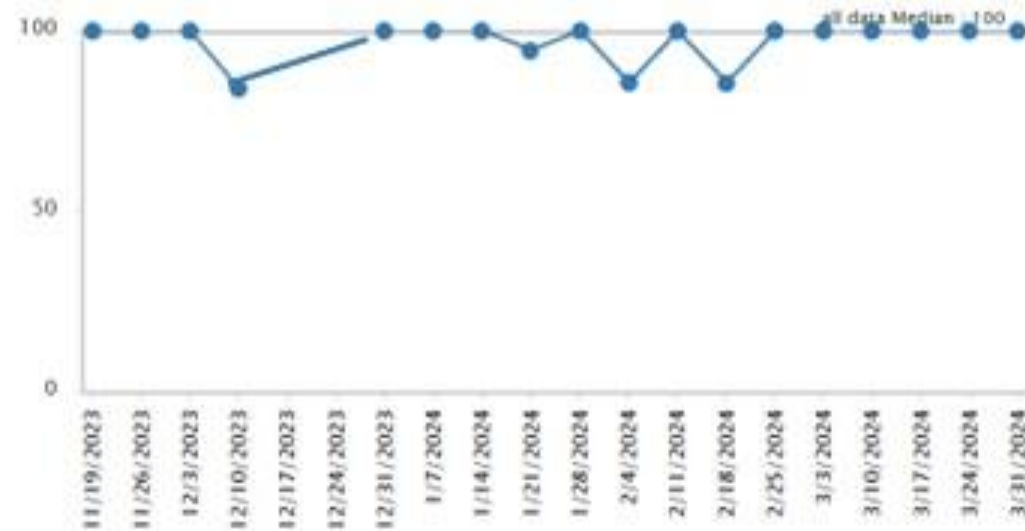
A. Outcome: Percentage of parents/patients self-reporting pain after a needle stick procedure



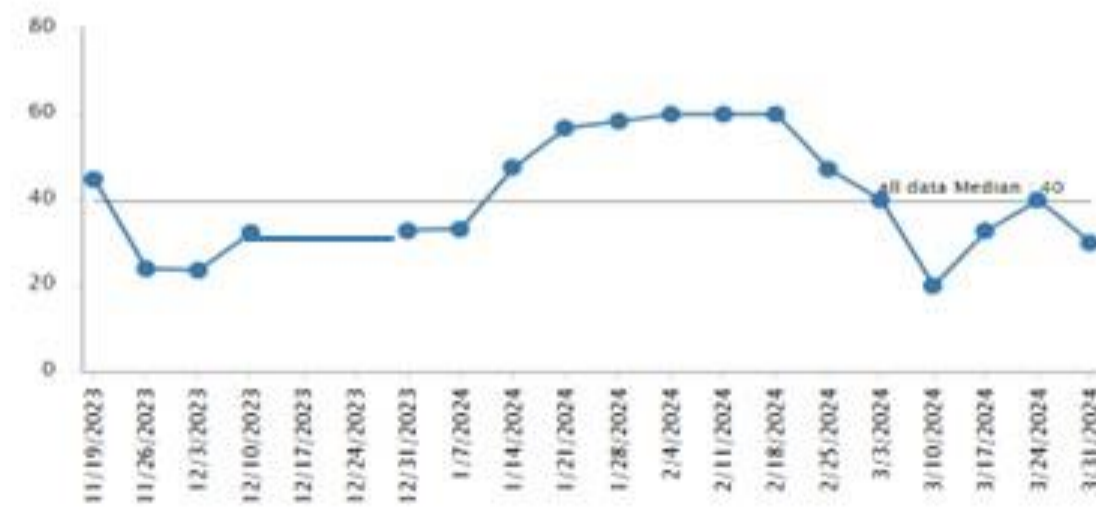
B. Outcome: Percentage of patients (≥ four years old) reporting severe pain after needle stick procedure



