



Session: Brave Space Conversation: Equity in the Face of Two Pandemics

Presenters: Patrick Gee, Denean Green Rivers, Latoshia Rouse

Moderator: Ayodola Anise, National Academy of Medicine

Organization: PFCCpartners/PFAnetwork- Diversity, Equity & Inclusion Workgroup

Kim Werkmeister : Good Morning! Really looking forward to an amazing conference and great information!

Libby Hoy : Welcome everyone to the 2020 PFCC Conference, a virtual skills exchange! We are honored by the time you have set aside for us to come together to deepen our commitment to a person centered health system!

Norma Ruiz : Thank You! Looking forward to this!

Simone Mitushima : Good Morning!!!!

Lindsey Galli : Good morning! I'm so excited to "see" everyone this year. Looking forward to an incredible line up of speakers, panelists, and presentations. Congratulations Libby on 10 years (wow!) of partnering towards person and family centered care :)

Teresa Prouty : Hello from Dayton Children's! Looking forward to really great learning over the next couple of days!

Allison Dunagin : Hello from Community Health Network in Indianapolis!

Katelin Conway : Good morning from Northern Montana. Katelin Conway with Mountain-Pacific Quality Health.

Harvey Hellerstein : Hello from chilly but sunny Central New Jersey :) PFAC member @
RWJBarnabasHealth.org

Marie Scherb-Clift : Good morning from warm and Smokey, California

Janice Singer : Hello from MA Mass. Health Quality Partners Consumer Health Council

Sharon Rose : Good morning from Kaiser Panorama City, CA, PAC

Hello from the Metro Health Center Group Team

Acacia Moises : Good morning

risa hayes : Good Morning from warm, sunny and slightly less smoky Denver, CO!

Terri Savino : hello from Middlesex Health, Middletown, Connecticut

Jacqueline Beaushaw : Hello from Florida!

Sue Collier : Happy Monday from North Carolina! Sue Collier, CEO, Patient Centered Innovation, Inc.

Janice Juvrud : My granddaughter is moving from NJ to Denver next week!

DeeJo Miller : Hello from DeeJo Miller at Children's Mercy Kansas City!

Donna Heebner : Good morning from Claremont, CA

Joe Connell : Hello from SF Bay Area -- PFA for Sutter Health, Northern California.

LaToshia Rouse : Hey Sue!

Sheryl Chadwick : Hi from Sheryl Chadwick, also from Children's Mercy Kansas City!

DIANN FOLKERSEN : Hello from Diann Folkersen, West Jordan, Utah Comagine PFAC member.

Monica Maldonado-Puertas : Good morning from Fountain Valley CA!

Kathleen Burkett : Good afternoon from Cleveland, Ohio!

Ellie Hubbard : Good Morning from Northern California #Sutterproud

Kellie Goodson : Good morning from Dallas, TX!

Bill Adams : Hello from rural West Central Minnesota.

Julia Suvak : Hello from San Diego, CA !!!

Lana Comstock : Morning from Iowa
Caroline DeLongchamps : hello from Charleston, SC and the Medical University of South Carolina
Cherie Binns : hello from Rhode Island
Susan Fegen : Hi everyone from rainy Houston, TX
Windy G LAC DPH : Good morning, Windy from LAC DPH Los Angeles, CA
Greg Merritt : Greetings from Michigan! Jan Lambert : Good morning from '
Lindsey Galli : Hi all from Sacramento, CA. Finally seeing some blue skies :) Virtual hugs all around!
Jan Lambert : Salt Lake City
elizabeth perez : Good Morning from Los Angeles, CA
Girlie Caballero : Good Morning, Girlie from LAC DHS ACN San Fernando Valley Health Center Group
Joan Maxwell : Good morning from Orinda (Northern CA)!
Lindsey Galli : Use #ZoomingTowardPFCC to share on social media!
Mary Schramke : Aloha and Good morning from the Big Island of Hawaii!
Soumitra Gaopande : Good morning from Sacramento, CA
Vivian Escalante : Good Morning Everyone, Vivian M. Escalante, Boyle Heights Community Partners.
Danny van Leeuwen : Good afternoon from Boston. Danny Health Hats
Janice Juvrud : Yes, Lindsey, great message. Virtual hugs all around to everyone.
Selma braziel : Good morning, from Cedars Sinai Medical Center, Los Angeles, California
Ting Pun : Good morning from Palo Alto area in Northern California
Maureen Maurer : Good morning from North Carolina
Steve Brown : Thanks for identifying racism as a pandemic and for addressing this issue!
Libby Hoy : I'm so glad you are participating, Steve Brown!
Lisa Morrise : Good morning from Lisa Morrise, Consumers Advancing Patient Safety, Salt Lake City.
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libby airhart : Good afternoon here, Louisiana and CFC Syndrome
Teresa Prouty : Thank you LaToshia for being an advocate for not only your children, but for black women!
Aimee T : Good Morning Aimee From Nevada but also part time in Colorado
Harvey Hellerstein to Laura Jackson (Privately) : Allgoodnow
Anaise Avakian : Good morning everyone!
Karla : Good morning
Robert Small : Karla Who??
Cynthia Cruz : Good Morning from California!
Teresa Prouty : WOW
Kellie Goodson : Very powerful Denean!
Libby Hoy : My eyes have been opened. Thank you Denean
Joan Maxwell : So powerful
Lindsey Galli : Powerful
Karleen Ballmer : Thank you Denean. With much gratitude.
Harvey Hellerstein : SEE and HEAR YOU!!!!
Steve Brown : Thanks, Denean. Powerful and sobering.
Carolyn Mohan : Thanks, Denean
Kim Werkmeister : I am weeping with anger and a renewed urgency to address racial inequities
Lisa Morrise : So important to understand histories. Thank you, Denean.
Acacia Moises : Thank you very powerful
Caroline DeLongchamps : Thank you Denean, that was incredibly powerful
Norma Ruiz : Heartbreaking

