

BC Children's Hospital Comfort PACT

At BC Children's Hospital, we are committed to promoting comfort at every clinical encounter. The Comfort PACT (Pain Addressed, Comfort Tended) is our protocol to support each person's comfort using five key approaches: preparation, communication, comfort positions, alternate focus, and medication. Here are some facts about communication.

Communication

"What you say is as important as how you say it."



Why communication matters

- Communication, including tone of voice, body language, and volume, can affect comfort.
- Saying things like 'It's okay' during medical procedures are associated with increased distress and may minimize the child's experience.

Your healthcare providers will:

- Acknowledge the child's feelings and perspectives throughout the procedure.
- Use clear and concrete language that focuses on the senses (what you and your child can feel, hear, see, smell, or taste).
- Communicate about positive possibilities and use encouraging statements i.e. "You are working hard to stay still and that helps the procedure get done faster".
- Explain each step of the procedure, if the child feels comforted by this information.
- Ensure that only one person is talking at a time.
- Speak calmly to the child at eye level.



References

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