

PROBLEM

One of the most pressing needs in health care involves building a culture of health equity. Input from front-line associates is an important means of identifying and addressing disparities.

Gap in Care:

There were no hair care products available at Nemours nor an established process to care for children with a variety of natural curl patterns, waves, braids, or hairstyles that utilized artificial hair.

Impact:

Patients and Families:

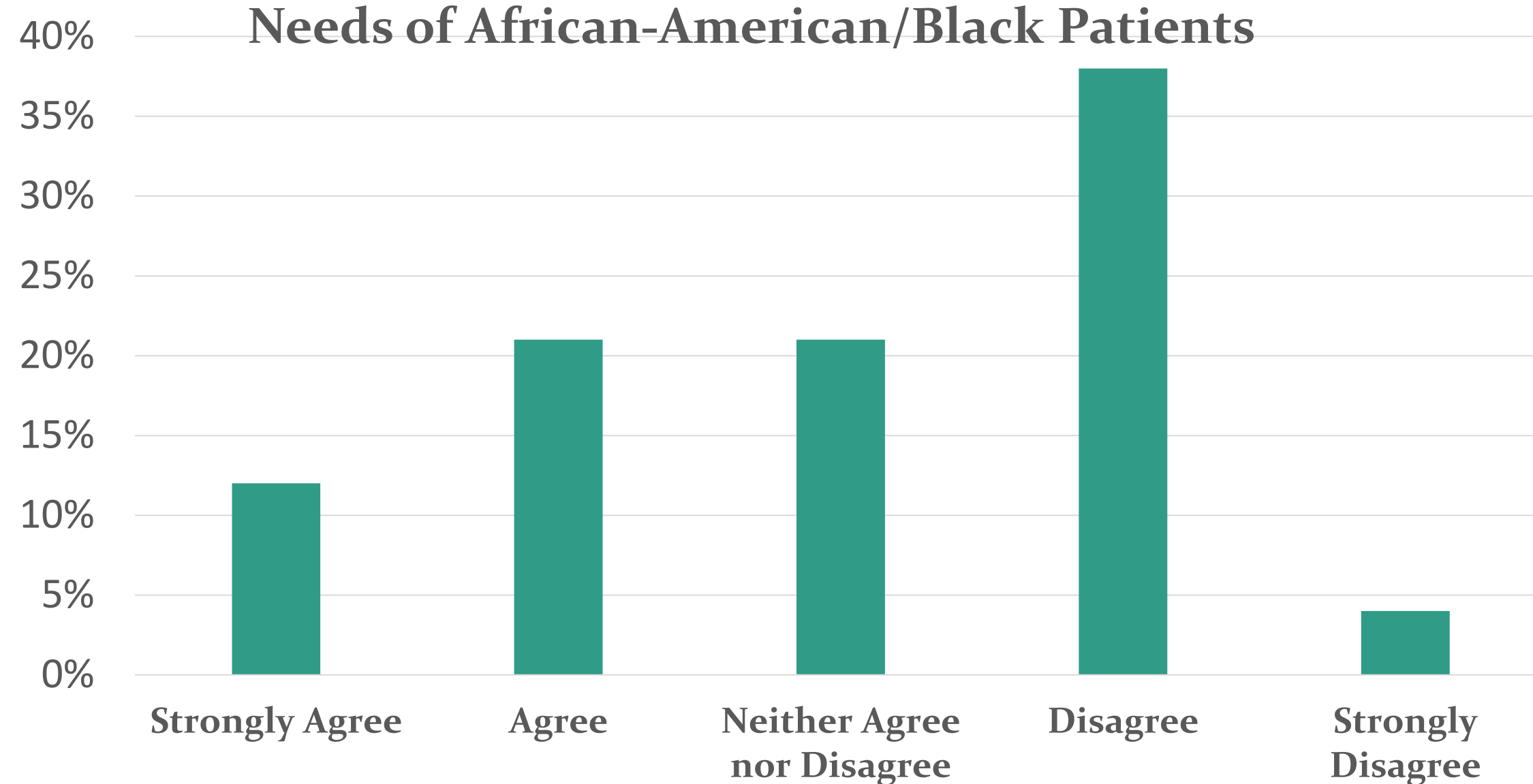
- After a prolonged hospitalization, "Ariel's" hair condition was so poor that there was a concern that her hair would need to be shaved off. She was a victim of abuse and did not have guardians in place at the time. Products were brought in by associates to take care of her hair.