Karen Frazier : We have a lot of work to do to repair the trust that has been broken and the damage that has been done over centuries.

mary k jones : Well said.

Julia Slininger : Amen, Kim Werkmeister!

Ellen Schultz : It's not how I feel that is important - it's how I will act.

Jacqueline Beaushaw : Going through it chronologically was so powerful.

Stephanie Farrow : Thanks so much Denean. That was powerful!

Lindsey Galli : Great point Ellen

Ilene Corina She/Her Pulse CPSEA : Can we get a copy of what she read? It needs to be shared to the wider public

Caryn Anthony : excited to go from infuriated to what can I do now

Kathleen Burkett : Thank you for sharing the very sad history so powerful and emotional!

Ana Narcisa : Thank you for helping me understand.

Kellie Goodson : I would bet much of what you shared was new to many listening. We need to keep sharing this information to help aid understanding of what we need to do moving forward.

Sue Collier : I have been in healthcare over 40 years and I am still learning, crying, and discovering how to change myself and this system of care for the better.

Teresa Prouty : My heart hurts and I am thankful you shared this! It truly is powerful and has helped me to learn more about the racism that has occurred with the black community regarding healthcare

Tousey Wilson : Powerful review of history and the present situation.

Libby Hoy : The chronology is critical for making the connection from our history to our present

Chuck Sammis : Every time I hear a person of color explain a piece of history I was unaware of, my eyes are opened

Windy G LAC DPH : I would recommend if this is being recorded that it is made available to those who were unable to attend.

Meredith Koob : The time is NOW, we've been passive and have turned a blind eye for FAR TOO LONG!!

Thank you for your courage in sharing!

Steve Brown : Thanks Denean. It makes clear the systemic and generational trauma of African-Americans.

Alice Gunderson : My silence is so I can try to not only take in but understand....thank you for opening our ears, eyes and brain.....

Harvey Hellerstein : WELL SAID!!!

Greg Merritt : Thanks much Denean! Where Does Health Inequity Come From?

Health inequity arises from root causes that could be organized in two clusters:

The unequal allocation of power and resources including goods, services, and societal attention which manifests itself in unequal social, economic, and environmental conditions, also called the determinants of health.

Structural inequities that organize the distribution of power and resources differentially across lines of race, gender, class, sexual orientation, gender expression, and other dimensions of individual and group identity.

Interventions targeting these root causes hold the greatest promise for promoting health equity. From

<https://www.nap.edu/resource/24624/RootCausesofHealthInequity/>

Barbara Kivowitz : Denean - thank you. While I knew of many of the details, hearing you tell it as a linked story that spans centuries not only makes it so powerful, but situates it in an undeniable systemic context. Very powerful.

Libby Hoy : How familiar are you with the history that Denean shared?

Cherie Binns : It is important that we not let anger color our actions to the point that it devalues the message that change continues to be needed.

Teresa Prouty : I had never heard that part of history and I am so thankful that she shared to remove the blinders from my eyes so I can educate others

Bill Adams : Very familiar with that history.

Robert Small : Ditto

risa hayes : so angry and frustrated. The crimes of the past continue to undermine our efforts toward equity and person centered care for every single one of us.

Harvey Hellerstein : Yes, aware of this history of medical racial travesties!!

