

# More Than Checking a Box: Strengthening DEI in Children's Hospital PFACs

September 27, 2023

2:00 - 3:30 pm ET

Presented by:

Pam Dardess, MPH, Vice President, Strategic Initiatives & Operations

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Ndidi Unaka, MD, MEd, Associate Professor, Division of Hospital Medicine (CCHMC)



## Helpful Tips

- All participants are muted upon entering
- Please use the **chat box** for comments & questions
- Download handouts using the links provided in chat
- A recording will be available and posted to IPFCC's website after the webinar ([www.ipfcc.org](http://www.ipfcc.org))



**Technical issues?**  
Chat with Matt D'Silva



## Our Time Together

- Present project overview and findings
- Learn about our new DEI resource
- Hear from panel of experts on DEI in children's hospitals
- Q&A



## Acknowledgements

Support for this research was provided by



Thank you to Allison Gray and Hannah Au, LPFCH project officers!



## Project Team

### IPFCC

- Pam Dardess
- Deborah Dokken
- Ushma Patel
- LaToshia Rouse (Consultant)
- Bev Johnson

### Cincinnati Children's Hospital Medical Center

- Ndidi Unaka
- Andrew Beck
- Carlos (Tony) Casillas
- Laura Rangel Rodriguez



## Thank You to Our NPAC Members!

O.N. Ray Bignall II	Nationwide Children's Hospital
Teresa Boeger	Phoenix Children's Hospital
Kamil Cak	Children's Hospital of the King's Daughters
Darcel Jackson	Children's National Hospital
Evelyne Kane	Camden Coalition
Sunnah Kim	American Academy of Pediatrics
Anne Lyren	Solutions for Patient Safety
Mia Matthews	CHANs Promise Foundation
DeeJo Miller	Children's Mercy Hospital of Kansas City
Valerie Ward	Boston Children's Hospital
Karen Wayman	Lucile Packard Children's Hospital



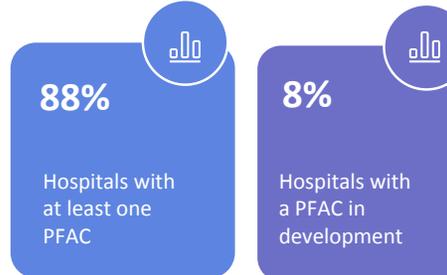
## About the Project:

Building Capacity for Diversity, Equity, and Inclusion in Children's Hospital Patient and Family Advisory Councils

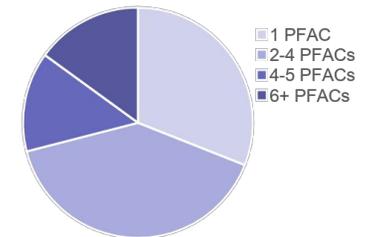


## Children's Hospitals: History with PFACs

The majority of children's hospitals have at least one PFAC



Many hospitals have multiple PFACs



Results from a national survey of U.S. children's hospitals

<https://www.ipfcc.org/bestpractices/patient-and-family-advisory-programs/study-pfac-childrens-hospitals.html>



## PFAC Diversity is a Challenge

62% of respondents identified “difficulty recruiting or retaining PFAs who reflect the diversity of the patient/family population served” as one of their 3 most significant challenges.

“The councils don’t reflect the membership of the hospital’s patient and family population. We’ve been aware of that for a while. They don’t.”

Hospital interview participant



## PFAs May Not Be Connected to DEI Work

Only 27% of respondents integrated PFAs into committees working on diversity, equity, and inclusion (DEI).

“The bottom line is we have so much work to do. And if we can’t utilize our patients to help us do it, where are we going?”

