

Commitment to Comfort

Ease Patient Anxiety Before, During and After Immunizations

Needle Fears

- Up to 25% of adults have needle fears
- Up to 10% of those are significant enough to avoid immunizations
 - This translates to 350,000 Albertans

Solution: The AHS Commitment to Comfort (CTC)

- There is strong evidence that these principles improve immunization experience, health outcomes, satisfaction, and repeat attendance to healthcare encounters

CTC 5 Principles:

- Make a Comfort Plan
- Use Positive Language
- Use Comfort Positions
- Shift Attention
- Use Numbing Cream

Make a Comfort Plan

- Establish patient preference and offer choice

Use Positive language

- **Avoid:** pain descriptors; focus on what the client can do – to make the immunization feel better (see shift attention)
- **Always say:** “you did well”, and leave them with a positive memory “by doing this today, you are saving lives”

Use Comfort Positions

- When safe, sit client in an upright comfortable position
- Brief muscle tense and release or lie down if client feels faint

Shift Attention

- Shift client attention to a more pleasant activity or thought (e.g., smartphone game, music, small talk)

Use Numbing Cream

- Before any skin breaking procedure