

Método Abrigo. A strategy to reduce needle pain in Uruguay

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Introduction: It is known that needle pokes is one of the main causes of pain, anxiety and avoidance of doctors' visits. Pain is one of the main reasons of vaccine hesitancy. In this pandemic era having strategies to reduce pain and anxiety are helpful in order to prevent negative consequences.

"Método Abrigo" (which resembles cozziness) is a Uruguayan method created in 2017 by Nurse Javier Martinez with Dr. Alejandra Sención. Together they started working in these 7 strategies which are:

- Environment and positioning
- Distraction
- Stimulating the five senses
- Communication
- Breastfeeding
- Topical anesthetics
- Hypnosis

Even though there is only one center that includes immunization with this method, the parents' response has been positive. The method has been taught to health staff and has been approved by the Uruguayan Pediatric Society.

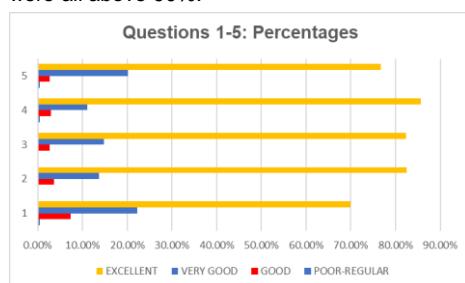
Methods: a questionnaire to 447 parents about satisfaction and the recommendation to use the method to other parents was done from January to September 2021.

The questions included:

1. Time the professional spent with the family
2. Technical abilities demonstrated (competence, patience, ability)
3. Treatment (courtesy, respect, kindness)
4. Explanation given during visit
5. General appreciation
6. Recommendation of the method to other families

Results: Even though there is a big bias from the questionnaire since it was not performed in other immunization centers; some answers must be highlighted.

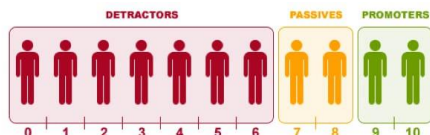
From question 1 through 5 the percentage of positive answers (good – very good – excellent) were all above 90%.



A net promoter score (NPS) was done for question number 6. From 447 interviews, 434 parents were promoters, 10 were passive and 3 were detractors. The NPS which is % promoters - % detractors were 96.3%. This high number is unusual in most of the medical procedures.



Conclusions: Even though more information and centers should be included, the NPS shows the necessity in Uruguay. Parents arrived after recommendations or after having negative experiences in other centers. The need for this quality of attention is not surprising and action must be done from the different actors involved.



$$\text{Net Promoter Score} = \% \text{ Promoters} - \% \text{ Detractors}$$

