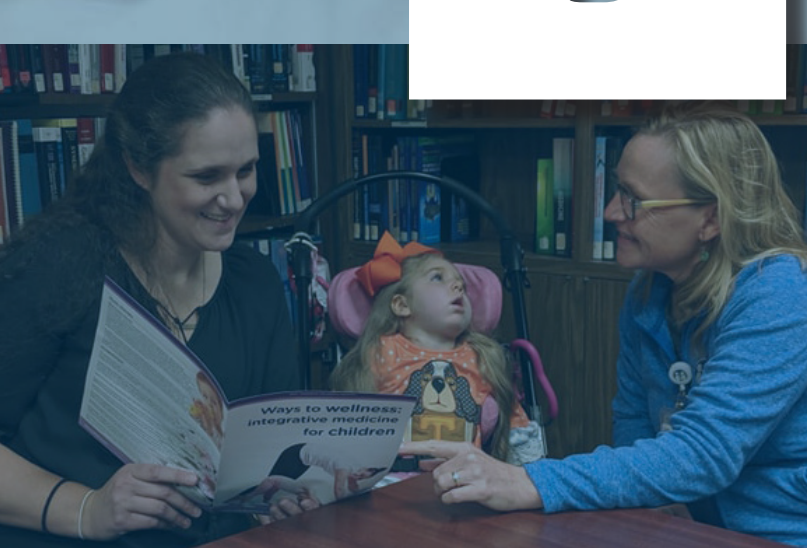


PAIN & PALLIATIVE CARE
ANNUAL REPORT

2020



EAST TENNESSEE

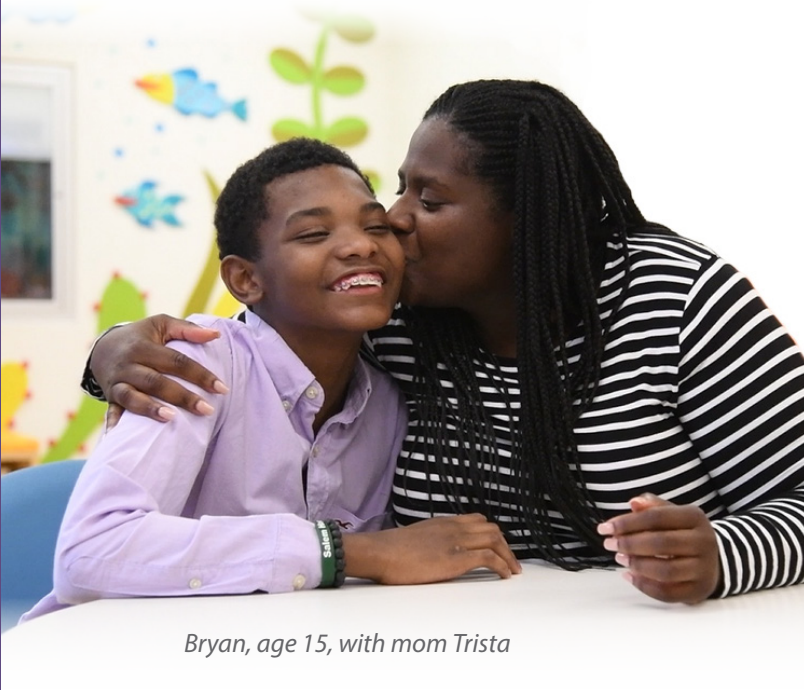
Children's
Hospital

Pain in a pandemic

The Pain and Palliative Care Program has been an important presence in East Tennessee Children's Hospital since 2013. For nine years, this multi-disciplinary group of experts has partnered with patients, families and their health care team to create a plan of care that decreases suffering and optimizes quality of life for children with serious illness and their families.

Like every facet of our country, the Pain and Palliative Care Program underwent some changes in 2020. While the threat of COVID-19 caused many of our services to temporarily shutter, we were able to expand our team. We welcomed three new hospitalists to work alongside anesthesiology, the palliative care coordinator, and music and massage therapists to support the care of children with serious illness and their families. We also doubled-down on our efforts to minimize pain and maximize comfort for every patient by studying practice-based evidence and modifying practices.

Throughout the year, the Pain and Palliative Care team collaborated with nearly every department across Children's Hospital. East Tennessee Children's Hospital has always been committed to providing care and comfort to the children and families of East Tennessee. Our family-centered care model has allowed us to be trusted in our community for more than 80 years.



Bryan, age 15, with mom Trista

PARTNERS IN PAIN

The Pain and Palliative Care Team partners with patients and families and their current multidisciplinary care team to develop a comprehensive plan of care that focuses on treating physical symptoms as well as the emotional, spiritual and social needs of patients and their families.