- "Brianna" was being removed from life support but there were no products available to clean up her hair and make her presentable for her parents. Products were brought in by associates, her hair was cleaned up and was placed in bows and braids.

Clinical Staff:

A staff survey indicated limited awareness and use of textured hair products as well as varying degrees of comfort in caring for the needs of patients with textured hair. Only 33% strongly agreed or agreed that they can easily identify hair care needs (Table 1)

Table 1: PRE- I Can Easily Identify the Hair Care Needs of African-American/Black Patients



SOLUTION

Products:

- Identification of needed products
- Establishment of SBAR process for product procurement
- Enhancement of product availability to front-line staff



Presentations/Demonstrations:



Training:

Hair Types and Hair Care:

Hair Type	Type 1-A	Type 1-B	Type 1-C
Straight Hair	Straight fibres, flat at scalp only / shiny hair	Straight fibres more texture/body	Resistant to styling, can frizz easily, hard to keep hydrated
Wavy Hair	Slight wave, shiny, easily weighed down and damaged	Slight spring to wave, could be flatter near scalp if hair is long, can be styled	Defined wave even close to scalp, prone to frizz, resistant to styling, hard to hydrate
Curly Hair	Loose curl, easily weighed down, good shine, easily damaged	Springy curls and tighter ringlets, can become dry, good volume	Very tight spiral curl, dry hard to hydrate, prone to frizz, resistant to styling
Coily Hair	Defined coils, hydrates well, rarely dry but prone to breakage	Z shaped coils, difficult to hydrate, sometimes dry and prone to breakage	Very tight coils, normally dry and delicate, difficult to hydrate
	Fine	Medium	Coarse

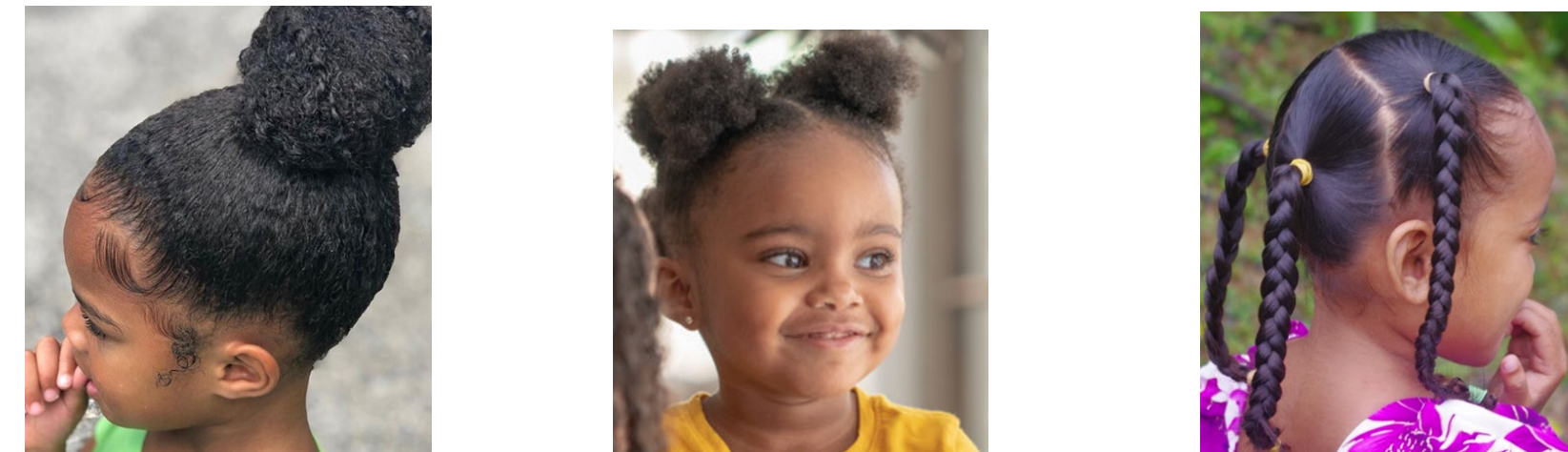
Increasing Hair Diameter →

Protective Hair Styles:

Box Braids, Cornrows, Locs & Twists



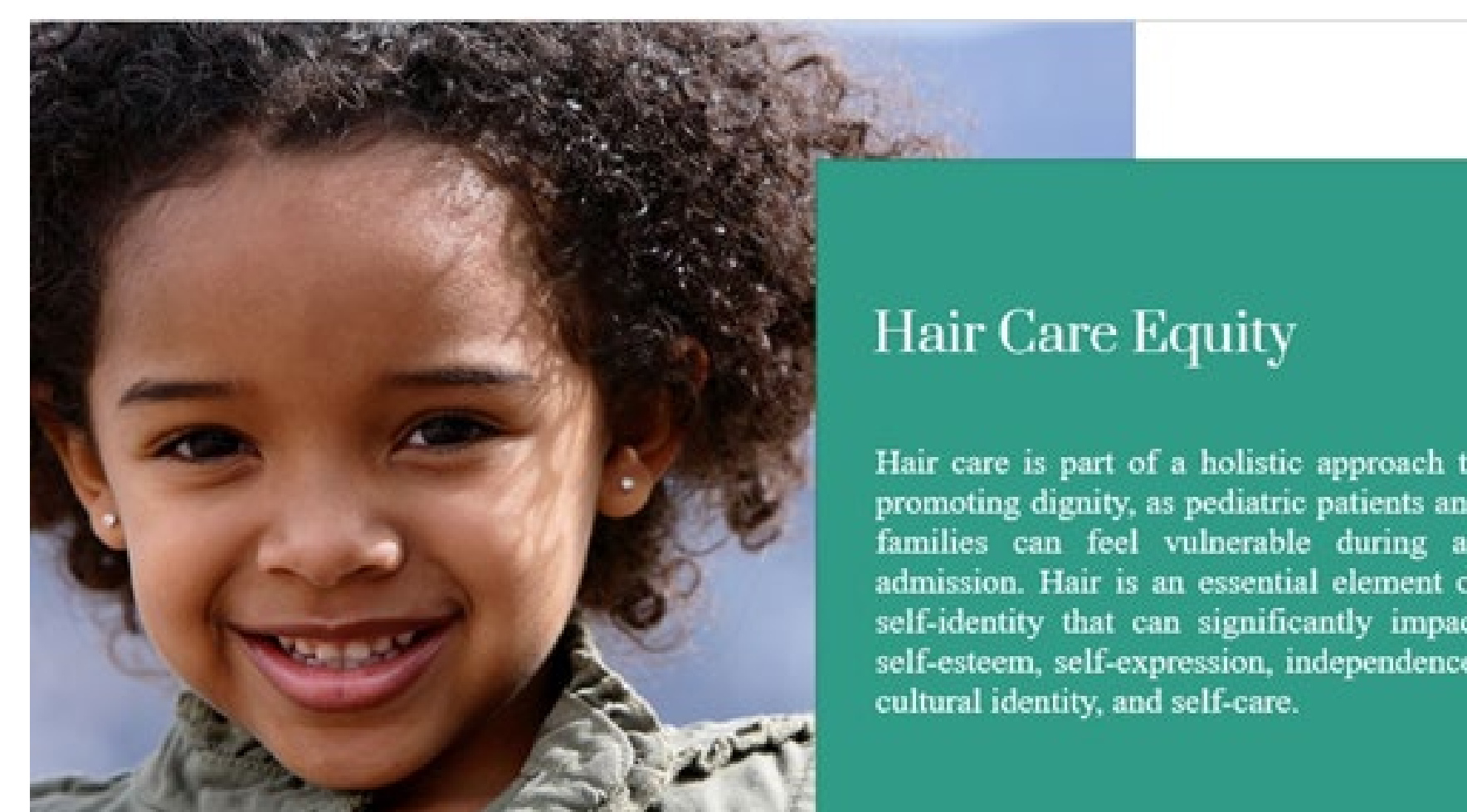
Buns & Plaits/Braids



Action Steps:

Catalyzed by a front-line Respiratory Therapist

- Gathered Stakeholders: Office of Health, Equity & Inclusion (now IDEA), Black, African & Caribbean Associate Resource Group, Patient Experience, Nursing Leadership
- Formed Workgroup
- Collaborated with other Pediatric Healthcare Systems
- Tried Products and Sought Approval by Products Committee
- Selected Reliable Distributor
- Created Podcasts
- Developed Written Education
- Implemented Promotional Awareness Campaigns
- Created Interactive Web Based Education with Audio and Videos