Hospital interview participant



## Project Goals and Guiding Questions

**Goal 1:**  
Identify and share learnings about recruiting, preparing, supporting, and sustaining partnerships with PFAs from historically marginalized populations

**Goal 2:**  
Identify and share examples of and learnings about meaningful partnerships with PFAs/PFACs in DEI work

1. How do children’s hospitals [or organizations that partner with children and families] **define and think about DEI**?
2. What has been the experience of children’s hospitals when it comes to **developing, supporting, and sustaining partnerships** with historically marginalized populations?
3. How have children’s hospitals **partnered with patients/families in DEI work**?
4. What **materials, guidance, or resources exist** to help increase PFA/family partner diversity and include PFAs/family partners in DEI work?
5. What have been the **experiences of children’s hospital PFAs from historically marginalized populations** with regard to recruitment, preparation, support, and partnership?



## Project Tasks



### Literature Review

Review of articles, resources, documents, tools, from peer-reviewed and grey literature



### Key Informant Interviews

18 virtual interviews with participants from children’s hospitals, other child-focused health and social service organizations



### Focus Groups

4 virtual, 60-minute focus groups with PFAs from underrepresented populations



### Dissemination

Key learnings, webinar, manuscript



## Key Findings

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- Work requires intentionality and partnership
- Progress is not linear; advancements built over time
- Think outside the box of the way things have been done - using the same processes will yield the same results
- Look to other fields for ideas, particularly community engagement, community-based participatory research, education



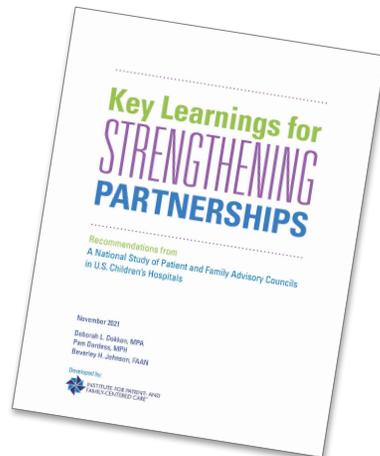
## Highlights from IPFCC's New Resource: *Strengthening the Diversity and Role of Patient and Family Advisory Councils: Opportunities for Action*



## Building on 2021 Resource

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- Provide practical guidance and recommendations for the field
- Intended for a broad audience, from newly-formed to more experienced PFACs
- Share and discuss with leaders, staff, patient and family advisors

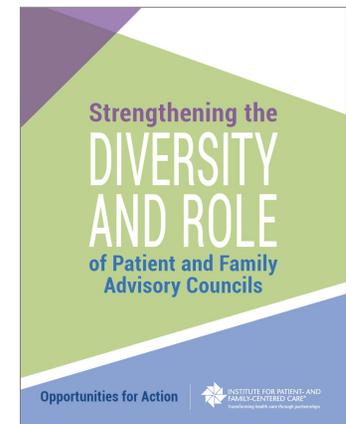


## New Resource on DEI and PFACs

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Intended audience:

- PFAC coordinators
- Hospital DEI leads
- Staff in positions related to DEI and patient- and family-centered care (PFCC)
- PFAC members



# Opportunities for Action

**1 Define Goals for PFAC Diversity, Equity, and Inclusion**

- Obtain data to understand the diversity needed on the PFAC
- Develop goals and plans for PFA diversity and inclusion
- Create connections between the PFAC and hospital DEI work

**2 Recruit to Increase PFA Diversity**

- Increase PFAC visibility and make PFA diversity a shared goal of the institution
- Build authentic relationships between the hospital and community
- Identify and address barriers in the PFA recruitment and application process
- Develop recruitment materials that promote diversity and inclusion



# Opportunities for Action

**3 Explore and Use Structures that Facilitate PFA Participation**

- Offer varied options for PFA participation
- Explore opportunities for specialty PFACs
- Develop approaches to meet community needs

**4 Support Inclusive and Equitable Practices**

- Identify and address barriers that prevent full participation from PFAs
- Develop and implement guidelines for inclusion
- Provide training related to DEI practices for staff and PFAs
- Create opportunities for relationship-building



# Opportunities for Action

**5 Partner with PFACs in Hospital DEI Initiatives**

- Engage PFAs as partners on all DEI projects, workgroups, and committees
- Actively seek input from historically marginalized patients and families
- Share DEI data and brainstorm opportunities to eliminate inequities