ON THE COVER

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The 2020 Pain & Palliative Care Annual Report is produced by the Marketing Department at East Tennessee Children's Hospital, in conjunction with the Pain & Palliative Care Department.

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- 1 - Imani, age 4, is a sickle cell warrior who received massage therapy for her aches and pains.
- 2 - Noah, age 4, comes in for a checkup with nurse Kelly.
- 3 - 3-month-old Desiree benefits from aromatherapy following a surgery.
- 4 - Music therapist Joni sings to Maximus in the NICU.
- 5 - Palliative Care Coordinator Tammy meets with Lorelei and her mom.
- 6 - Massage therapist Teresa uses a massage ball to relieve leg pains.



Program Timeline

2013

Meeting a need

Hospital nurse practitioner and anesthesiologist collaborated to devote special attention to post-surgical pain management, chronic pain management and end-of-life pain and symptom management. This later grew into the Pain and Palliative Care Program.



2015

Welcome inpatient massage therapist

“When my 3.5-year-old son, Noah, was diagnosed with leukemia, he experienced severe neuropathy from the chemo he received and as a result, was unable to walk for several months. His neuropathy pain was so severe, he did not want a sheet to touch his body and sometimes pain meds just could not help. The only thing that seemed to ease his pain, calm his cries, and lift his spirits were the massages he received from his massage therapist, Mrs. Teresa Combs.

Ms. Teresa’s massages relaxed Noah’s tense muscles. I noticed he needed less pain meds because of the massages he received. Not only did the massages benefit him physically, they benefited him emotionally. On some days, Ms. Teresa was the only one that could bring a smile to his face.

When Ms. Teresa would come in to give Noah a massage, they would watch the “Big Bad Wolf” together. The time she took to get to know my son and meet all of his needs is something I am forever grateful for. I credit the massages Noah received as being an important part that helped him get on his feet again.”

- Martha Sileno, 2020



Welcome music therapist

Your dollars help our therapist provide one-on-one music therapy for patients to assist with pain management, enhanced breastfeeding, and better sleep.

Music therapy also provides an opportunity for patients to experience fun, learning, and a chance to take their minds off their illness.

2016



2019

Welcome palliative care coordinator

Welcome acupuncture/acupressure therapist

Acupuncture and acupressure, provided by licensed therapist Jodie Manross, can help relieve a patient's uncomfortable symptoms like nausea, headaches, constipation and more.



COVID-19 Pandemic

The pandemic challenged our team to provide comfort when visitation and family support was limited.

2020

APRIL



2020

JULY

New program structure introduced

In 2020, Children's Hospital announced it will expand the Pain and Palliative Care Program to serve a broader range of patients with pain and mobility issues, including after surgery.

Newly-appointed Pain & Palliative Care Medical Director Jessica Nicholson, M.D., is incorporating her years of experience as a hospitalist to bring comprehensive care to more bedsides.

"As a hospitalist, I've always worked with medically complex patients," says Dr. Nicholson. "I enjoy looking at the big picture of care while keeping in mind all of the details that go along with complex patients."



2020 Pain and Palliative Patients Served

722

Total encounters with patients and families

351

Provider/doctor encounters

43

Palliative Care Coordinator encounters

451

Massage Therapy encounters

484

Music Therapy encounters

12

Acupuncture/ Acupressure Therapy encounters



Dear Donors,

When the cancer in my stomach hurt so bad medicine didn't help, Mrs. Teresa did. She told me to close my eyes and picture being on the beach. Then she put her hand on my stomach, and told me the waves would take the pain away into the ocean. And my pain went away. Nothing else worked. During my stays in the hospital I looked forward to my massage. ?

Francis
Brenda 1-9 years old

Brendan, age 9, shares his experience with massage therapist Teresa

Surgical Patients Served

229

Surgical encounters

39

Post-op anesthesia pain management for Scoliosis

12

Post-op anesthesia pain management for Chiari



Elliot, age 6



“It is a lot of information and overwhelming, but so worthwhile.”

“We are appreciative that we know ahead of time how our pain will be dealt with and what to expect.”

“When we get education ahead of the day of surgery, we have time to process and think through things and we could write questions or concerns down to discuss later.”

Family Feedback

Pain Prevention on the floors



Created family education for use of numbing cream before visiting outpatient lab for blood test.

Updated standing orders for nurses allowing faster access to pain treatment and prevention for our patients.

Updated orders to allow giving ibuprofen and acetaminophen together for maximum pain control benefit for patients based on current medical evidence.

