Sharing Best Practices

Laura F. Watson, MSN, RN, CDFT
St. Louis Children’s Hospital
Laura.Watson@bjc.org

Surlina Asamoah, MSN, MHA, RN, CCM
Nationwide Children’s Hospital
Surlina.Asamoah@nationwidechildrens.org
The ordinance included a “reasonable provision whereby gradually such blocks may become in time occupied wholly by either white or colored people.”

Source: Gordon, C. Mapping Decline: St. Louis and the Fate of the American City. Philadelphia, PA: University of Pennsylvania Press; 20018 p. 70
Important Background Information

A. Best
Areas that mortgage lenders were encouraged to offer maximum financial assistance

B. Desirable
Desirable neighborhoods yet older homes expected to maintain stability

C. Declining
Marked by “infiltration of a lower grade population”

D. Hazardous
Marked by “infiltration” or the presence of a “colored settlement” or “Negro colony”
Important Background Information

Zip code: 63106
Lead poisoning prevalence rates: 14.1%
Preventable Hospitalization Rates per 1,000 hospitalizations: 28.6
Years Life Expectancy at Birth: 67 years

Zip code: 63105
Lead poisoning prevalence rates: 6.6%
Preventable Hospitalization Rates per 1,000 hospitalizations: 6.4
Years Life Expectancy at Birth: 85 years
“Lack of representation between populations and the healthcare organizations serving the community can result in variability in patient care. There is overwhelming evidence that healthcare workers should be hired in proportion to the diversity of the communities that they serve.”

Source: Why Representation Matters in Nursing and Healthcare (Joelle Y. Jean, RN, FNP-BC, August 2022)
How it started

### 2018

**SPRING**
- Identified Disparity in care
- Follow up work done to identify root cause

**SUMMER**
- Initial work identifying resources for staff members

### 2019

**FALL**
- Discovered parallel work being done within organization
- Collaborative work group formed

**JAN-MAR**
- Initial survey sent to all RNs, PCTs, & APNs
- Educational content created
- Video script written
- Video shoot & editing

**APR-JUN**
- Stakeholder meeting
- Leader communication
- Road Show with dept. leaders
- Recruitment of dept. Champions

**JUL**
- **GO LIVE**
  - Module assigned to all RNs, PCTs, & APNs
  - Module assigned to dept. leaders & Champions
Products

What we originally asked for:

- Wide tooth comb
- Shampoo (high moisture)
- Conditioner (high moisture)
- Moisturizing cream
- Wave brushes

What we got through Supply Chain...

<table>
<thead>
<tr>
<th>Item Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.75 oz SHAMPOO- CREAMY ALOE- cleanses hair</td>
</tr>
<tr>
<td>1.75 oz CONDITIONER-OLIVE OIL- conditions hair</td>
</tr>
<tr>
<td>5 FL oz LOTTABODY 5 IN 1- leave-in conditioner detangles and moisturizes hair</td>
</tr>
<tr>
<td>PIK LARGE BLACK- grooms hair</td>
</tr>
<tr>
<td>COMB HANDLE BLACK- grooms hair</td>
</tr>
</tbody>
</table>
Products

**Additional Products Needed:**

- Wide tooth comb
- Moisturizing cream
- Wave brushes
- Satin bonnets (pediatric & adult)
- Wave caps