RESULTS

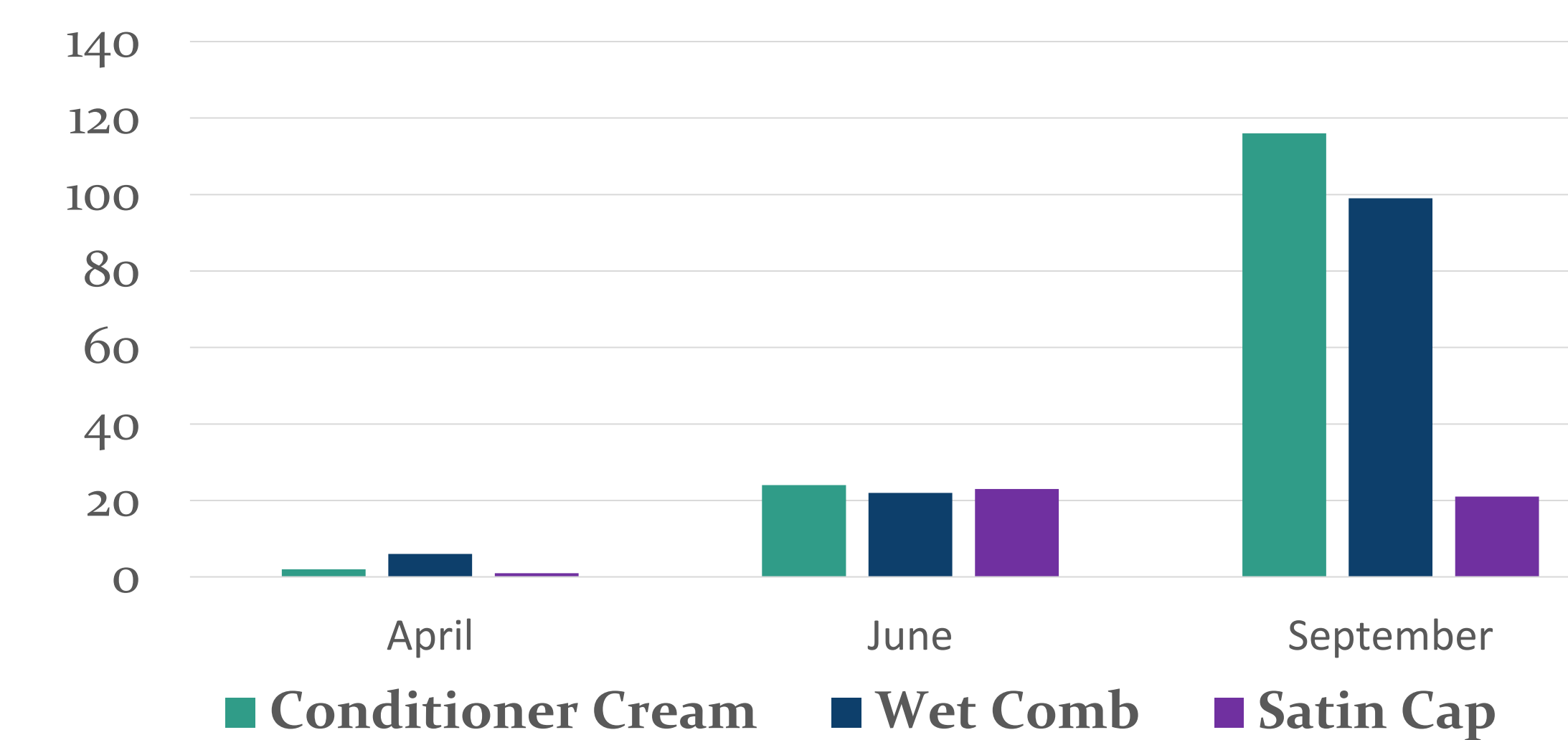
- Hair care products for all hair types are now stored and accessible on inpatient units
- Presentations/training continue, with >11 offerings provided thus far
- A detailed Job Aid has been developed and is available to all associates

Impact:

Patients and Families:

- Patients with textured/coarse hair are now receiving hair care products appropriate for their needs, as well as greater use of protective hair styles (Table 2).