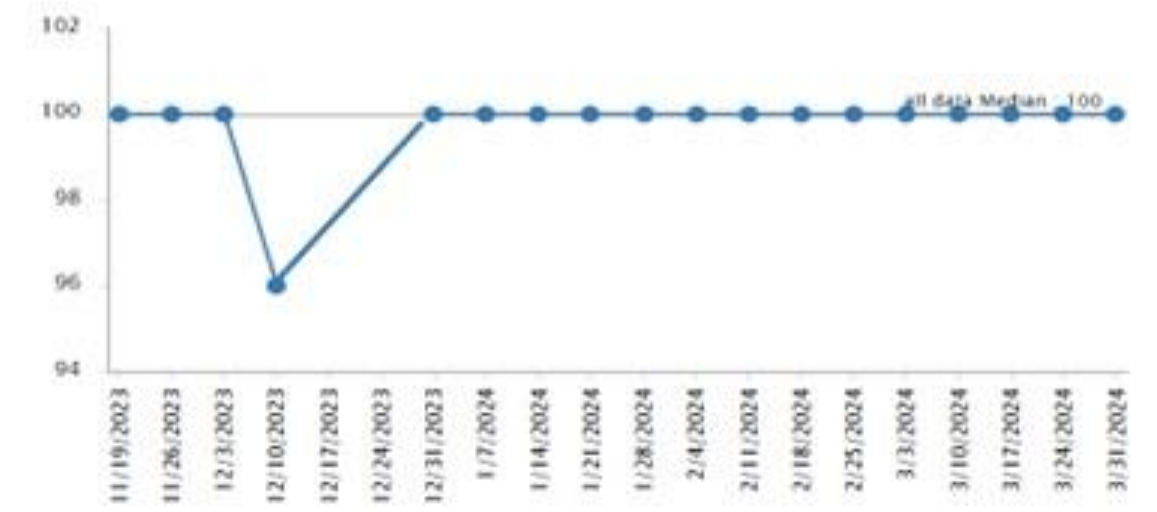
C. Percentage of parents/patients satisfied after a needle stick procedure



D. Process: Self-reported adherence to all Comfort Promise Principles



E. Balance: Average needlestick procedure duration time



F. Balance: Needlestick procedure success rate

How did we do it, Part 1 : Dream Team

Local Team



Ganes Insina

Pediatric Nurse:
Team Leader



Gezy Giwangkancana

Pediatric Anesthetist :
Project Manager



Nur Melani Sari

Pediatric
Hematologist: :
Clinical lead



Heni Nur Anina

Palliative Nurse: :
Lead Data Analyst



Sindy Amalia

Pediatrician:
Administrative Lead

International Support (St Jude Global and Institute of Health Improvement)



Michael McNeil, Abha
Mehindiratta, Ximena Garcia,
Jafet Arieta



**150 members,
27 countries**

Committed, willing to get the work done, innovative, small but resourceful

How did we do it, Part 2 : Consistent Methodology

Joy in working

Quality
Improvement
Processes and
Approach

You are safe, You are heard, You matter

Pilot unit Hemato-oncology outpatient
Process diagram
multi-criteria decision analysis
Impact-effort matrix
Plan-Do-Act-Study Cycles



The Sequence of Improvement

Example from Dr Hasan Sadikin Hospital, Indonesia



How did we do it, Part 3 : Multilevel Communication



Hospital director meetings



Field Staff champions
recruitments



Patient, Parent and volunteer
champions

How did we do it, Part 4 : Harnessing Social Media Power

SOCIAL MEDIA REPORT



Date of Publication	May 30 th 2024	June 26 th 2024	July 16 th 2024
View	28.000	21.000	71.0000
Accounts reached	16.553	12.163	43.662
Follower	14.2%	13.6%	8.9%
Non Follower	85.8%	86.4%	91.1%
Reel interaction	792	388	1278
Likes	610	317	920
Shares	96	18	166
Saves	40	26	114
Comments	46	27	78

Special part : Creativity solves problems!



Kindness Spreads Easily When Nurtured



Kemenkes
RS Hasan Sadikin

We Love
Kids
Thank you