[Image of various hair care products]
## How it started

<table>
<thead>
<tr>
<th></th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>AUG-NOV</td>
<td>Checking in</td>
<td>POST</td>
</tr>
<tr>
<td></td>
<td>with dept.</td>
<td>implementation</td>
</tr>
<tr>
<td></td>
<td>Champions</td>
<td>survey sent</td>
</tr>
<tr>
<td></td>
<td>Answering</td>
<td>to staff</td>
</tr>
<tr>
<td></td>
<td>questions</td>
<td>members</td>
</tr>
<tr>
<td></td>
<td>and addressing</td>
<td>concerns</td>
</tr>
<tr>
<td>DECEMBER</td>
<td>POST</td>
<td>Compiling</td>
</tr>
<tr>
<td></td>
<td>implementation</td>
<td>POST survey</td>
</tr>
<tr>
<td>JANUARY</td>
<td>Presented to</td>
<td>Nursing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Specialty Team</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(system-wide</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Supply Chain</td>
</tr>
<tr>
<td></td>
<td></td>
<td>decision-making group)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>with ASK to</td>
</tr>
<tr>
<td></td>
<td></td>
<td>put all</td>
</tr>
<tr>
<td></td>
<td></td>
<td>products into</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Supply Chain</td>
</tr>
<tr>
<td></td>
<td></td>
<td>system</td>
</tr>
<tr>
<td>MARCH</td>
<td>Created HSO-</td>
<td>specific</td>
</tr>
<tr>
<td></td>
<td>specific</td>
<td>centralized</td>
</tr>
<tr>
<td></td>
<td>centralized</td>
<td>ordering</td>
</tr>
<tr>
<td></td>
<td>ordering</td>
<td>process while</td>
</tr>
<tr>
<td></td>
<td>process while</td>
<td>waiting on</td>
</tr>
<tr>
<td></td>
<td>waiting on</td>
<td>Supply Chain</td>
</tr>
<tr>
<td></td>
<td>Supply Chain</td>
<td>decision</td>
</tr>
<tr>
<td>APRIL</td>
<td>Centralized</td>
<td>Centralized</td>
</tr>
<tr>
<td></td>
<td>ordering</td>
<td>ordering</td>
</tr>
<tr>
<td></td>
<td>process LIVE</td>
<td>process LIVE</td>
</tr>
<tr>
<td>JUNE</td>
<td>(for SLCH)</td>
<td>(for SLCH)</td>
</tr>
</tbody>
</table>
# How it started

<table>
<thead>
<tr>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>JULY</strong></td>
<td><strong>AUG-DEC</strong></td>
</tr>
<tr>
<td>Work begins on data dashboard</td>
<td>Escalation of Supply Chain ASK</td>
</tr>
<tr>
<td></td>
<td>Begin discussions about system-wide roll out</td>
</tr>
<tr>
<td></td>
<td>Update resources for Champions</td>
</tr>
<tr>
<td></td>
<td>Plans for unit-based surveys</td>
</tr>
<tr>
<td></td>
<td>Sharing work with outside organizations</td>
</tr>
</tbody>
</table>
Section 1: Black/African American Hair Cultural Considerations

The purpose of this section is to support team members to build a stronger rapport with Black/African American patients and their families while engaging in hair care.

- Communication
- Building Rapport
- Names
- Importance of Hair Time

Section 2: Black/African American Hair and its Historical Significance

In this section we will help you appreciate the historical context as well as contemporary issues related to Black/African American hair.

- Historical Trauma
- Historic interactions between Black/African Americans and whites regarding hair and forcible manipulation
- Cultural Appropriation
- Embracing Black/African American Hair

Section 3: Black/African American Hair Care

In this section we will provide an overview of the following topics:

- Hair Types
- Caring for Hair
- Washing Hair
- Hair Maintenance

Communication is the best way to build rapport with patients and their families.

Patients will be less stressed during their recovery when they can trust that every provider they come in contact with has their best interest in mind.

Give your patients the opportunity to tell you what they would prefer to be called and honor their decision.

While it has been socially acceptable for white women to wear these hair styles, Black/African Americans continue to be shamed in society for doing so.

When providers properly care for natural hair, they are non-verbally reinforcing positive self-image.
**PRE/POST Implementation Survey Results**

I am comfortable caring for the hair of an African-American/Black patient

<table>
<thead>
<tr>
<th></th>
<th>Pre</th>
<th>Post</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>15%</td>
<td>20%</td>
</tr>
<tr>
<td>Somewhat agree</td>
<td>15%</td>
<td>46%</td>
</tr>
<tr>
<td>Neither agree nor disagree</td>
<td>14%</td>
<td>14%</td>
</tr>
<tr>
<td>Somewhat disagree</td>
<td>10%</td>
<td>32%</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>6%</td>
<td>6%</td>
</tr>
</tbody>
</table>

I am confident that I will do a satisfactory job when caring for the hair of an African-American/Black patient

