

Bringing Diversity, Equity, and Inclusion (DEI) and Trauma Informed Care (TIF) into Family Integrated Care in the NICU

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Learning Objectives

- Discuss key concepts related to DEI, TIC, and FICare
- Describe the benefits of holding DEI Brave Space sessions with the NICU interdisciplinary team
- Discuss the implementation of FICare in the NICU with a clear understanding of DEI and TIC



Not everything that is faced
can be changed, but
nothing can be
changed until it
is faced.

- James Baldwin

What have we learned?

BCH DEI Council 2020 Review

BCH Diversity, Equity & Inclusion (DEI) COUNCIL

PROBLEM STATEMENT

UCSF Benioff Children's Hospitals, an anchor institution embedded in structural racism, has made initial progress, but targeted strategies are needed to address inequities in recruitment, hiring and advancement of BIPOC and other subgroups including LGBTQ+ communities. A problematic climate exists whereby these individuals are less likely to feel respected and have more often experienced/observed excluding behaviors. These workforce inequities and this problematic climate contribute to disparities thereby undermining our vision to be the best healthcare provider.

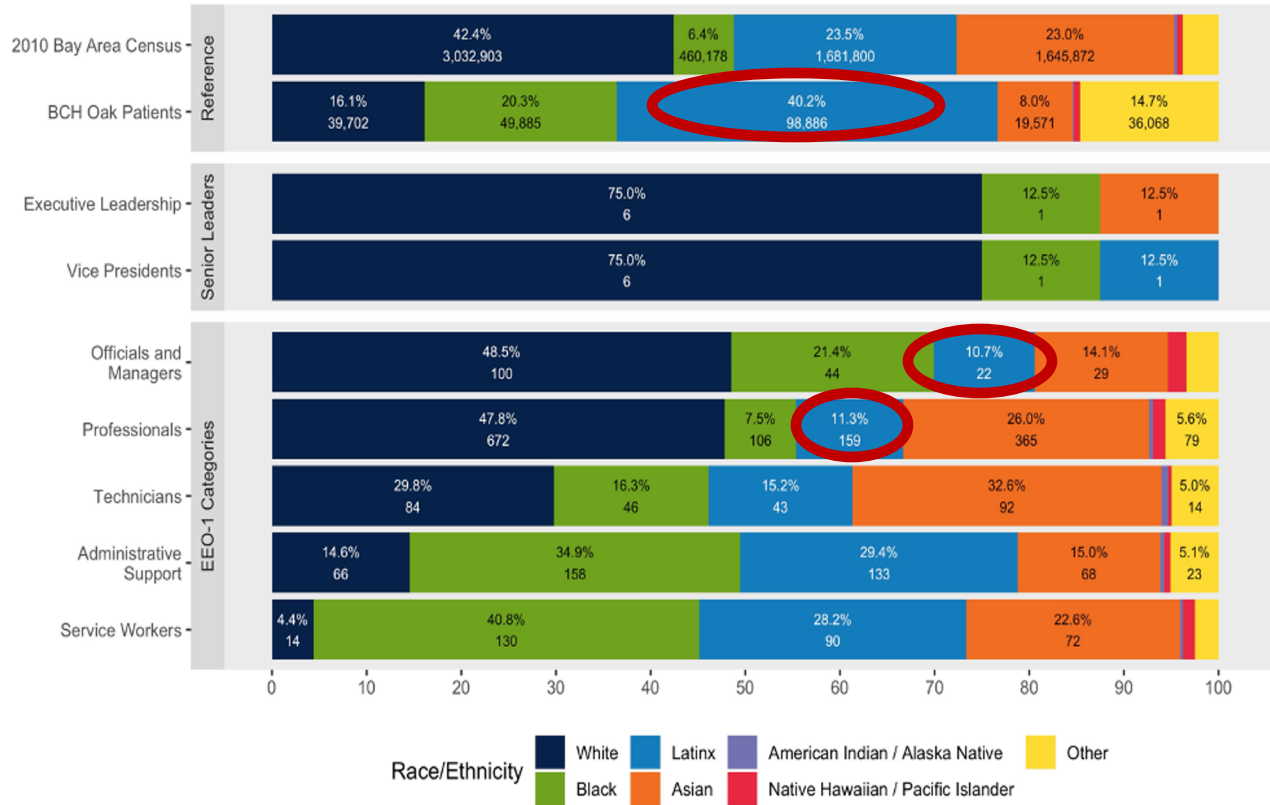


DEI FRAMEWORK

Mission To build an institution that is rooted in justice and equity, to nurture an inclusive culture and to cultivate and implement effective strategies for the just and equitable provision of education, discovery and patient care.	Values BCH values all employees by embracing their diverse talents, perspectives, and experiences, and fostering inclusion that inspires innovation, encourages respect and promotes unlimited success.
Vision To build an empathetic, supportive and equitable environment for the present and future UCSF Benioff Children's Hospitals.	Promise To attract and sustain a diverse workforce by recruiting, hiring, developing and retaining high-performing employees who work collaboratively to carry out the mission for BCH

<https://diversitybch.ucsf.edu/>

Senior Management and BCH Oak Employee Race/Ethnicity



Note: Senior Leadership are combined from OAK and SF. 2 Vice Presidents (VP, Strategy and Network Development; VP, Legal Affairs) are included in both the Executive Leadership and the Vice Presidents. Three Vice Presidents (VP, Legal Affairs; VP, Human Resources; VP, Ancillary & Support Service) are also included in the Oakland Officials and Managers dataset.

