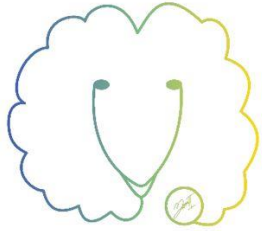


More than Just Hair



Improving Hair Care

Equity in Healthcare

October 2022

Direct Patient Care Learning Session

Sharing Best Practices

Laura F. Watson, MSN, RN, CDFT
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Virtual Webinar Series made possible through the collaborative work of



Important Background Information



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

poration or association residents of Innis Arden No. 2 shall have the right to participate, subject to reasonable restrictions and requirements imposed by such corporation or association.

14. RACIAL RESTRICTIONS. No property in said addition shall at any time be sold, conveyed, rented or leased in whole or in part to any person or persons not of the White or Caucasian race. No person other than one of the White or Caucasian race shall be permitted to occupy any property in said addition or portion thereof or building thereon except a domestic servant actually employed by a person of the White or Caucasian race where the latter is an occupant of such property.

15. ANIMALS. No hogs, cattle, horses, sheep, goats, or or similar livestock shall be permitted or maintained on said property at any time. Chicken hens, pigeons, rabbits and other similar small livestock, not exceeding a total of twenty-five in number, shall be permitted but must be kept on the premises



[illegible]

Marked by "infiltration" or the presence of a "colored settlement" or "Negro colony"

Important Background Information

Figure 2: Neighborhoods divided by Delmar Blvd. in St. Louis City



The figures above represent median home values, and median household income.
Source: American Community Survey 2007–2011 5 year estimates

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

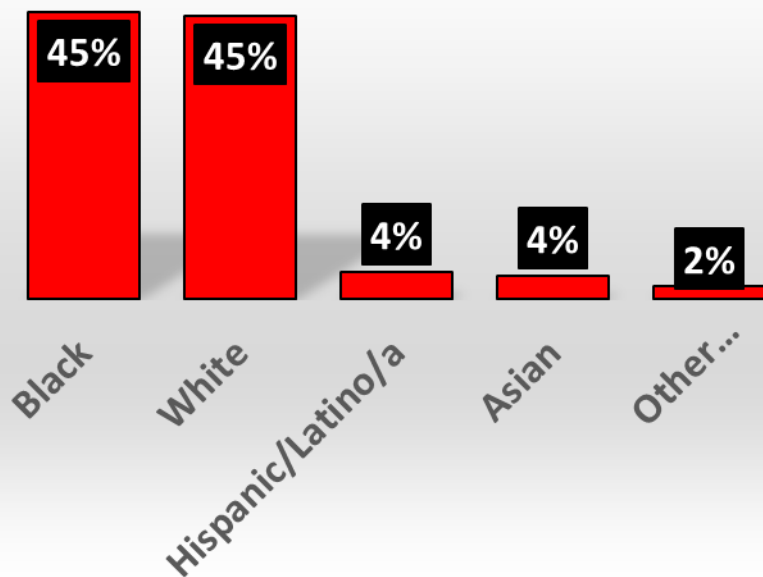
hospitalizations: 6.4

Years Life Expectancy at Birth: 85 years



Important Background Information

St. Louis City Race Demographics



Census Bureau July 2019

SLCH	Black/African American	White
Race of Patient	50%	42%
Race of nurse	4.2%	89.3%
Race of Leaders (Supervisor+)	7.6%	89.4%
Race of Leaders (Directors+)	4%	96%

“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

FALL

Discovered
parallel work
being done
within
organization

Collaborative
work group
formed

2019

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

Module
assigned to
dept. leaders &
Champions

JUL

GO LIVE

Module
assigned to all
RNs, PCTs, &
APNs



Products

What we originally asked for:

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

NOT a wide-tooth comb



Item Description

1.75 oz SHAMPOO- CREAMY ALOE- cleanses hair

1.75 oz CONDITIONER -OLIVE OIL- conditions hair

5 FL oz LOTTABODY 5 IN 1- leave-in conditioner detangles and moisturizes hair

PIK LARGE BLACK- grooms hair

COMB HANDLE BLACK- grooms hair

What we got through Supply Chain...



Products

Additional Products Needed:

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



wideR-tooth comb



Family Resource Center

ADDITIONAL BLACK HAIR CARE PRODUCTS



ASK YOUR UNIT FAMILY PARTNER FOR HELP OR

CALL 454-2350



How it started

2019

AUG-NOV

Checking in
with dept.
Champions

Answering
questions
and
addressing
concerns

DECEMBER

POST
implementation
survey sent out
to staff
members

2020

JANUARY

Compiling
POST survey
results

MARCH

Presented to
Nursing
Specialty Team
(system-wide
Supply Chain
decision-
making group)
with ASK to put
all products
into Supply
Chain system

APRIL

Created HSO-
specific
centralized
ordering
process while
waiting on
Supply Chain
decision

JUNE

Centralized
ordering
process LIVE
(for SLCH)



How it started

2020

JULY

Work begins
on data
dashboard

AUG-DEC

Escalation of Supply
Chain ASK

Begin discussions
about system-wide
roll out

Update resources for
Champions

Plans for unit-based
surveys

Sharing work with
outside organizations

2021

FINALLY got (almost) all products into Supply Chain

Began using and sharing data dashboard with
department and hospital leaders

Launched mobile simulation cart-PDSA cycle on
single floor

Identified appropriate substitute products to avoid
disruption when primary products unavailable



Educational Content

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

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.