<table>
<thead>
<tr>
<th></th>
<th>Pre</th>
<th>Post</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>15%</td>
<td>22%</td>
</tr>
<tr>
<td>Somewhat agree</td>
<td>13%</td>
<td>40%</td>
</tr>
<tr>
<td>Neither agree nor disagree</td>
<td>13%</td>
<td>13%</td>
</tr>
<tr>
<td>Somewhat disagree</td>
<td>32%</td>
<td>27%</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>6%</td>
<td>6%</td>
</tr>
</tbody>
</table>

I can easily identify the hair care needs of African-American/Black patients

<table>
<thead>
<tr>
<th></th>
<th>Pre</th>
<th>Post</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>10%</td>
<td>16%</td>
</tr>
<tr>
<td>Somewhat agree</td>
<td>13%</td>
<td>35%</td>
</tr>
<tr>
<td>Neither agree nor disagree</td>
<td>12%</td>
<td>23%</td>
</tr>
<tr>
<td>Somewhat disagree</td>
<td>30%</td>
<td>17%</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>8%</td>
<td>8%</td>
</tr>
</tbody>
</table>

I feel nervous caring for hair types different than my own

<table>
<thead>
<tr>
<th></th>
<th>Pre</th>
<th>Post</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>9%</td>
<td>7%</td>
</tr>
<tr>
<td>Somewhat agree</td>
<td>29%</td>
<td>28%</td>
</tr>
<tr>
<td>Neither agree nor disagree</td>
<td>20%</td>
<td>26%</td>
</tr>
<tr>
<td>Somewhat disagree</td>
<td>24%</td>
<td>23%</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>16%</td>
<td>18%</td>
</tr>
</tbody>
</table>

I feel intimidated caring for hair types different than my own

<table>
<thead>
<tr>
<th></th>
<th>Pre</th>
<th>Post</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>9%</td>
<td>8%</td>
</tr>
<tr>
<td>Somewhat agree</td>
<td>19%</td>
<td>19%</td>
</tr>
<tr>
<td>Neither agree nor disagree</td>
<td>20%</td>
<td>25%</td>
</tr>
<tr>
<td>Somewhat disagree</td>
<td>24%</td>
<td>24%</td>
</tr>
<tr>
<td>Strongly agree</td>
<td>18%</td>
<td>18%</td>
</tr>
</tbody>
</table>
## Hair Care Pro

### General Communication

- Families and patients extremely important family names.
  - Refrain from using.
  - Give your patient the name and:

### Conversations about

- It is important that we families about their hair in the hospital. Good prevents hospital-acquired stream infections, and valued, seen, and respected.
- If you have not previc with Black/African American about hair care, it may initiate these converters important to remember are optional. They that we are providing patient and family who at Children’s.

### Step Two: Communicate with Treatment

Add a Treatment Team Sticky Note on the nursing note that contains necessary information.

---

### Product descriptions and directions

You will not have the need for all these products at once. Ingredients and detailed information are on the label of every product. There are a few more products in stock and variations of oils, moisturizers, etc.