Sheryl Chadwick : While I was aware of most of the history, Denean's delivery of the message was so powerful and impactful!

Ana Narcisa : Have heard bits and pieces but not as detailed as Denean so powerfully shared.

Steve Brown : I have educated myself about these inequities. My formal education including up to my master's degree was sorely inadequate about this history and these inequities.

Joan Maxwell : I am also aware, but always appreciate the reminder delivered in such a powerful way.

Caroline DeLongchamps : i was familiar with the issues she discussed but really appreciated hearing it in that timeline, particularly bringing us to current state. We should hear it that way every day in order to inspire a sense of urgency among white americans to get involved in pushing for change.

Kellie Goodson : I've studied the issue, so I was familiar with it, but agree that hearing it from Denean was very powerful. Makes me angry and frustrated. Changes MUST be made NOW!

Stephen Hoy : I am "young," and was taught racism was a thing of the past. That the civil rights movement was a grand slam, not just a base hit.

Julia Slininger : Oh LaToshia, I am so sorry...

Jacqueline Beaushaw : That is so awful

Teresa Prouty : I am so sorry you had to go through that!

Amanda Nova : Thank you for sharing your story

Lindsey Galli : Thank you, LaToshia, for your bravery and sharing your story with us today.

Kathleen Burkett : LaToshia...so sorry and thank you for your strength!

Carolyn Mohan : Thank you for sharing your experience, LaToshia

Caryn Anthony : There are similar stories of systemic racism in healthcare, education, justice...

Bill Adams : Powerful opening for this conference!

Harvey Hellerstein : Medical BILL OF RIGHTS for ALL people!!!

Harvey Hellerstein : Patient Bill of Rights!!!

Libby Hoy : This is an incredible community, when we are strong, humble and brave we can do the work together to make the change we need.

Joan Maxwell : Amen Libby!

Kellie Goodson : Should be humans taking care of humans. Empathy and compassion are missing from many in our country.

Connie Montgomery : This is why it is imperative that we have a seat at every table in every boardroom as black people. We must share our current stories and our histories to give perspective to inequity prevalent in healthcare. Thoughtfully and kindly, we need to advocate for ourselves, families and communities. Thank you all for your wonderful input today.

Harvey Hellerstein : THE PATIENT VOICE FOR ALL!!!

Cherie Binns : Denean...Amen! We have to not just tell and focus on the negative.

Kim Werkmeister : I have worked with several national maternal health collaboratives over the past decade, and am astounded at how frequently the statistic about black maternal mortality being 4 x as high as white maternal mortality is met with "well they must have some kind of pre-existing condition" or "they must not have gone for prenatal care". Stories of real women is the best chance we have to save black women's

lives. We MUST listen to Black women and counter the perception that mortality rates from preventable conditions is anything other than the result of racism, either implicit or outward.

Sue Collier : Question: Who are some of the "best practice" organizations, role models for driving access and exemplary care for all?

Alice Gunderson : Stephen your comment tells us we must re-examine our education from early childhood in our homes and text books. We must hear and examine what has happened TO our black, brown, native and Asian brothers and sisters.

DIANN FOLKERSEN : Thank you Denean for the insight on generational learning. Seems like the generational cycle of learning needs to be broken. Same as when we refer to breaking an abuse cycle.

Stephen Hoy : I feel that our existing health system must not get hung up on the lack of trust that currently exists, but instead start to imagine what it would look like to be part of the solution.

Julia Slininger : Amen, Again, Kim! I am privileged to be working now on two maternal health initiatives, that are addressing disparities in CA hospitals

Ting Pun : How many healthcare providers and physicians are here?

Greg Merritt :

https://www.researchgate.net/profile/Shrehan_Lynch/publication/340777978/figure/fig1/AS:882312354988036@1587371066584/The-difference-between-the-terms-equality-equity-and-liberation-illustrated-C.png

Kim Werkmeister : Such important work Julia!

Lorna Tirman : I worry so much with Covid we are adding on top of inequity also not letting patients have advocates with them ! I am worried about outcomes with patients who are not able to advocate for themselves. What are others doing to make sure to connect with advocates and loved ones when they cannot physically be present to see, hear and speak up when things do not seem right?

Sylvia Bell : I share your concern, Lorna.

Cory J Hall : It's so true that we wear a mask and quell our voices.

risa hayes : Completely agree Lorna! There is a "small, but mighty" group starting to work on this in Colorado. But our efforts to keep people 'safe' trump everything that is needed and yes, we need to amplify the voices, the stories, the concerns.

Cherie Binns : I love the comparison of physical masks to our "masks" that we wear all the time just to function

Martha schulenburg : Until we see our sameness instead of otherness and the color of your skin never dictates the level of rights,care,and respect you receive, we must do this hard work in heart ,mind and action.