**6 Sustain PFAC Progress**

- Provide opportunities for meaningful participation and feedback about results
- Conduct formal and informal assessments of the PFAC
- Increase diversity in PFAC leadership



# What's Inside the New Resource?

- Opportunities for action in six key areas to help hospitals strengthen the diversity of PFACs and the role of PFAs in DEI initiatives
- Each opportunity provides:
  - Concrete, practical strategies
  - Real-world examples from the field

**1 Define Goals for PFAC Diversity, Equity, and Inclusion**

Obtain data to understand the diversity needed on the PFAC. Data about a hospital's patients and their health outcomes can provide a better understanding of the diversity that needs to be reflected among PFACs. Collecting and reviewing data about current PFAs can help inform goals. Most commonly, hospitals have measured PFA diversity based on dimensions of race, gender, social determinants and socioeconomic status. Additional dimensions for hospitals to consider include ethnicity, culture, language, geographic location, disability status, immigration status, health care experience, and other factors that may affect health outcomes.

Develop goals and plans for PFA diversity and inclusion. Establishing intentional goals for PFA diversity encourages progress, creates an explicit benchmark connected to an organization's patient population, and communicates the importance of the goal. Intentional goals can also help prevent burnout, that is, making changes, given the awareness of diversity without committing to substantive progress. Embedded DEI in the PFAC's annual goal setting process facilitates the development and periodic review of a PFAC-diversity plan for diversity and inclusion that includes an accountability, key priorities, challenges, and next steps.

Create connections between the PFAC and hospital DEI work. DEI is most effective when it is aligned throughout the organization. Establishing connections between patient- and family-centered care (PFAC) and DEI work helps create a vibrant partnership. Connecting PFAC and DEI teams through operational structures, such as DEI and DEI Councils, advisory committees, workgroups, and task forces provides greater visibility and accountability for both PFAC and DEI work.

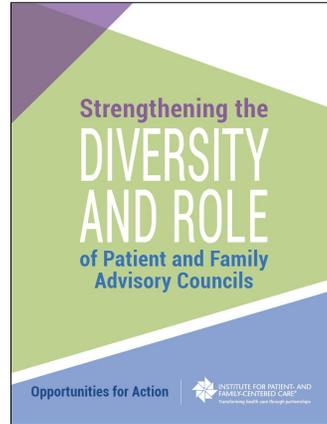
**EXAMPLE FROM THE FIELD**

In late 2019, the Family Advisory Council (FAC) at Boston Children's Hospital established an equity, diversity & inclusion (EDI) goal: "Our goal is to ensure that our membership reflects the diversity of the patients and families we care for." The goal includes such things as race, ethnicity, nationality, LGBTQIA+ identity, and care experience. The FAC is committed to regularly reviewing and updating the goal to align with the hospital's mission and vision. In 2020, the FAC members used their own EDI plan and worked with organizational leaders to align FAC goals with those of the hospital. Since implementing the EDI plan, the FAC has enhanced membership diversity in three key areas: increasing geographic, racial, ethnic diversity, and inclusion of residents. The FAC is committed to regularly reviewing membership to ensure that there are representative voices on the council.



## Spread the Word

- Available on [www.ipfcc.org](http://www.ipfcc.org) under PFCC Best Practices - DEI and PFACs
- Share on social media in your networks - tag @IPFCC



## Panel Discussion



## Meet the Panelists



**Dr. Ndid Unaka**  
Cincinnati  
Children's Hospital  
Medical Center



**Kanisha Dolsingh**  
New York-Presbyterian  
Komansky Children's  
Hospital



**Darcel Jackson**  
Children's National  
Hospital

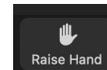


**Vicki Mascareño Nelson**  
UVM Children's Hospital and  
UVM Medical Center



## Q&A

- Chat in your questions for the panelists
- OR
- Raise hand & host will unmute you



## The DEI Journey

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- Requires intention and bravery
- Needs a clear plan and goals
- Calls for patience
- Focuses on progress over perfection



## Thank You for Joining Us!

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Please fill out the survey:  
<https://www.surveymonkey.com/r/Sept27DEIWebinar>