<table>
<thead>
<tr>
<th>Product</th>
<th>Use on:</th>
<th>Directions:</th>
</tr>
</thead>
<tbody>
<tr>
<td>BB Mango Butter Curl Enhancer</td>
<td>Dry, brittle or frizzy hair</td>
<td>Apply on wet or dry hair from root to tip</td>
</tr>
<tr>
<td>BB Castor Oil</td>
<td>Babies’ hair and skin</td>
<td>Apply on hair</td>
</tr>
<tr>
<td>BB Super Gro</td>
<td>Hair and scalp</td>
<td>Apply to hair and scalp as needed to provide moisture, relieves itchy scalp, splitting ends, dullness</td>
</tr>
<tr>
<td>BB Oil Moisturizer</td>
<td>Hair and scalp</td>
<td>Apply to hair and scalp as needed to provide moisture</td>
</tr>
<tr>
<td>BB Tropical Roots Gel/Cream</td>
<td>Braids, locks and twists</td>
<td>Apply Gel to damp or dry hair to begin and maintain lightweight braids, locks and twists keeping the hair frizz free with a natural luster.</td>
</tr>
<tr>
<td>BB Deep/Intense Conditioners</td>
<td>Dry, brittle, damaged hair</td>
<td>After shampooing, apply a small amount to the hair and massage it in from the scalp to ends of the hair. Comb through with a wide tooth comb and let it sit on for 5-10 minutes. Rinse thoroughly. Fold packet and store remaining portion for next application.</td>
</tr>
<tr>
<td>BB Tropical Roots Moisturizing Sculpting Foam</td>
<td>Wet or dry hair</td>
<td>Shake before using. Apply Tropical Roots Moisturizing Sculpting Foam to wet hair. Twist set, braid or style hair as desired. Sit under hooded dryer or air dryer.</td>
</tr>
<tr>
<td>ORS Olive Oil Shampoo &amp; Conditioner</td>
<td>Wet hair</td>
<td>The amount in each package should provide for multiple washings. Wash with shampoo and rinse (repeat). Apply conditioner, massage thoroughly then rinse.</td>
</tr>
<tr>
<td>Lotta Body Conditioning detangler spray</td>
<td>Wet hair</td>
<td>Spray conditioning detangler spray to help moisturize and comb out hair after washing without causing damage.</td>
</tr>
<tr>
<td>Wide Tooth Comb</td>
<td>Wet or dry hair</td>
<td>Use wide tooth combs to comb out natural hair without causing breakage or other damage. Start from bottom of hair and work your way up to the root.</td>
</tr>
<tr>
<td>Wave Brushes</td>
<td>Dry hair, low hair cuts</td>
<td>Brush hair from the top forward, brush back of head toward neck.</td>
</tr>
<tr>
<td>Wave Caps</td>
<td>Low hair cuts</td>
<td>Secure on head to help protect from damage when laying in the bed.</td>
</tr>
<tr>
<td>Satin Bonnets</td>
<td>All hair*</td>
<td>Secure on head to help protect from damage when laying in the bed. <strong>NOT TO BE USED ON INFANTS UNDER THE AGE OF ONE</strong></td>
</tr>
<tr>
<td>Taliyah Waajid Natural Hair Styling Cream</td>
<td>Wet hair</td>
<td>Secure on head to help protect from damage when laying in the bed. Apply after washing to aid in moisture retention, style as desired.</td>
</tr>
<tr>
<td>Hair elastics (NO METAL)</td>
<td>Wet or dry hair</td>
<td>Use for styling hair in puffs, ponytails, etc.</td>
</tr>
</tbody>
</table>

---

(continued on back side)
# Mobile Simulation Cart

**Meet Tracey (she/her) & Shawna (they/them)**

Cart is stocked with treats to encourage participation.

---

**Review basic concepts/skills**

1. Damage control
   - a. Only comb through hair when it’s wet to prevent breakage
   - b. Use products designed to retain moisture
   - c. Protection
      - i. Protective styles for hospital
      - ii. Bonnets/wave caps

2. Basic skills
   - a. Sectioning hair
   - b. Combing out hair

**Review tips about initiating conversations with families**

1. Importance of building trust
2. What to say
   - Honesty is important (i.e. “I just recently learned about some of the different hair care needs for our Black/African American patients.”)
3. What NOT to say
   - Anything that projects an image of “us v. them” (i.e, “we have these special products because you all/y’all need them”)
4. Review scripting prompts

---

Did the hands on training make you feel more confident in your ability to support our Black/African American patients with their hair hygiene needs?

**More Details**

- **Yes**: 8
- **No**: 1
- **Maybe**: 0
Lessons Learned

1. Order ponytail holders WITHOUT metal (MRI safety)
2. Ensure people selecting products have the appropriate knowledge and expertise
3. Select sub products on the front end
4. Consider specific needs related to patient safety
5. Appropriate size work group to manage implementation and support sustainability
6. Right people on the work group: include someone from Supply Chain, parent/caregiver, PCT, nursing leadership
7. Plan for the challenging conversations

What’s Next for SLCH?

