

Why Health Equity Matters in Child and Family-Centred Care

Robyn Lippett, MSW, RSW
Karen Sappleton, MEd, MSW, RSW

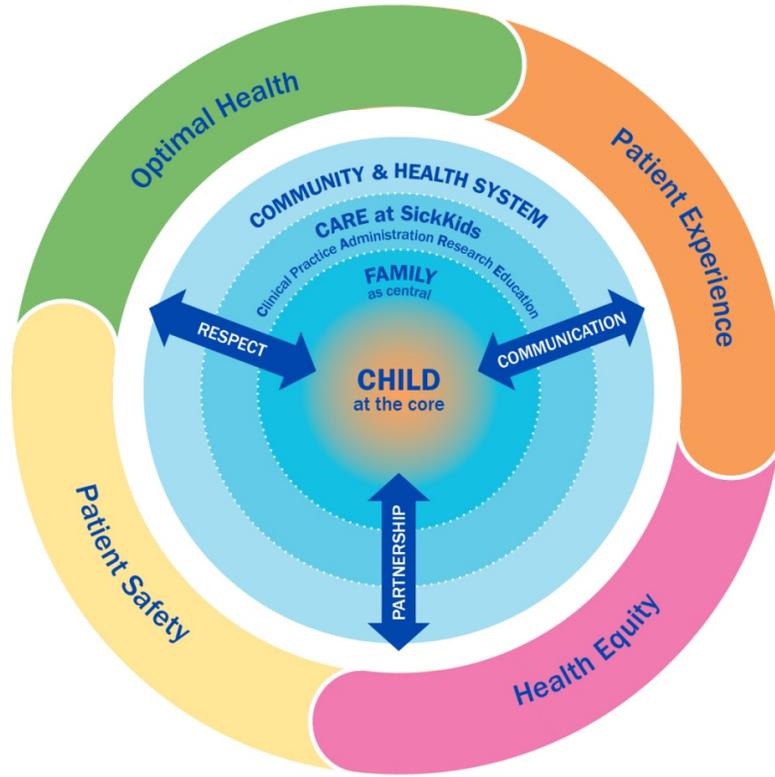
The Hospital for Sick Children
June 13, 2019

Objectives

- Develop understanding of SickKids model of Child and Family-Centred Care
- Demonstrate the importance of health equity in delivery of child and family-centred care at SickKids
- Recognize the value of data in promoting health equity and child and family-centred care
- Describe how relationships between healthcare providers and patients and families drive change for equitable care delivery

Child and Family-Centred Care at SickKids





*SickKids' Model of Child and Family-Centred Care illustrates our commitment to **respect**, **communication**, and **partnership** in all levels of CARE to achieve our vision of healthier children, a better world.*

CFCC is not.....

- Simple
- A singular intervention
- Only about parental presence and participation
- Just for nurses
- Clearly understood in the literature or in practice

At the Centre of Care

Child and Family Centred Care at SickKids

Importance of Health Equity in Child and Family-Centred Care

Sources of Health Disparities

A review of over 100 studies regarding healthcare service quality among diverse racial and ethnic populations found three main areas that caused disparities:

1. Clinical appropriateness, need and patient preferences
2. How the healthcare system functions
3. Discrimination: Biases and prejudice, stereotyping, and uncertainty (Institute of Medicine, 2002)

This is from 2002... how is it different today?

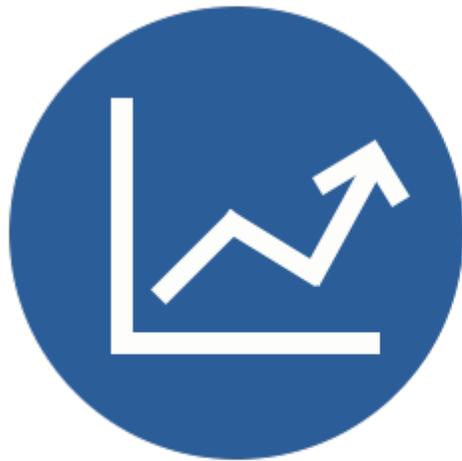


Through health equity we try to avoid disparities in health outcomes for our patients and families that are the result of social inequities that are unjust, unfair and avoidable.

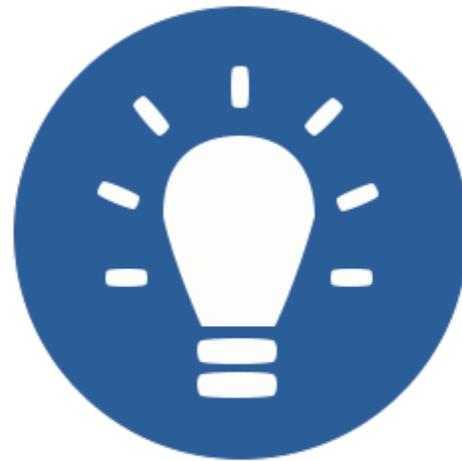
Case Scenario:

Patient & Family Engagement

Why Data?



DATA



KNOWLEDGE



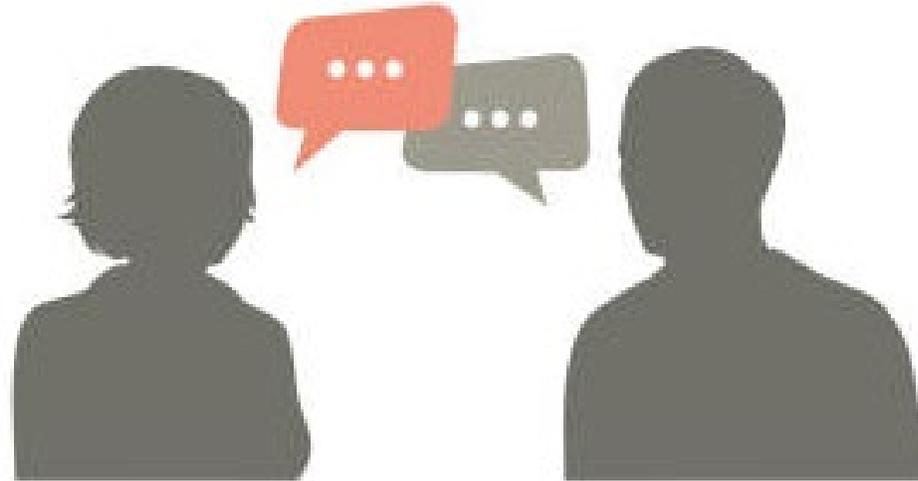
ACTION

Case Scenario:

Patient Experience

Relationships

(yes, they're complicated)



“Care deliverance in any healthcare setting, should be administered with **compassion**, but it is also important to ensure that this is delivered in a **culturally competent** manner, taking into account the values, culture, and health beliefs of the individual.

Compassionate communication includes respect for, and interest in, patient experience (Price, 2013). This means being sensitive to the patient experience. It will also entail making adjustments to meet the needs of your individual patients.”

Papadopoulos, et al, (2016)- Developing tools to promote culturally competent compassion, courage, and intercultural communication

Questions?

Connect with us!

Robyn Lippett

Patient & Family Engagement Coordinator
*Centre for Innovation & Excellence in Child
and Family Centred Care*
SickKids

robyn.lippett@sickkids.ca
416-813-7654, ext. 228313

Karen Sappleton

Senior Manager, Child and Family-Centred
Care & Health Equity,
*Centre for Innovation & Excellence in Child
and Family Centred Care*
SickKids

karen.sappleton@sickkids.ca
416-813-7654, ext. 228375