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

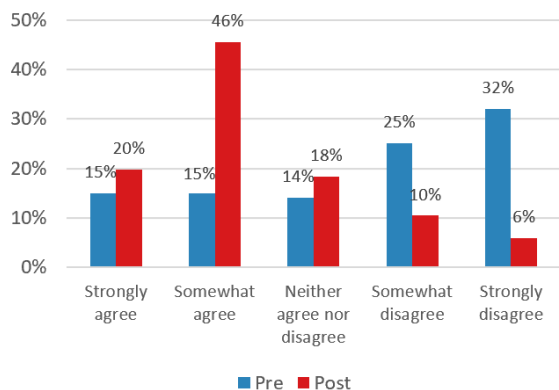
In this section we will provide an overview of the following topics:

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

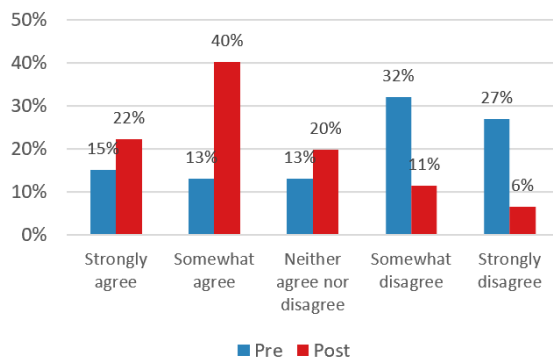


PRE/POST Implementation Survey Results

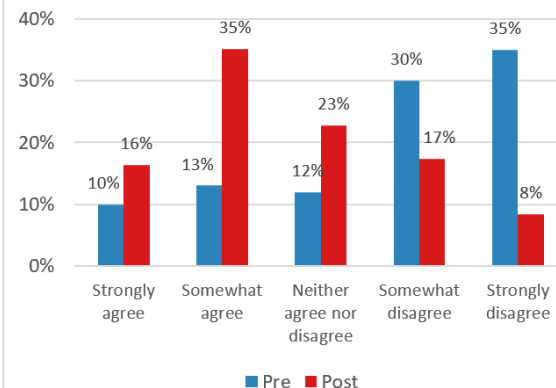
I am comfortable caring for the hair of an African-American/Black patient



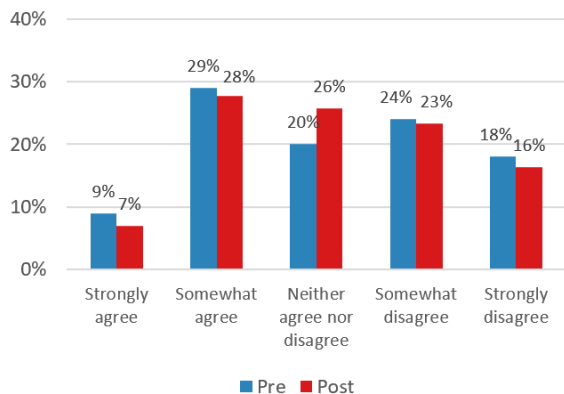
I am confident that I will do a satisfactory job when caring for the hair of an African-American/Black patient



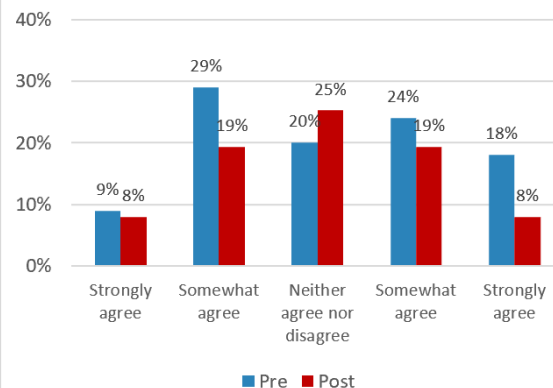
I can easily identify the hair care needs of African-American/Black patients



I feel nervous caring for hair types different than my own



I feel intimidated caring for hair types different than my own

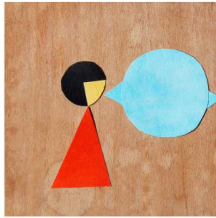


Unit Name	Item (group)								
10100 - Gen Med I	Black Patient	717							
	Shampoo & Conditioner	4,215							
	Styling Cream	577							
	Bonnet	173							
	Brush	1,054							
	P15109-COMB FLUFF	29							
	P16862-HOLDER ANNIE SL...	42							
10th floor - Surgery Peds	Black Patient	868							
	Shampoo & Conditioner	3,649							
	Styling Cream	862							
	Bonnet	63							
	Brush	260							
	P15109-COMB FLUFF	5							
	P16862-HOLDER ANNIE SL...	18							
110010007	Brush	0							
11100 - Gen Med II	Black Patient	904							
	Shampoo & Conditioner	2,068							
	Styling Cream	292							
	Bonnet	124							
	Brush	90							
12th floor - Neurosciences	Black Patient	1,267							
	Shampoo & Conditioner	8,019							
	Styling Cream	2,300							
	Bonnet	63							
	Brush	707							
31001008	Shampoo & Conditioner	495							
	Bonnet	39							
	Brush	30							
	P15109-COMB FLUFF	24							

Resources

I Hair Care Pro

General Communicat

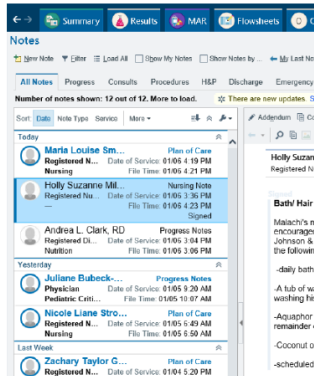


Step One: Partner with caregivers and/o

It will be necessary to talk with the patient

- What is their normal hair care routine at home?
- Are there parts of their normal routine that
- Will the products we have available be sufficient?