1. Additional PDSA cycles with mobile simulation cart
2. Implement department-specific surveys
3. Incorporate data dashboard review into existing leadership meetings
Acknowledgments:

Original Hair Care Equity Initiative Work Group
- Temeka Gauss
- Talore Gray
- Rachel Lee
- Holly Miller
- Michelle Rhodes
- Maya Wedlow

Current Hair Care Equity Initiative Work Group
- Treniece Lucas
- Mia Malcolm
- Heather Maune
- Kasia Penna
- Isaiah Williams

SPECIAL Thanks
Beth Rumack
References

https://belonging.berkeley.edu/most-least-segregated-cities


https://nursejournal.org/resources/why-representation-matters-in-nursing/#:%22Lack%20of%20representation%20between%20populations%20they%20serve.%22

Contact Information

Laura.Watson@bjc.org

*Please reach out if you are interested in learning more details about our educational content or other aspects of our initiative here at SLCH
• Treat patients from all 50 states and over 46 countries
• Listed in U.S. News and World Report: 2022 Best Children’s Hospitals Honor Roll
• 2nd Largest Children’s Hospital in the U.S.
• Forbes’ 2022 America’s Best Large Employers for Diversity
• 4th Magnet Designation
• Level 1 Children’s Surgery Center

Fun Facts about Nationwide Children’s Hospital
Objectives

The Learner will recognize the need for instituting diverse hair care education in medical facilities

The Learner will understand how to start equitable hair care practices in healthcare settings

The Learner will appreciate the importance of cultural considerations when initiating hair care practices
Precursors to the Project

George Floyd • May 25, 2020
Little Lives Matter • June 11, 2020
CHA Blog • June 29, 2020
Hello Educators,

We are wondering what, if anything, teams are doing to address hair care equity in their facilities. We have noted a large knowledge gap in our teams when it comes to textured hair care, and it is leading to discomfort with the process, and inequitable hair care for our patients with textured hair. Has anyone done any education or training for their teams, or address this otherwise in their facilities?
What Led to the project?

Minority Patients

Products in Stock

Minority Nurses
MINORITY PATIENTS
Method: Data Inquiry

- Nationwide Children’s Hospital Information Systems

- Inquiry includes:
  - Unique Minority/Ethnic Patients Admitted to NCH for 3 Days or More by Ethnicity
  - Dates: January 1, 2019 - December 31, 2019
  - Source: EDW

- Patient Class: Inpatient, LOOP, Observation, Outpatient in a Bed

- Crosstab: Ethnicity by Race
2019 Highlighted Results

- Patients Admitted to NCH for 3 Days or More (23,378)
- Patients identified as American (9,103)
- Guardians unavailable to respond (4,709)
- Patient/Family Declined (109)
- Patient’s Ethnicity not entered (4,744)
- Ethnicities Admitted by Race
  - White (6,850)
  - Black/African/African-American (2,209)
  - Bi-Racial/Multi-Racial (728)
  - Asian (359)
  - Latino/Hispanic/Spanish (525)
  - Native Hawaiian/Alaska (189)
  - Other Race (426)

- More than 23,000 patients were admitted to Nationwide Children’s for ≥ 3 days
- More than 4,000 non-white patients were admitted to Nationwide Children’s
Hair Supplies
Meet our Staff
## Highlighted Demographic Results

### Occupations
- Registered Nurses 201 (65.3%)
- Patient Care Assistants 51 (16.6%)
- Mental Health Assistants 9 (2.9%)
- Mental Health Specialists 5 (1.6%)
- Occupational Therapists 24 (7.8%)
- Physical Therapists 1 (0.3%)
- Other 15 (4.9%)

### Provide hair care for patients
- Yes 220 (71.4%)
- No 88 (28.6%)

### Work Areas
- Behavioral Health
- NICU
- Med/Surg
- Rehab
- PICU/PACU
- Clinical Therapies
- Neurology/Neuro-Surgery
- Heart Center
133 or 43.2% are not aware of NCH stocked hair care supplies and products
230 or 75.4% do not believe they are able to meet the hair care needs of patients with current stocked supplies
58 or 18.8% use alternative hair care products for patients that are not currently stocked
238 or 77.5% responded that family members or friends provide personal hair products for patient use
261 or 84.7% have not received adequate education about how to provide effective patient hair care
220 or 71.7% believe hair care education for various patient hair types would be beneficial in their role
156 or 51% would like to learn how to care for coily, wavy, or curly hair
268 or 93.4% cannot meet the needs of patients with curly or coily hair
104 or 36.2% believe they cannot provide adequate hair care for any patient
Nationwide Children’s Hospital
Nurse/Patient Ethnicity Comparison