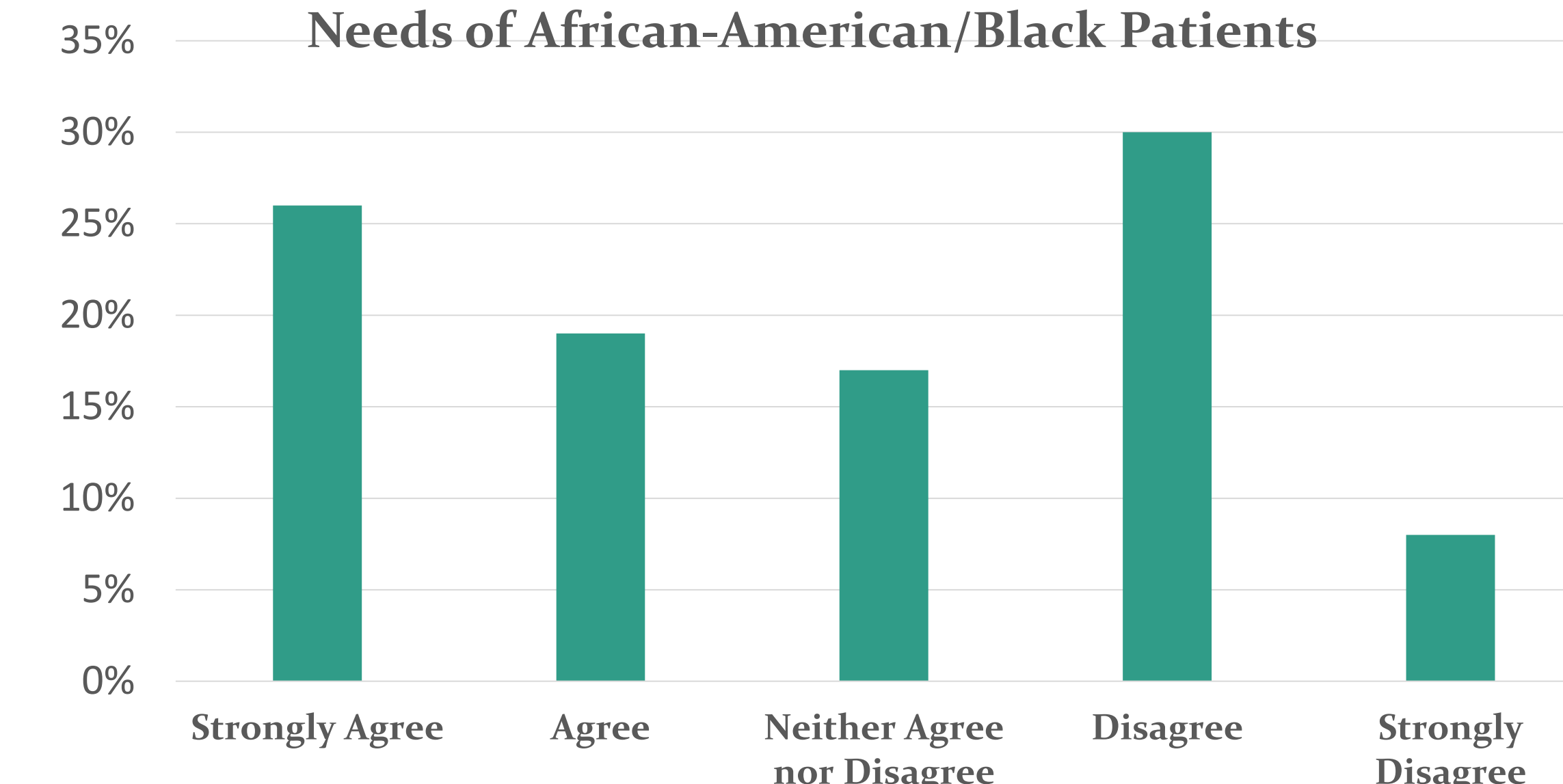
Table 2: Increased Use of Products



Clinical Staff:

- Clinical staff now have access to products and education that enable greater awareness of the importance of hair care, the products needed for textured/coarse hair, and skills with protective hair styles. Post-training 45% strongly agreed or agreed that they can easily identify hair care needs (Table 3)

Table 3: POST- I Can Easily Identify the Hair Care Needs of African-American/Black Patients



Want more information?

CONTACT US:

Cynthia Lewis, MBA, CPXP

(O) (302) 298-7762 (C) (215) 432-0800

Cynthia.Lewis@nemours.org

or

patientexperiencegroup@nemours.org

Peggy Greco, Ph.D.

(C) (904) 631-1136

Peggy.Greco@nemours.org