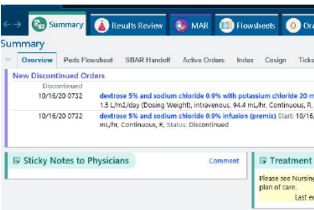
Once you've had this conversation with the electronic medical record (EMR) via a Nursing information with each new nurse/PCT.



Tips:

- Note should include all the following
 - Timing of hair care (and other)
 - Specific products to be used
 - should be obtained from who?

Step Two: Communicate with Treatment
Add a **Treatment Team Sticky Note** on the nursing note that contains necessary information



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

Conversations about

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

Example: "Does your child receive help with styling their hair, (braiding, brushing, applying product), and if so would you like staff to help them with that here, or do you prefer to help them with it during your visits?"

(continued on back side)

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.

Product:	Use on:	Directions:
BB Mango Butter Curl Enhancer	Dry, brittle or frizzy hair	Apply on wet or dry hair from root to tip
BB Castor Oil	Babies' hair and skin	Apply on hair
BB Super Gro	Hair and scalp	Apply to hair and scalp as needed to provide moisture, relieves itchy scalp, splitting ends, dullness
BB Oil Moisturizer	Hair and scalp	Apply to hair and scalp as needed to provide moisture
BB Tropical Roots Locking Gel/Cream	Braids, locks and twists	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.
BB Deep/Intense Conditioners	Dry, brittle, damaged hair	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
BB Tropical Roots Moisturizing Sculpting Foam	Wet or dry hair	Shake before using. Apply Tropical Roots Moisturizing Sculpting Foam to hair. Twist set, braid or style hair as desired. Sit under hooded dryer or air dry.
ORS Olive Oil Shampoo & Conditioner	Wet hair	The amount in each package should provide for multiple washings. Wash with shampoo and rinse (repeat). Apply conditioner, massage thoroughly then rinse
Lotta Body Conditioning detangler spray	Wet hair	Spray conditioning detangler spray to help moisturize and comb out hair after washing without causing damage
Wide Tooth Comb	Wet or dry hair	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 scalp
Wave Brushes	Dry hair, low hair cuts	Brush top of head toward forehead, brush back of head toward neck
Wave Caps	Low hair cuts	Secure on head to help protect from damage when laying in the bed
Satin Bonnets	All hair*	Secure on head to help protect from damage when laying in the bed
Taliah Waajid Natural Hair Styling Cream	Wet hair	Apply after washing to aid in moisture retention, style as desired
Hair elastics (NO METAL)	Wet or dry hair	Use for styling hair in puffs, ponytails, etc.



Mobile Simulation Cart



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



Cart is stocked with treats to encourage participation.



Equipment includes 2 wig stands
(one with a clamp that attaches to the cart and one with a tripod)

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

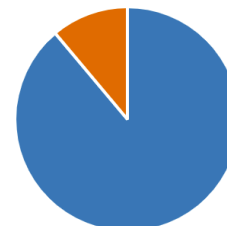
Review tips about initiating conversations with families

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

SPECIAL
Thanks
Beth Rumack

Current Hair Care Equity Initiative Work Group

- Treniece Lucas
- Mia Malcolm
- Heather Maune
- Kasia Penna
- Isaiah Williams



References

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

<https://www.forbes.com/sites/palashghosh/2021/06/21/four-fifths-of-us-metro-areas-more-segregated-in-2019-than-in-1990-while-detroit-is-the-most-segregated-city-in-country/?sh=4c95a70628d3>

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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**

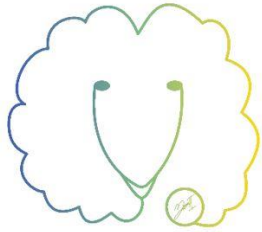


- **Treat patients from all 50 states and over 46 countries**
- **Listed in U.S. News and World Report: 2022 Best Children's Hospitals Honor Roll**
- **2nd Largest Children's Hospital in the U.S.**
- **Forbes' 2022 America's Best Large Employers for Diversity**
- **4th Magnet Designation**
- **Level 1 Children's Surgery Center**



Fun Facts about Nationwide Children's Hospital

More than Just Hair



Improving Hair Care

Equity in Healthcare

October 2022

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

Virtual Webinar Series made possible through the collaborative work of



Why Did Nationwide Children's Hospital Start a Hair Care Equity Program?





Precursors to the Project

George
Floyd

- May 25, 2020

Little
Lives
Matter

- June 11, 2020

CHA
Blog

- June 29, 2020



Children's Hospital Association
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?



Minority
Patients



Products in
Stock



Minority Nurses

What Led to the project?

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

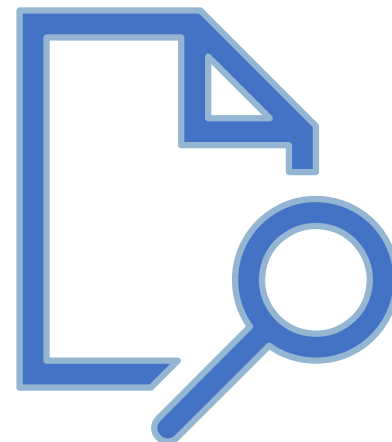
- Yes 220 (71.4%)
- No 88 (28.6%)

Work Areas

- Behavioral Health
- NICU
- Med/Surg
- Rehab
- PICU/PACU
- Clinical Therapies
- Neurology/Neuro-Surgery
- Heart Center