Patients

Nurses

- Caucasian
- African American
- American Indian/Alaskan Native
- Asian
- Native Hawaiian/Pacific Islander
- Hispanic/Latino
- Other
- Did Not Respond
Total US Nursing Population 2022

2,824,641
Registered Nurses (RNs)

690,038
Licensed Practical Nurses (LPNs)

Minority Nurse, 2022
POLL
### Nurse/Patient Ratio

2020 National Nursing Workforce

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>US Nurses (2020)</th>
</tr>
</thead>
<tbody>
<tr>
<td>White/Caucasian</td>
<td>80.6%</td>
</tr>
<tr>
<td>African American</td>
<td>6.7%</td>
</tr>
<tr>
<td>American Indian/Alaskan Native</td>
<td>0.5%</td>
</tr>
<tr>
<td>Asian</td>
<td>7.2%</td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander</td>
<td>0.4%</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>5.6%</td>
</tr>
<tr>
<td>Middle Eastern/North African</td>
<td>0.2%</td>
</tr>
<tr>
<td>Other</td>
<td>2.3%</td>
</tr>
</tbody>
</table>
Minority Nurses

Nurses from ethnic backgrounds who serve marginalized populations are known to improve minority patients’:

- Access to Care
- Positive Outcomes
- Communication Barriers
- Trust
- Comfort Level
Data Gathering

INFORMATION SERVICES DATA INQUIRY

STAFF SURVEY

WHAT DO PATIENTS NEED FOR COMPLETE CARE?
Hair Care Committee Subgroups

Interdisciplinary Team
- Community Partners
- Patient Education
- Diversity & Inclusion
- Parents
- Nursing Education
- Supply Chain
- Occupational Therapy
- Dermatology
- NCH Foundation
- Community Cosmetologists
Support

- Hospital leadership
- Nationwide Children’s Foundation
- Patients & Guardians
Priorities:

01. Improve patient and family satisfaction

02. Contribute to staff professional growth and enlightenment

03. Provide equitable patient hair care products
Goals of Committee

1. Create and develop a hair care education curriculum
2. Develop a hair care guideline
3. Make available inclusive hair care products and supplies
Staff & Patient Education
<table>
<thead>
<tr>
<th>Hair Type</th>
<th>Definition</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type 1</strong> <strong>Straight</strong></td>
<td>Hair that continues in the same direction, not curved or crooked. Hair tends to become oily (products containing oil not recommended).</td>
<td></td>
</tr>
<tr>
<td><strong>Type 2</strong> <strong>Wavy</strong></td>
<td>Hair with small wave pattern, fine to coarse hair. Hair volume is modest and may contain moderate to excessive frizzing.</td>
<td></td>
</tr>
<tr>
<td><strong>Type 3</strong> <strong>Curly</strong></td>
<td>Hair with large to medium curls (spirals or ringlets).</td>
<td></td>
</tr>
<tr>
<td>Hair Types</td>
<td>Definition</td>
<td>Description</td>
</tr>
<tr>
<td>------------</td>
<td>------------</td>
<td>-------------</td>
</tr>
<tr>
<td><strong>Type 4 Tight/Coil Curls</strong></td>
<td>Hair that contains medium to small ringlets or corkscrew curls. In its natural state, texture is fine to medium. Hair may be easily tangled when washing with knots at the ends. Hair texture may have shrinkage along with a dry feel to touch.</td>
<td></td>
</tr>
<tr>
<td><strong>Chemically Treated</strong></td>
<td>Hair that has been processed with a chemical and may require gentle and/or special care due to fragility.</td>
<td></td>
</tr>
<tr>
<td><strong>Short Styled</strong></td>
<td>Hair that is cut short above or at the ears and closely shaved in the back of the hair.</td>
<td></td>
</tr>
</tbody>
</table>
Staff & Patient Education & Policy Guidelines

### Patient Hair Care

**Helping Hand™ Health Education for Patients and Families**

If your child is in the hospital for an extended period of time, it is important to help them care for their hair. Washing, conditioning, and using moisturizers will help keep hair healthy so it does not get too dry and break off. Washing hair helps minimize into the scalp and removes dirt and residue. According to the Ohio Board of Cosmetology, your child’s hair should be washed at least once a week.