NICU DEI Brave Space

Brave Space:

- Dialogue
- Education
- Share lived experiences
- Self-reflection

<https://diversitybch.ucsf.edu/>

Brave Space Discussion Topics

- Baseline Statistics
- Racism/Anti-racism
- Microaggression/Racial Trauma
- LGBTQ+ Pride and history
- Adverse Childhood Experiences (ACEs) and Trauma Informed Care (TIC)

Challenges and Successes in our DEI Work

Challenges

- Attendance/staffing
- Apathy/disengagement
- Covid
- Fear
- Lack of parent participation

Successes

- Leadership support
- Genuine interest from staff
- Peer-to-peer support
- Empathy and understanding
- Safe Space for dialogue

Adverse Childhood Experiences (ACEs)

Adverse Childhood Experiences (ACEs) are potentially traumatic events that occur in childhood. ACEs can include violence, abuse, and growing up in a family with mental health or substance use problems. Toxic stress from ACEs can change brain development and affect how the body responds to stress. ACEs are linked to chronic health problems, mental illness, and substance misuse in adulthood.

Trauma Informed Care

- **Trauma Informed Care (TIC)** is an intervention and organization approach that focuses on how trauma may affect an individual's life and his or her response to behavioral health services from prevention through treatment. TIC involves re-evaluating each service delivery component through a trauma-aware lens. Trauma affects staff members as well as consumers in the human services programs.

Sanders & Hall (2018). Journal of Perinatology, 38 (1), 3-10.

<https://www.wicollaborative.org>

Relationship between DEI, TIC and FICare

Black and LatinX women experienced:

- Racism and discrimination
- Stressful and disrespectful interactions
- Poor communication
- Unmet needs that adversely impact their health and infant's health

Relationship between DEI, TIC and FICare

Recommendations to Clinicians:

- Spend quality time with patients and families
- Improve communication with team and parents
- Provide person-centered care
- Shared partnership in decision making

Relationship between DEI, TIC and FICare

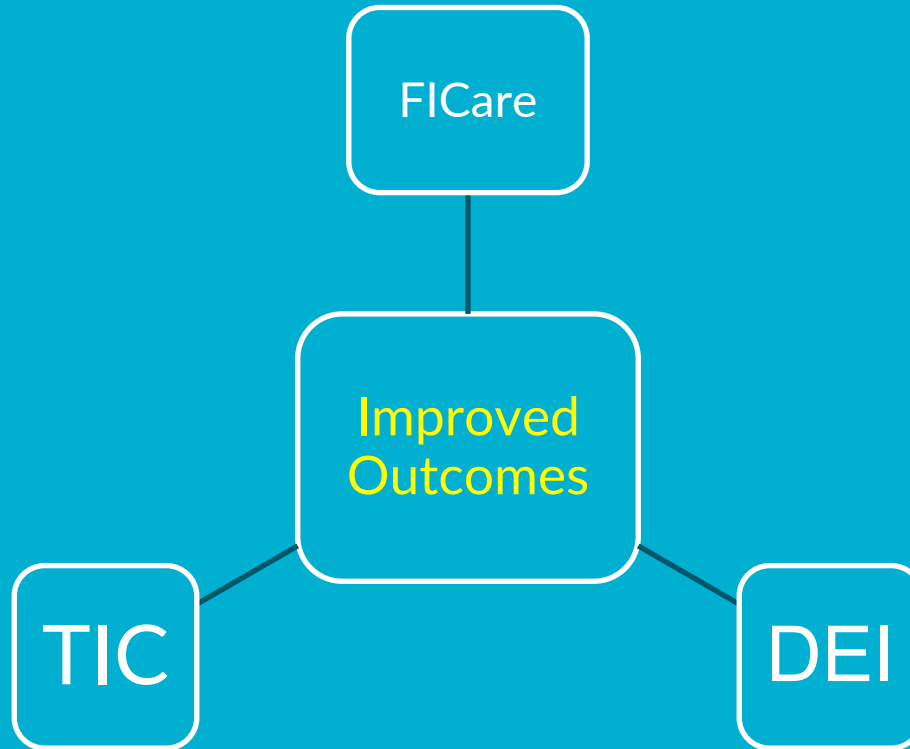
Recommendations at Systems-level:

- Continuity of care
- Racial concordance with providers
- Implicit bias training
- Parent committee

TIC in the NICU provides: Safety, Security, and Connectedness

- Safety (Physical and psychological) for parents and staff
- Trustworthiness and transparency
- Peer Support
- Collaboration and mutuality
- Empowerment, voice and choice for parents and staff
- Cultural, historical, and gender issues

Intersectionality



Thank you!



References

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