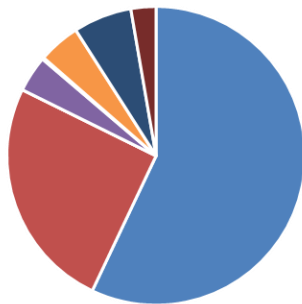
- 133 or 43.2% **are not** aware of NCH stocked hair care supplies and products
- 230 or 75.4% **do not** believe they are able to meet the hair care needs of patients with current stocked supplies
- 58 or 18.8% **use** alternative hair care products for patients that **are not** currently stocked
- 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

Highlighted Results



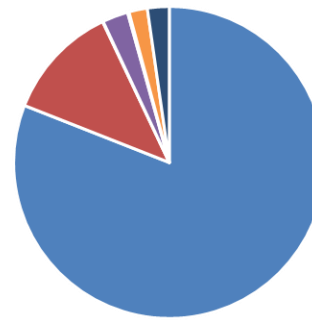
Nationwide Children's Hospital Nurse/Patient Ethnicity Comparison

Patients



■ Caucasian ■ African American
■ American Indian/Alaskan Native ■ Asian
■ Native Hawaiian/Pacific Islander ■ Hispanic/Latino
■ Other ■ Did Not Respond

Nurses



■ Caucasian ■ African American
■ American Indian/Alaskan Native ■ Asian
■ Native Hawaiian/Pacific Islander ■ Hispanic/Latino
■ Other ■ Did Not Respond



NATIONWIDE CHILDREN'S®
When your child needs a hospital, everything matters.

Total US Nursing Population 2022

2,824,641

Registered Nurses (RNs)





690,038

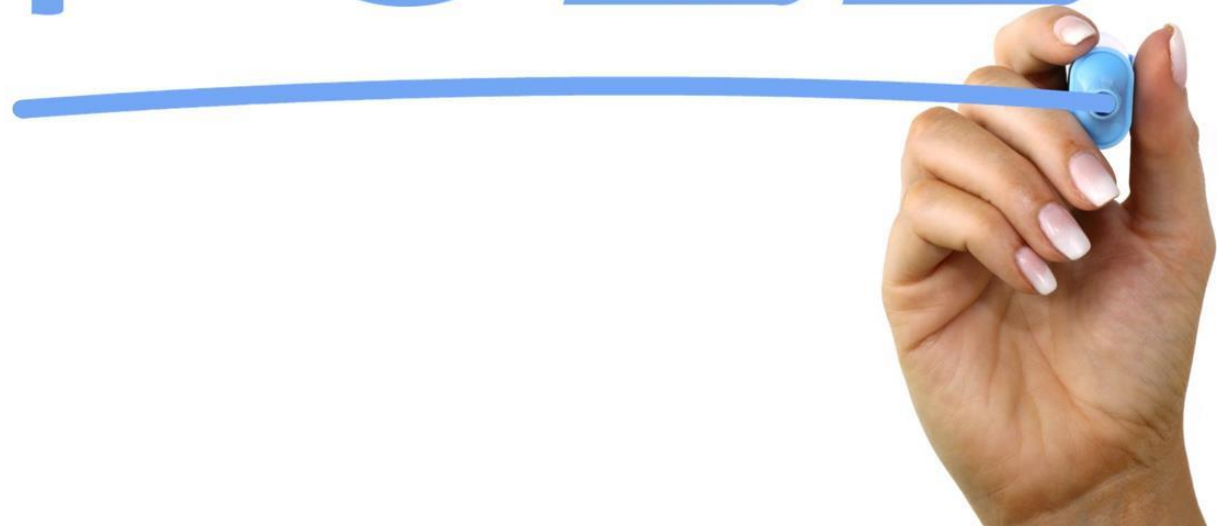
**Licensed Practical
Nurses (LPNs)**



Minority Nurse, 2022



POLL



NATIONWIDE CHILDREN'S
When your child needs a hospital, everything matters.



Nurse/Patient Ratio

2020 National Nursing Workforce

Race/Ethnicity	US Nurses (2020)
White/Caucasian	80.6%
African American	6.7%
American Indian/ Alaskan Native	0.5%
Asian	7.2%
Native Hawaiian/ Pacific Islander	0.4%
Hispanic/Latino	5.6%
Middle Eastern/North African	0.2%
Other	2.3%