**Washing**

When washing your child’s hair, try to use sulfite-free and alcohol-free products to avoid drying out the hair. How your child’s hair is washed depends on its hair type and needs. More than one wash may be needed if hair has any of these:

- surgical soap
- blood
- EEG paste
- Betadine®

**How to wash your child’s hair**

1. Wet hair with warm water.
2. Apply shampoo to wet hair.
3. Gently massage shampoo through hair, using fingers from the scalp to the ends.
4. Repeat washes as needed.
5. Rinse shampoo completely from hair with warm water.

**Detangling**

Your child’s hair may need to have knots removed (detangled) before it can be washed. If hair is tangled or matted, use a wide tooth comb or a detangling brush. Hair should not be detangled when it is dry.

**How to detangle your child’s hair**

1. Wet your child’s hair with warm water.
2. Apply detangling spray or cream to hair.
Cultural Considerations
Products & Supplies
Six Criteria

- Survey Results
- Availability
- Feasibility
- Safety
- Good for all hair types
- Community Dermatologist

Winning Product
Products and Supplies
Project Successes

- Products and Supplies available in supply chain
- Staff and family education & hospital guideline readily available
- Guideline available for reference under Policies and Procedures
- Initiative has been or will be presented at multiple national conferences in 2022
  - American Occupational Therapy Association
  - Society of Pediatric Nurses national conference
  - Black Nurses Association national conference
Moving Forward
Good Morning America 3
April 2022
Resource Information

Educational Materials from Nationwide Children’s Hospital

The Hair Care Equity Project materials are available free of cost for educational, non-commercial use. For more information, please contact the Office of Technology Commercialization at Nationwide Children’s Hospital at:

Tech.Commercialization@nationwidechildrens.org
“One of the most powerful gifts that we can ever give our children while they figure out who they want to be is to let them know how much we love who they already are.”

Guiltychocoholicmama
More than Just Hair

HAIRSTORY

Improving Hair and Scalp Maintenance in Racially Diverse Pediatric Patients

Adriene Y. Thornton, MAOM, BSN, CIC, FAPIC
Manager, Health Equity, Children’s Minnesota

Courtney Kenefick, DNP, APRN, ACCNS-P, CPN
Clinical Nurse Specialist, Children’s Minnesota

Virtual Webinar Series made possible through the collaborative work of

Children's Hospital - St. Louis
Nationwide Children's
Children's Hospital of Philadelphia
Children’s Minnesota
Disclaimers and Confidentiality Protections

- Children’s Minnesota (Children’s) makes no representations or warranties about the accuracy, reliability, or completeness of the content. Content is provided “as is” and is for informational use only. It is not a substitute for professional medical advice, diagnosis, or treatment. Children’s disclaims all warranties, express or implied, statutory or otherwise, including without limitation the implied warranties of merchantability, non-infringement of third parties’ rights, and fitness for a particular purpose.

- This content was developed for use in Children’s patient care environment and may not be suitable for use in other patient care environments. Children’s does not endorse, certify, or assess third parties’ competency. You hold all responsibility for your use or nonuse of the content. Children’s shall not be liable for claims, losses, or damages arising from or related to any use or misuse of the content.

- This content and its related discussions are privileged and confidential under Minnesota’s peer review statute (Minn. Stat. § 145.61 et. seq.). Do not disclose unless appropriately authorized. Notwithstanding the foregoing, content may be subject to copyright or trademark law; use of such information requires Children’s permission.

- This content may include patient protected health information. You agree to comply with all applicable state and federal laws protecting patient privacy and security including the Minnesota Health Records Act and the Health Insurance Portability and Accountability Act and its implementing regulations as amended from time to time.