Expanded the use of non-opioid medication infusions which added increased options for the treatment of pain for patients.

Created therapeutic holding posters to place in areas where procedures are done, demonstrating holding a child in a special way to decrease their stress during painful or uncomfortable procedures.



Childlife and Volunteer Services created easier access to age-appropriate toy bins for staff on medical floors helping to create a more comfortable experience for patients.





Engaged clinical nursing in the use of pain prevention techniques when starting IVs.

Created easier access through Supply Chain for staff to obtain essential oils to provide aromatherapy for patients. Aromatherapy often helps patients with uncomfortable symptoms such as nausea, stress and anxiety.

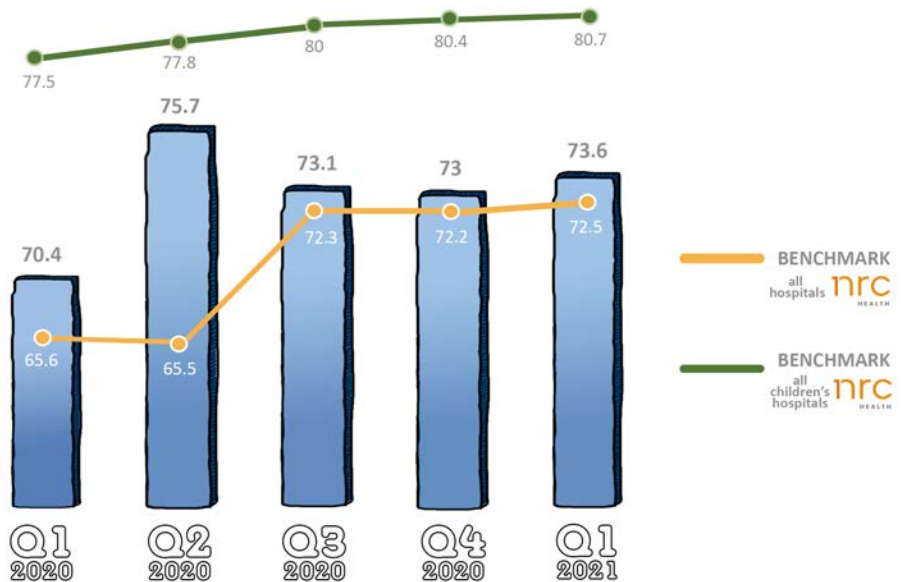
Adopted additional treatments for patients experiencing discomfort at or nearing the end of life.

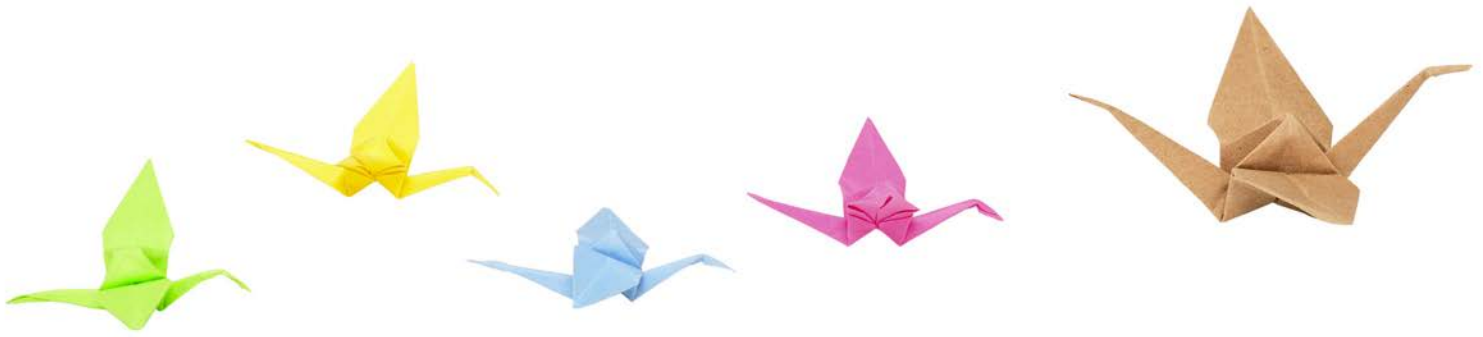
Pain prevention policy for nasogastric tube insertion developed to minimize the discomfort of this procedure for patients.

Adopted sedation scales improving the safety of patient care.



According to a national audit by NRC Health, East Tennessee Children's Hospital consistently surpassed all pain prevention benchmarks in 2020, compared to adult hospitals. In 2021, we plan to surpass the benchmarks set specifically for pediatric facilities.





