

Commitment to Comfort

East Tennessee Children's Hospital continues to lead the way in safe, high quality pediatric health care. This organization is committed to sustaining an environment where patients and families are supported throughout the continuum of care and comfort is maximized. This philosophy is evident in the efforts of our Pain and Palliative Care Program, whose experts work alongside all health care team members to offer patients comfort through physical , psychological and pharmacological treatment modalities.

Our goal is to unite our institution on a shared mission of pain prevention. By continually re-committing to do no harm, we demonstrate our organization's core values to excellence and respect.

The following principles continue to shape our practice:

- Undertreated pain is associated with short and long term negative consequences, and children are at greater risk of experiencing unnecessary pain in a health care setting.
- Pain is a complex, and each individual responds to pain differently. There is no fixed amount of pain allowable for a given illness or procedure, and prevention requires collaboration between a multi-disciplinary team.
- Pain prevention and management must incorporate all of a patient's needs -- including physical, psychological and pharmacological.
- Caregivers should be actively involved in both the assessment of pain and in providing comfort for it.
- Staff, students, patients and caregivers receive comprehensive and on-going education on pain management.
- Children's Hospital utilizes facility-wide, evidence-informed policies on pain assessment, management and prevention; this information is incorporated into a patient's medical record to ensure continuity of care.
- The organization employs self-monitoring programs to ensure quality of pain prevention and palliative care.
- The organization assesses patient and family feedback from surveys and audits through the Office of Patient Experience – and adjusts practices accordingly.