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

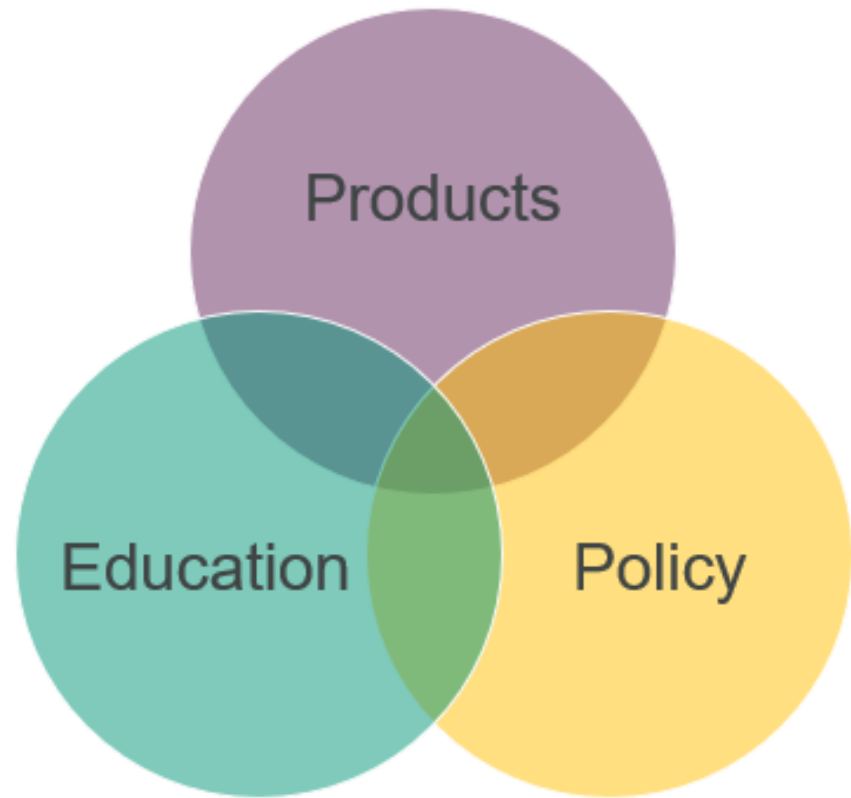


WHAT DO PATIENTS
NEED FOR COMPLETE
CARE?

Hair Care Committee Subgroups

Interdisciplinary Team

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



NATIONWIDE CHILDREN'S®
When your child needs a hospital, everything matters.

Support

- **Hospital leadership**
- **Nationwide Children's Foundation**
- **Patients & Guardians**



NATIONWIDE CHILDREN'S®
When your child needs a hospital, everything matters.

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









NATIONWIDE CHILDREN'S
When your child needs a hospital, everything matters.

Staff & Patient Education















NATIONWIDE CHILDREN'S
When your child needs a hospital, everything matters.

Hair Type	Definition	Description
	Type 1 Straight	<p>Hair that continues in the same direction, not curved or crooked. Hair tends to become oily (products containing oil not recommended).</p>
	Type 2 Wavy	<p>Hair with small wave pattern, fine to coarse hair. Hair volume is modest and may contain moderate to excessive frizzing.</p>
	Type 3 Curly	<p>Hair with large to medium curls (spirals or ringlets).</p>

Hair Types	Definition	Description
	Type 4 Tight/Coil Curls	<p>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.</p>
	Chemically Treated	<p>Hair that has been processed with a chemical and may require gentle and/or special care due to fragility.</p>
	Short Styled	<p>Hair that is cut short above or at the ears and closely shaved in the back of the hair.</p>

Staff & Patient Education & Policy Guidelines

HAIR TYPES	CLEANSING	CONDITIONING	MOISTURIZING	STYLING	STYLING TOOLS
STRAIGHT 	Wash hair every other day Use a hydrating and/or oil-free shampoo	Condition hair after cleansing Use a crème rinse or instant conditioner	Volumizing Mousse	Let the hair dry naturally until it is about 60% dry. It can be blown dry after. Do NOT brush wet hair	Wide tooth comb 
WAVY 	Wash hair 1-4 times per month Use a hydrating or moisturizing shampoo	Condition hair after cleansing Use a hydrating or moisturizing conditioner	Use a light oil or daily moisturizer (dime size for shorter hair and quarter size for medium to long hair length)	Pull the hair into ponytail(s) or twist the hair with a two-strand twists to dry	Detangling brush Wide tooth comb Ponytail holders 
CURLY 	Wash hair 1-4 times per month Use a moisturizing shampoo	Condition hair after cleansing Use a deep conditioner	Use a light oil or daily moisturizer (dime size for shorter hair and quarter size for medium to long hair length)	Pull the hair into ponytail(s) or twist the hair with a two-strand twists to dry	Detangling brush Wide tooth comb 
TIGHT COIL CURLS 	Wash hair 1-4 times per month Use a moisturizing shampoo	Condition hair after cleansing Use a deep conditioner	Use a light oil or daily moisturizer (dime size for shorter hair and quarter size for medium to long hair length)	Hair must be braided or placed into a two-strand twist to dry. Hair CANNOT be pulled into a ponytail. Will cause breakage.	Detangling brush Wide tooth comb 
CHEMICALLY TREATED 	Wash hair once or twice a week Use a moisturizing shampoo	Condition hair after cleansing Use a moisturizing conditioner. A leave-in conditioner should be used after conditioner.	Use light oil or daily moisturizer (dime size for shorter hair and quarter size for medium to long hair length)	Pull the hair into ponytail(s) or leave hanging naturally	Detangling brush Wide tooth comb Ponytail holders 
LOCS, BRAIDS, EXTENSIONS 	Wash hair at least every 2-3 weeks using a moisturizing	Do not condition	Moisturize at least twice weekly with water or essential oil to ensure	Pull the hair into ponytail(s) or leave hanging naturally	Ponytail holders 



Helping Hand™ Health Education for Patients and Families

Patient Hair Care

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 moisturizer will help their hair stay healthy so it does not get too dry and break off. Washing hair lets moisture 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 sulfate-free and alcohol-free products to avoid drying out the hair. How your child's hair is washed depends on their 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, running 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 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



NATIONWIDE CHILDREN'S®
When your child needs a hospital, everything matters.

Products & Supplies



NATIONWIDE CHILDREN'S
When your child needs a hospital, everything matters.