Hospital-wide commitment to comfort

Developed the Pain Champion Task Force to ensure quality pain management through coaching, evaluation, and improvement of processes surrounding pain prevention, assessment and treatment for patients to minimize pain and maximize comfort utilizing a multidisciplinary team approach for every patient during each visit.

Adopted a hospital-wide commitment to comfort beginning at new hire orientation highlighting how every team member plays a part in creating a comfortable experience for patients and families.

Pain Prevention education offered to staff during *ETCHdays*; this is an opportunity to review pain prevention measures which are easily available, including numbing cream for IV pokes, age-appropriate distraction items, essential oils and Childlife specialists.

December 2020 Grand Rounds

Pediatric Pain and Palliative Care- No Pain, Lots to Gain!"

*presented by Jessica Nicholson, MD
and Tammy Childers, MS, APRN, CPNP*

LEARN MORE ABOUT OUR ORGANIZATION'S
COMMITMENT TO COMFORT
IN THIS BRIEF VIDEO.



Harper, age 4





Family Feedback

Even during a pandemic year, our focus was on the comfort of our patients.

“ETCH always goes above and beyond with their service and making sure my daughter is comfortable. The staff, nurses, doctors, and volunteers are all excellent. This hospital is one of a kind!”



“The nursing staff was particularly helpful and very engaging they went above and beyond to make sure that we were comfortable.”



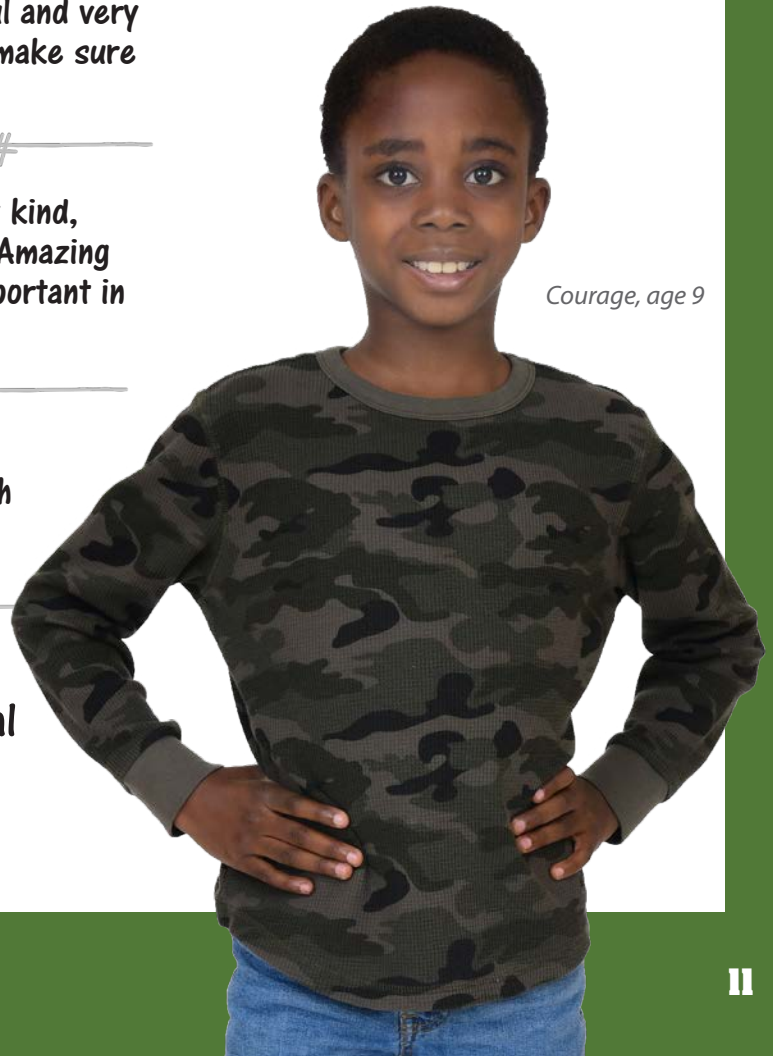
“The doctor and her nurse were very kind, informative and I felt they truly cared. Amazing job on hospitality as well, which is so important in the medical field! Thank you”



“The Doctors and Nurses always provide excellent care and are exceptionally good with my child. Thank you all so very much!!”



“All therapies including music and massage have been so beneficial to his recovery.”



Courage, age 9

How you can get involved

Pain & Palliative Care is not covered by most insurance providers. Your donation can help ensure more patients have access to healing therapies like massage, music, acupuncture and others.

Visit www.etch.com/pain-palliative-care to learn more.



Find us on social media.



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