

# Advancing Healthcare Equity and Inclusion for Children with Cancer and Blood Disorders

Children's Hospital Colorado has the largest, most comprehensive pediatric-focused program in the region:

- hemophilia and thrombosis
- sickle cell disease
- neuro-oncology
- bone marrow transplant
- vascular tumors program
- late effects/long-term survivors
- adolescent and young adult program
- Palliative care



## The Situation and the Project

Approximately 30% of patients in the CCBD speak Spanish as their primary language and are not able to access all hospital services comprehensively:

Review services and programs - Determine collaborators and interested partners

Interview families, conduct focus groups, perform needs assessment

Collate findings and work with Hospital and Department leadership to implement ideas

Overall goal is to deliver high quality care to all

## Areas of Need Identified by Patients and Families

Someone who knows their child and understands the hospital system AND speaks Spanish -- native speakers and cultural sensitivity are key

Account for extended family when doing teaching and planning care

Millennials value information from peers and the internet most

Flexibility in scheduling, especially if resources are limited

-- Transportation, care for other children at home, work, translation

School visits and community education to help build trust and support

Consistent access to Social Workers and Family Resource Specialists

Support group specifically for families whose children have died

## Key Findings and New Roles Identified:

**Patient Care Coordinator**: a Spanish-speaking native with extensive knowledge of this population and the hospital system

**Medical Anthropologist** with expertise in Latin American culture to assist with education and training of non-native staff and providers

**Community Liaison** to develop education and advocacy programs – will also help develop curriculum for outlying areas and family education

Discussions with hospital and department leadership about funding and training of additional personnel to accommodate needs and assist with programming

Development of The Center for Health Equity is on-going