Six Criteria

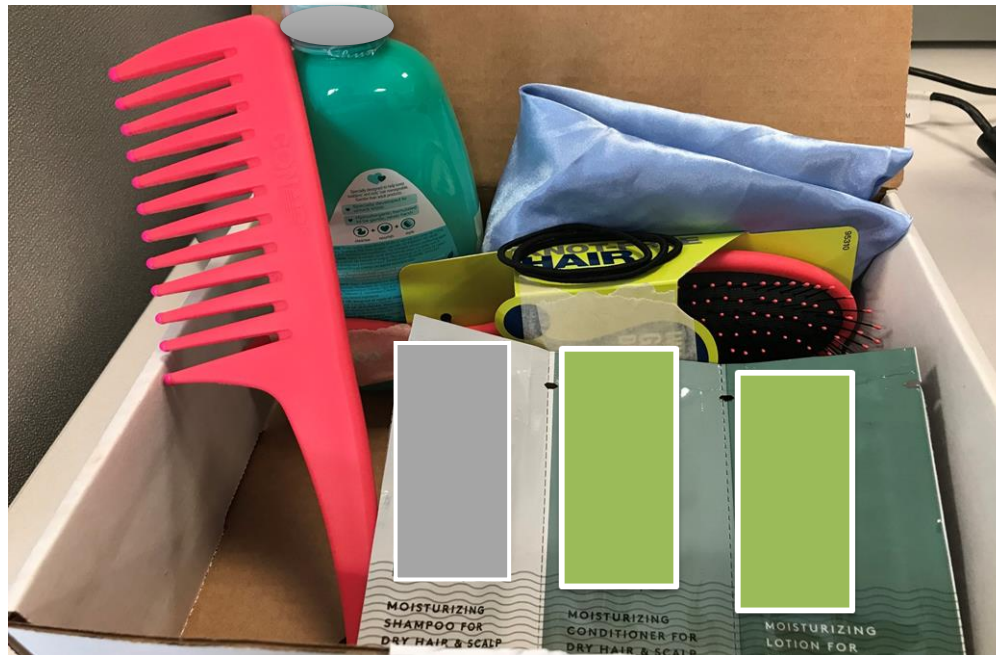
- Survey Results
- Availability
- Feasibility
- Safety
- Good for all hair types
- Community Dermatologist

Winning Product



NATIONWIDE CHILDREN'S®
When your child needs a hospital, everything matters.

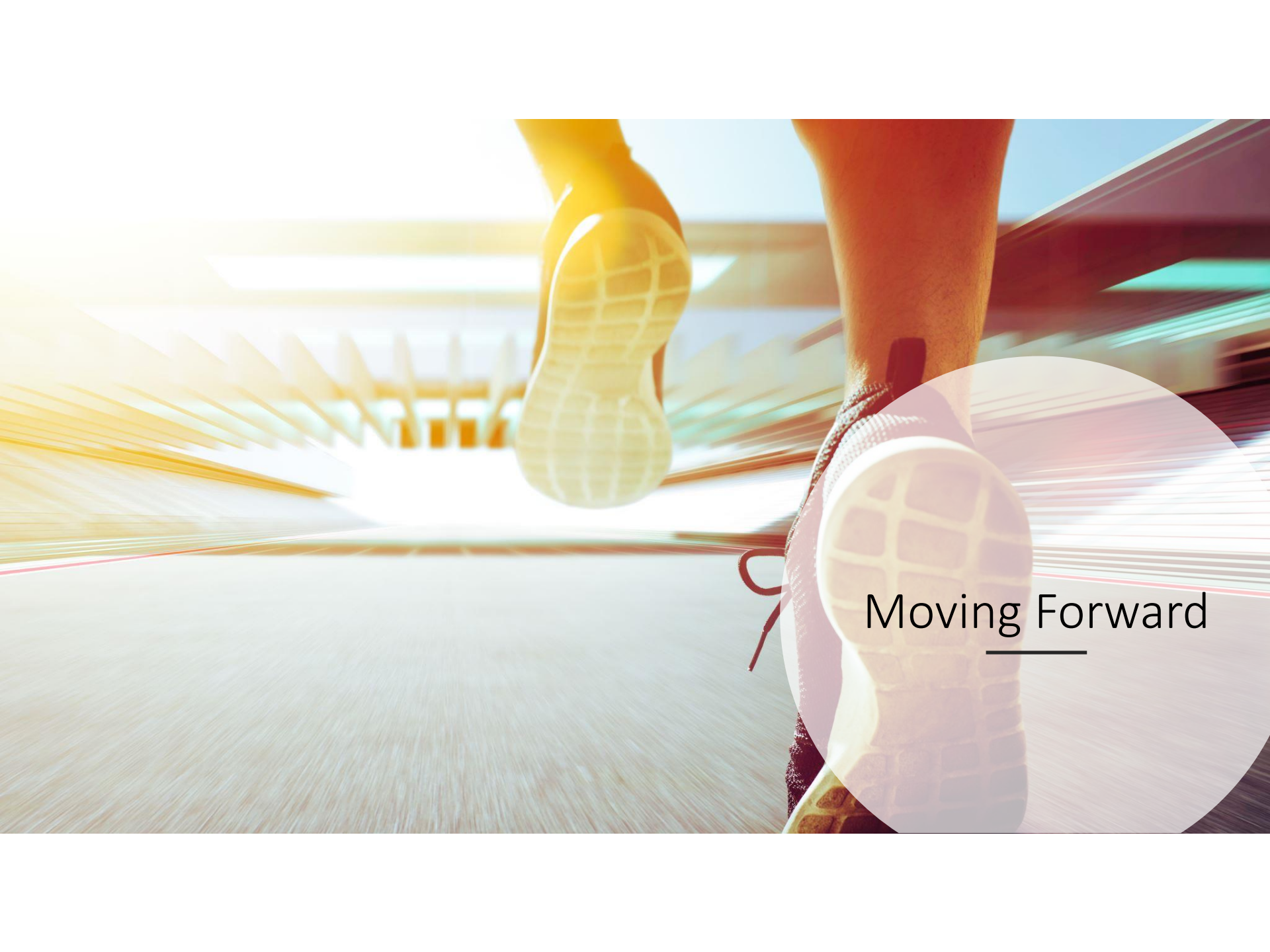
Products and Supplies



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

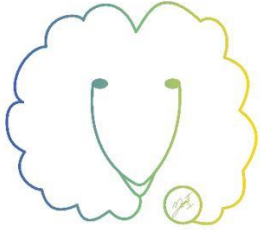


“One of the most powerful gifts that we can ever give our children while they figure out who they want to be is to let them know how much we love who they already are.”