- Please ask if you have any questions about these disclaimers and/or confidentiality protections.
Objectives

- Understand historical context of Black hair
- Understand impact of hair equity on patients and families
- Demonstrate how to facilitate partnerships for equitable hair care within own organizations
- Identify ways to improve hair equity
Our Hairstory

• Dreadlocks can be traced back to ancient Egypt
• Hair styles were indicative of your tribe and region of Africa
• Hair was a status symbol
• Rank in the tribe
• Age
• Social status
• Marital status

Afroculture.net
Our Hairstory

• Slaves were stripped of their culture and native practices
• Slave owners shaved their heads as a form of control
• Kinky hair was deemed unattractive
• 1786 - Tignon Laws were established
• 1900s the straightening comb was popularized
Organizational Change

• Updated organizational policy on hair braids
  – Policy enforced in surgery and radiology
  – Impacted one patient population more than others
  – Not supported in the literature
• Developed hair care policies and procedures
Goals of Black Hair Care

• Prevent hair breakage
• Maintain the natural curl pattern
• Contain the moisture
• Facilitate growth
• Extend personal pride
HAIR CARE POLICIES AND PROCEDURES
Background

- Adverse medical outcomes disproportionally impact minority patients
- Managing hair loss, breakage, and dry scalp can be a routine experience of Black Americans
- Combs, oil, and shampoos were not available for people of with Afro-textured hair
- Healthcare workers must be mindful of physiological, sociological and cultural needs of a broader scope of patients

(Koschmann et al, 2020)
## Background

<table>
<thead>
<tr>
<th>Racism within Healthcare</th>
<th>Training Gaps</th>
<th>Hair Care Maintenance</th>
</tr>
</thead>
</table>
| • Utilization and trust can impact diagnosis and complications | • Utilization and trust  
• Decreased satisfaction in communication amongst minority families | • Cultural inclusive practice within medicine  
• Physiological difference  
  ▪ Alopecia, broken hair shafts, seborrheic dermatitis |

(Ben et al, 2017; Brooks-Carthon et al, 2016; Nagarajan, Rahman, & Boss, 2017)
Process

- This was a project for a nurse completing her DNP program
- Assessed the gap in care and identified the need for change
- Completed small test of change
  - CVICU for initial tests
  - Integrated into ED, NICU, Medical Surgical, Intensive Care Units
- Team
  - DNP Project Lead, Advisor, P-CNS, RN Infection Preventionist, WOC NP, supply chain management, patient/family volunteers
Project Goals

Overall: Improve hair care supply and clinical care for children with Afro-textured hair hospitalized on inpatient pediatric units through:

1. Increased usage of products based on supply chain demand

2. Increased knowledge about culturally sensitive hair care of clinical nurses and clinical support associates

3. Improved family feedback scores on questions related to respect and dignity
Process Changes

• Introduction of new products
• Curriculum Development
  – How to use products
  – Cultural importance
  – Utilized adult learning principles
    » Auditory: Interview style discussion of family experience
    » Kinesthetic: Hands on
    » Visual: Role play introduction
• Procedure Guideline
  – Developed by WOC NP to formally describe item use
Process Changes

• Metrics
  – Products: Post Test Design
    » Measured through requests for products on a unit level
  – Knowledge: Pre/Post test measured through self-assessment survey
  – Family Satisfaction: National Research Survey tracking pre/post intervention
Results: Product Usage

Request Events by Product

- Comb Requests
- Shampoo Requests
- Conditioner Requests
- Coconut Oil Requests
- Calendula Oil Requests

Request Events

- October
- November
- December
Results: Clinical Staff Knowledge

![Bar chart showing median scores for different questions over pre and post assessments.](image)

- **Question**: Talk to families, Perform hair care, Overall knowledge, Total score
- **Scores**:
  - Median-Pre
  - Median-Post
Results: Family Satisfaction

Percent Would Recommend Weekly

Week

E-Learn Live
Discussion: Barriers

• Barriers
  – COVID-19: staffing shortages and disruption, supply chain disruption
  – Voluntary e-learn same time as mandatory e-learn
  – No questions directly about hair care on family satisfaction
    » Difficult to gather family feedback
Discussion

• Products on all units
  – Will continue to be utilized and monitored by supply chain

• Organizational support
  – E-learn integration in new nurse orientation started the first quarter of 2022
  – Significant increase in self-reported knowledge and ability after e-learn

• Next steps
  – Sourcing local shampoo to support local Black owned business
References


References


Contact Information

adriene.thornton@childrensmn.org
courtney.kenefick@childrensmn.org