Teresa Prouty : Its nice to see that most health organizations are creating Diversity and Inclusion leadership positions to begin to make those changes.

Maria Pellerano : Lorna, I am living this reality right now with my mother, who is isolated in long term care. The only thing I can do is be ask lots of questions of everyone.

Bill Adams : Shaping policy shapes the future.

Harvey Hellerstein : Totally agree Bill

Libby Hoy : So true, Bill. Where do we start with policy change?

Barbara Kivowitz : How important do you think it is for health care to move away from being hospital-centric and move more deeply into communities - and partner with community based organizations

Bill Adams : Let's talk, Libby

Greg Merritt : How might always using the term health inequities (e.g. it's not just different-- it's unequal) vs. health disparities?<https://patientengagementthit.com/news/what-is-the-difference-between-health-disparities-equity>

Teresa Prouty : What would you say when you want to partner with black families to ensure their voices are around the table, however, your constantly told by your own leaders that black people wont trust you because you are white?

Acacia Moises : I agree that every one need to be included in decision making black, brown, yellow all.

Kellie Goodson : We have to break it down to actions we can take. People in health care get overwhelmed thinking about trying to end homelessness or poverty. What actions can people take to help make a difference?

Janice Juvrud : Maria, I am sorry to hear you and your mother are isolated from each other. Is this because of Covid?

risa hayes : @ Barbara Kivowitz: VERY important!

Erica Steed : Solutions.....

Sue Collier : Agree Kelly - Throughout our work, today and every day, define specific actions - that collectively can make a difference!

Harvey Hellerstein : AMEN!!!!

Bill Adams : Powerful Patrick!

Kellie Goodson : Well said Dr. Gee

Joe Connell : Seems to me, before we to do this or that, we need bridge builders to enables us to become partners in the first place.

Janice Singer : Beautifully said Patrick!

Julia Slininger : I love "building the table together"

Rosie Bartel : it needs to be a round table that keeps the right people in the seats.

Sue Collier : Agree with bridge building&and for those who are ready, keep moving forward!

mary k jones : Quality of care can measure the authenticity of the effort.

Harvey Hellerstein : YES, bridge building!!

James Sturtevant : Very powerful story and great introduction to this vital subject of systemic racism that continues to exist within our country and healthcare. I believe the PFCC audience's acceptance and willingness to accept accountability to achieve change is not representative of the greater society. I am grateful to this impressive panel who have so immaculately articulated not only the problem, but suggestions for change and improvement. I hope we can all get there together someday. THANK YOU!

Maria Pellerano : Janice, she does not have COVID. Her facility has kept out caretakers and family members to protect the residents. She recently fell (her own fault), is bedridden and I no longer can visit with her outside or through a window so I cannot see how she is truly doing.

Martha schulenburg : Policy changes are imperative but there has to be change in personal attitude. Are there opportunities for diversity education training?

Libby Hoy : Mary K Jones What would those measures look like? I think you right, but do we have the right measures to understand authenticity?

Libby Hoy : Yes, Denean! Personalize the partnership

Harvey Hellerstein : The days of "token voice" is over in today's world that I'm connected to!!!

Janice Juvrud : Who/which functions would serve as bridge builders? I know it may seem to soon to think so concretely but perhaps begin to imagine this.

Erica Steed : Hear my nonverbals. Frustrations, Tears and Withdrawals...

Libby Hoy : Yes, we will! This is the BEGINNING of the conversation -

Julia Slininger : At one of the Cherished Futures (for Black moms and babies) collaborative sessions, I heard one suggestion for what a nurse at the bedside can ask the maternity patient (instead of "do you need anything"): what can I do or say to help you be more comfortable, and help you trust our caring for you today?

Rosie Bartel : so well said!

Teresa Prouty : Thank you so much! Fantastic real conversation about racism and how we can be better change agents! Not only in our healthcare systems, but in all interactions!

Acacia Moises : Amen

Julia Slininger : Amen, Patrick

Becky Andrews : Thank you to this amazing panel!

risa hayes : beautiful Dr. Gee

Soumitra Gaopande : Thank you Patrick! beautiful

Kellie Goodson : You are a great speaker too LaToshia!

Sheryl Chadwick : This has been a wonderful and inspiring opening session for the conference. Thank you to all the presenters for sharing their personal stories, perspectives, and ideas.

Anaise Avakian : Treat everyone with the same dignity and respect that is everyones responsibility, and it is what Christ says in the Bible. Amen!

Acacia Moises : Well said

Martha schulenburg : ABSOLUTELY!! Love one another. Thank you Patrick!!

