

# *Nemours - Alfred I. duPont Hospital for Children*

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# *About Us*

## Office of Health Equity and Inclusion

- ❖ Formed in 2012 to improve quality outcomes for all patients and to increase the diversity of our workforce
- ❖ Part of the Nemours Healthcare System and Alfred I. duPont Hospital for Children

252 Chapman Road  
Christiana Building #200  
Newark, DE 19702

- ❖ **Vision:** Establish national leadership in the elimination of pediatric healthcare disparities.
- ❖ **Mission:** OHEI will embrace both internal Nemours and community partnerships to ensure the highest level of health care and respect for all of the pediatric patients, families, and communities that we serve.

# *About Us*

Nemours Health & Prevention Services (NHPS)

- ❖ Formed in 2004 to improve the health of Delaware's children
- ❖ Part of the Nemours Healthcare System and Alfred I. duPont Hospital for Children

252 Chapman Road  
Christiana Building #200  
Newark, DE 19702

- ❖ **Vision:** Optimal health and development for all children.
- ❖ **Mission:** NHPS is dedicated to working with others to help children lead healthier lives.

# Current Efforts

Office of Health Equity and Inclusion

## OHEI Priority Work Areas

- ❖ **Quality:** monitor quality and patient satisfaction by race, language and SES to identify health care disparities and implement strategies to eliminate them.
- ❖ **Cultural Competence:** cultural competence training for leadership, administration, physician and nursing staff, and other staff and monitor cultural competence of the entire organization and patient care units.
- ❖ **Community Engagement:** engage diverse community groups/businesses through community outreach and participation in community events.
- ❖ **Workforce Diversity:** tracks the diversity of the population we serve and partner with Human Resources, and leadership in the mentoring, recruitment, hiring, and retention of a diverse workforce.
- ❖ **Language, Language Proficiency and Healthcare Literacy:** partner with Patient Services to evaluate, monitor, and ensure the provision of language and health care literacy-proficient services (signage, written communication, interpretation, health care navigation).
- ❖ **National Leadership in Health Equity Research:** engage in best practices, grant writing, and scientific publication to advance health equity at a national level.

# *Current Efforts*

Nemours Health & Prevention Services

## **NHPS 2015 Goals**

### **Systems Level:**

- ❖ Stakeholders are investing resources to sustain health promotion practice and policy changes.
- ❖ Stakeholders are creating and sustaining environments that promote and support targeted health behaviors (healthy eating, active living and positive relationships).

### **Population Level:**

- ❖ Increase the percentage of Delaware children, birth through 17, in a healthy weight range.
- ❖ Increase the percentage of Delaware children, birth through 17, demonstrating targeted health behaviors (healthy eating, active living and positive relationships).

# *Current Efforts*

Nemours Health & Prevention Services

## **NHPS Priority Work Areas**

- ❖ **Healthy Eating:** Consumption of food to meet the nutrient needs for normal growth and development, metabolism, immunity and cognitive function, without exceeding caloric requirements.
- ❖ **Active Living:** Physical activity, policy and environmental research that supports the development of active lifestyle behaviors and habits in children.
- ❖ **Positive Relationships:** Supportive and nurturing interactions with parents/caregivers/teachers/peers during all stages of infant, child and adolescent development
- ❖ **Quality, Access and Equity:** NHPS efforts that align with the priorities of the enterprise (i.e., Office of Health Equity Inclusion) as well as our partners and focus on providing access to quality care for vulnerable populations. Quality, access and equity is the lens we are applying across all the work that we do moving forward.

# *Future Plans to Improve Health Equity at Nemours*

- ❖ Associate Resource Groups
- ❖ Focus Groups with Residents and Fellows
- ❖ Johns Hopkins Cultural Competency Organization Assessment 360
- ❖ Executive Leadership training
- ❖ Continue Cultural Competence Training
- ❖ Readability project
- ❖ Consult with departments on specific issues
- ❖ Stratify patient satisfaction by race, ethnicity
- ❖ Expand demographics collected to include OMH recommendations
- ❖ Pursue National Recognition (HEI, NCQA)
- ❖ Pursue grants (NIH, PCORI, others)
- ❖ Continue research on Nemours data
- ❖ Hire and train diverse research interns and others
- ❖ Using it as a lens for our work
- ❖ NHPS and the Office of Health Equity and Inclusion working closely together

# *Challenges*

- ❖ Competing organization priorities
- ❖ Change in leadership – executive champion
- ❖ Small staff capacity – allies stretched thin
- ❖ Lack of resources committed
- ❖ Lack of expertise and awareness
- ❖ Lack of Statewide champions

# *Achievements*

- ❖ Disparities Leadership Program Project Award 2011-2012
- ❖ Nursing Workforce Diversity Task Force
- ❖ Trained >50% of staff on Cultural Competence — exemplar in Magnet designation
- ❖ Diverse interns published
- ❖ Pediatric Health Disparities International Conference
- ❖ American Organization of Nurse Executives (AONE) Nursing Diversity Toolkit
- ❖ Equity is a part of our lens

# *Opportunities to Collaborate*

- ❖ Share best practices/ Lessons learned
- ❖ Training Resources/Speakers
- ❖ Delaware Division of Vocational Rehabilitation
- ❖ Governor: Employment of people with disabilities