

CHAMPION DYAD INITIATIVE (CDI)

A LONG-TERM PARTNERSHIP BETWEEN A COMMUNITY DOULA ORGANIZATION AND MEDICAL SITES



ABOUT SISTERWEB

Founded in 2018, SisterWeb was created from a deep commitment and passion to address the dire pregnancy and birth-related healthcare inequities experienced by Black and Latinx pregnant and birthing people. SisterWeb works to dismantle racist health care systems, strengthen community resilience, and advance economic justice for birthing families and doulas in San Francisco. SisterWeb is committed to working to ensure pregnant people from these communities have access to culturally congruent and high quality doula care and that their community doulas receive the tools, skills, and mentorship to succeed in careers as professional birth workers.



WHAT IS THE CDI?

The Champion Dyad Initiative has been led by SisterWeb since 2019. The Champion Dyad Initiative fosters the support of one or two “champions” at each hospital site to partner with a SisterWeb staff member. The partnership allows for the two parties to work together as a quality improvement tool to ensure that all birthing people of color receive respectful and equitable treatment during their births and pregnancies.

The CDI creates opportunities for bi-directional feedback between SisterWeb and clinical sites, for clients to give input about the hospital setting and care they received, and for integration of doulas as core members of care teams and systems, which allows for SisterWeb and hospital providers to better support doulas and families from Black and Latinx communities.

The CDI is a key part of SisterWeb's commitment to stakeholder accountability and working systemically to lift up the professionalism and dignity of BIPOC community doulas within clinical settings.

A CDI CHAMPION...

- is committed to antiracist practice,
- is passionate about collaborating with doulas,
- has the positional power to implement, or advocate for change at their site location.

THE GOALS OF CDI

1. Site/Hospital Providers and Clinical Staff understand the SisterWeb Community Doula Model and are referring all eligible patients in a way that respects the community and birth workers.
2. Site/Hospital Providers and SisterWeb staff work collaboratively to identify population data related to birth outcomes and increase awareness at each site regarding current inequities and quality improvement needed.
3. SisterWeb Doula programs have close working relationships with providers and clinical staff, building respect between roles and sharing of resources and feedback.
4. With the support of CDI sites, SisterWeb programs effectively and efficiently are able to collect data related to patient and doula experience and communicate back to hospital sites with a focus on action steps and systemic improvements.
5. Site/Hospital Providers and clinical staff support SisterWeb doulas in their professional journeys with consistent, constructive feedback and opportunities for professional growth and skill building.
6. All SisterWeb doulas deeply understand the value of CDI and the importance of utilizing/maximizing it as a tool that will help us accomplish our goals.

SISTERWEB'S CURRENT CDI SITE PARTNERS



UCSF Medical Center



IMPLEMENTATION EXPECTATIONS: SISTERWEB STAFF

- SisterWeb Staff focus on cultural competency, educating hospital staff on specific nature of SisterWeb community doula model, peer support/ culturally and linguistically congruent support.
- SisterWeb staff build in ongoing inclusion of feedback channels by supporting clients during appointments, reframing the fear of repercussions for negative feedback and bridging families with providers directly to increase capacity to navigate the hospital with confidence.
- SisterWeb staff design a form for feedback that doulas and providers can use. These forms are then viewed prior to monthly dyad meetings at each site and provide content for the bidirectional feedback portion of the meetings.
- Build rapport between SisterWeb doulas and hospital staff through mixers or other fun event (on-line or in person). SisterWeb will also provide Face sheet of all doulas to be posted for providers and nursing staff.

IMPLEMENTATION EXPECTATIONS: SITE/ HOSPITAL PROVIDERS

- Create increased opportunities for community building and staff education at their site. Dyad reps can connect SisterWeb doula programs with individual providers that are interested in supporting birth equity.
- Dyad reps help coordinate Doula / Nurse bonding activities so we understand how to work together, and expand communication to providers beyond L&D (Pediatrics, Lactation, Nutrition).
- Dyad reps provide logistical and administrative support to the overall initiative. This is done by strengthening the referral process and by creating a written channel of communicating for changes to hospital protocols and procedures to SisterWeb reps so information isn't delivered in pieces.
- Dyad reps are point people for addressing issues when SisterWeb doulas are working within the hospital site. They will provide a cell phone number to call in case of emergency (2 different hospital staff people willing to field these calls).
- Hospital reps will champion anti-racism work at their site.

IMPLEMENTATION EXPECTATIONS: BOTH SISTERWEB & SITE PROVIDERS

- Set and attend standing monthly meetings (with a built in back-up date in case of emergency/birth).
- Attend quarterly and/or annual meeting for the initiative (remote over zoom).
- Participate in community building activities, CDI led events and tours at sites that foster care coordination.
- Communicate quickly any urgent feedback related to a staff or shared patient/client.
- Prepare for monthly meetings by collecting feedback to be shared by colleagues.
- Communicate in a timely way any changes and shifts to policy/procedure at respective sites.
- Participate in the creation, distribution, completion and improvement of evaluation tools for the initiative.

ENGAGING AS THE CDI



CARE
COORDINATOR



MONTHLY
MEETINGS WITH
BI-DIRECTIONAL
FEEDBACK



PROFESSIONAL
DEVELOPMENTS &
TRAININGS