DIANN FOLKERSEN : Thank you using racial equality. As I listen I think of Mexican families I know and Navajo Indian families that struggle with similar issues.

Lindsey Galli : "No one owns the table" yes LaToshia!

Erica Steed : And it's exhausting when I'm your only "black" friend. Create conversations with others....

Janice Juvrud : Amen, Patrick!

Greg Merritt : How might those patients/family members who sit on PFAs (particular executive teams) and you don't see diversity amongst those leaders-- "raise your voice" even as it shakes...? And help them to be comfortable being uncomfortable and be the change? Thanks to all of you!

mary k jones : I'm a patient member of the Tahoe Forest Hospital Patient Family Advisory Council PFAC in Truckee CA. This group has impacted operations and policy at this hospital through the advocacy promoted today. It works. Speak out, persevere with the message until you see change. I will take this message back. Thank you all!

Brittany Jackson : Thank you for this powerful, dynamic session!

Lorna Tirman : Thank you Mary K. for being on the call, I look forward to our conversations going forward based on what we are learning here!.

Cherie Binns : We do not need to be pastors to share openly our faith journeys and how it directs us in our actions towards our "brothers and sisters". Our politically correct culture has muffled those voices and we need to start unmuffling them again.

Rosie Bartel : Be real in all relationships! Reach across the aisles!

Kellie Goodson : It takes work, but you can build trusting relationships with patients who are Black and Brown. Seek out these patients and do whatever it takes to hear them!

LaToshia Rouse : Thank you Libby for connecting us!

Stephanie Farrow : Thank you for facilitating this panel! This was some great dialogue. Lets keep the conversation going..this was some very insightful information and facts shared.

risa hayes : Absolutely! We all let our history get in our own way - keep us quiet, keep us shy, keep the mask on, keep us from trusting, keep us from forming relationships. But the relationships are the only thing that will really save us.

Steve Brown : Thanks for these excellent panelists. Thanks for outstanding moderating, Ayodola! REALLY appreciate it all!

Janice Juvrud : Yes, so much appreciation to Libby and the team.

Maria Pellerano : This is one of the best panels I have heard about these two pandemics! Thanks!!

Alice Gunderson : May 2020 be not only thought of only as the Year of Covid but the Year that we broke open the bubble of systemic racism....we loss over 200,000 soles to Covidâ€¦. how many have we lost to systemic rasicism??

Lindsey Galli : Thank you to this panel for setting a powerful tone to move us through this conference!

Ana Narcisa : Results move at the speed of relationships.

risa hayes : Thank you Denean, LaToshia, Patrick, Ayodola.

Mimi Trinh : One of the most powerful conference openings I've experienced - thank you to this amazing panel. Your message needs to be continued to be shared with the medical community.

Norma Ruiz : All of this is very scaryâ€¦!

Sue Collier : My thank you for this inspiring panel is to take actionâ€¦today, and every day. I am humbled and appreciative for your contributions today.

Rosie Bartel : thank you for your awesome panel!

Kellie Goodson : Thank you PFCCPartners for being brave and having this conversation!

Lindsey Galli : What insights and ideas are you taking from this panel back to your work, organization, lives?

Caryn Anthony : Libby -- thanks for being so open and vulnerable to encourage everyone to join and get comfortable with the discomfort.

Meredith Koob : You all are inspiring!! Thank for this extremely powerful sharing, which really drives me to become very introspective and reflective. How am I feeding this hurt and racism, even as a caucasian mother of a beautiful, soulful, brave black young woman?

Kathleen Burkett : What an inspiring way to start the Summit!

Monica Maldonado-Puertas : Thank you Denean, for sharing this tremendous history. Thank you LaToshia for sharing your heartbreaking experience. The more we listen the more we learn the better prepared we as a PEOPLE will be to make all patient voices be heard. Thank you panelist for helping me learn.

Janice Singer : excellent session!

Alice Gunderson : Thank you panel and thank you PFCCPartnersâ€¦!

Sheila Daniels : Thank you all very much for sharing your messages, for informing all of us and giving us much to think about and act on. Take good care.

T Baker : This was a great way to open the conference. As an organization, we have an opportunity to take this discussion further. I donâ€™t think I knew how to start until now.

Ellie Hubbard : Informative and beautiful presentaion - thank you so very much.

Mary Schramke : You have brought clarity to how deep the problems are and have armed me with more ways to ask why? and why not change to all that limits safe, affordable, good quality equitable care for all?

Caroline DeLongchamps : great work and discussion from the panel. so grateful for you!

10:02:53

Terri Donahue : So moving, powerful and well orchestrated