Guiltychocoholicmama



More than Just Hair



Improving Hair Care
Equity in Healthcare

October 2022

HAIRSTORY

Improving Hair and Scalp Maintenance in Racially Diverse Pediatric Patients

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Manager, Health Equity, Children's Minnesota
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Virtual Webinar Series made possible through the collaborative work of



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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 disproportionately 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

Racism within Healthcare

- Utilization and trust can impact diagnosis and complications

Training Gaps

- Utilization and trust
- Decreased satisfaction in communication amongst minority families

Hair Care Maintenance

- 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

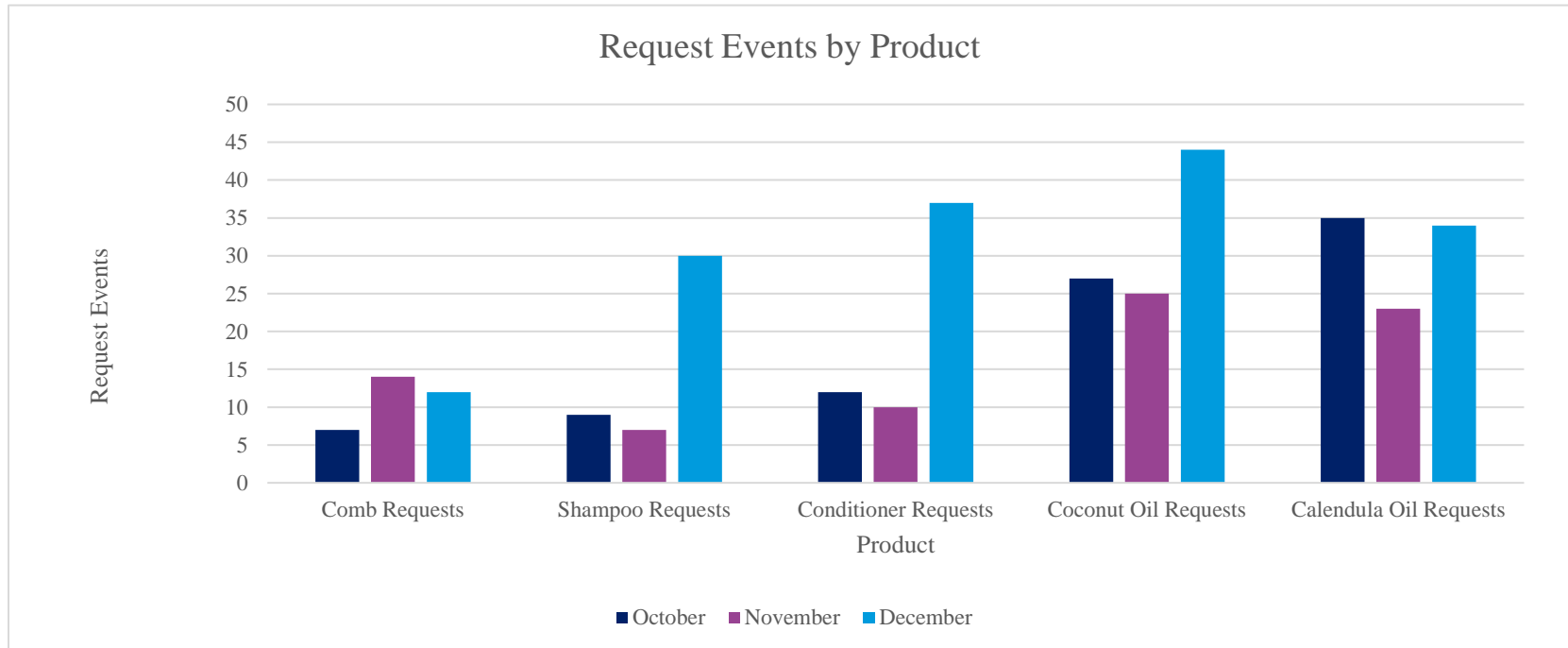
Process Changes

- 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

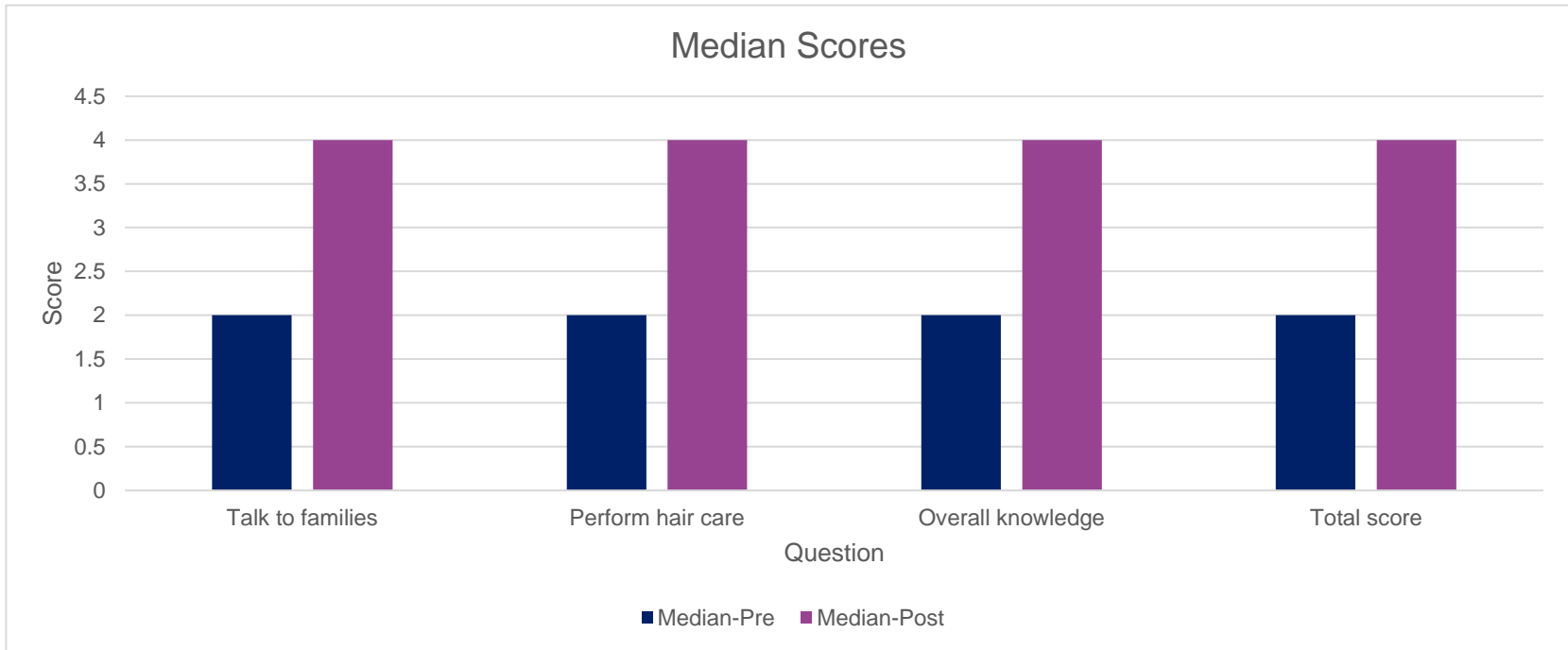
Process Changes

- 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

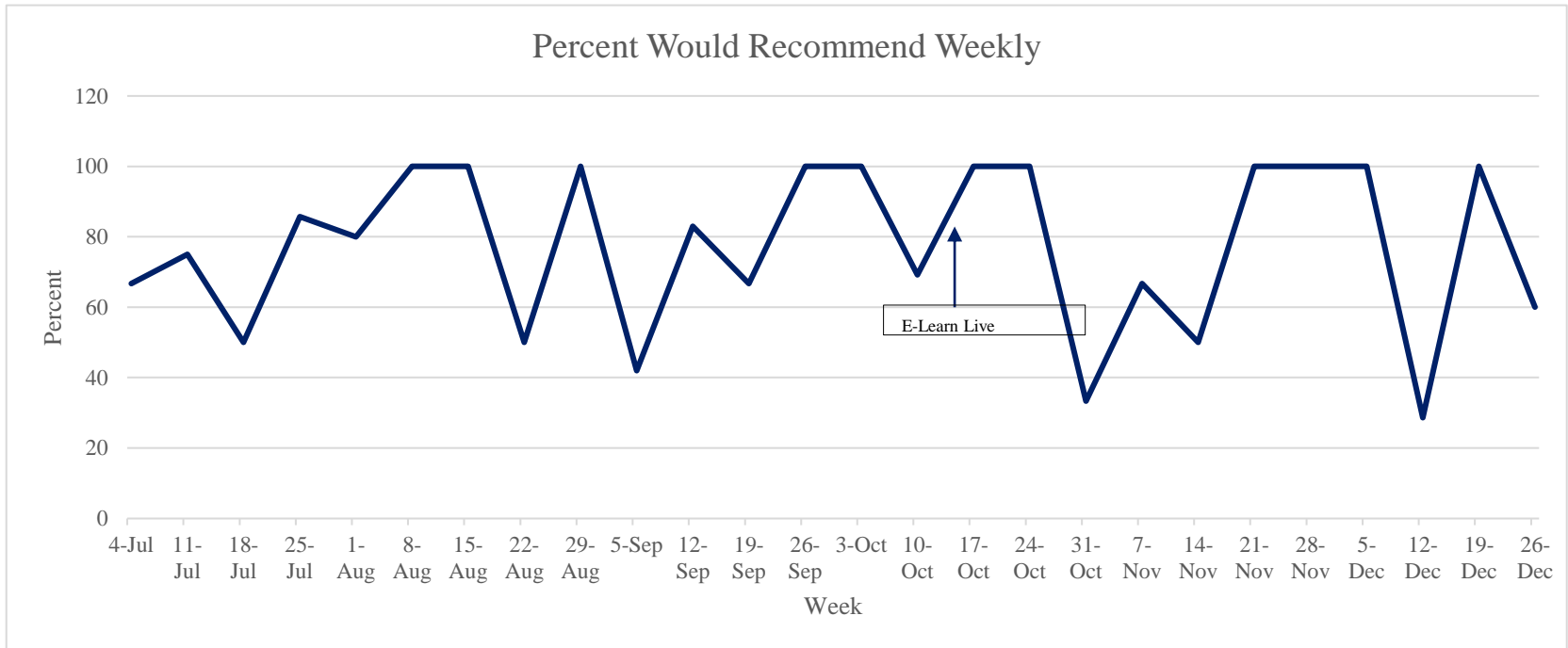
Results: Product Usage



Results: Clinical Staff Knowledge



Results: Family Satisfaction



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

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