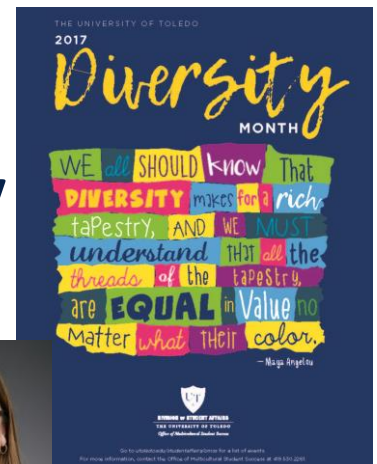# The Importance of Diversity and Inclusion in Healthcare

HCCA Conference 2019

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utoledo.edu/diversity

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Learning Objectives

As a result of attending this session, learners will:

- Understand what diversity and inclusion are
- Understand why diversity and inclusion are critical to healthcare
- Understand how diversity and inclusion can be integrated into your practice

Diversity and Inclusion

What is Diversity?

What is Inclusion?

How do we differentiate between the two?

Why are they both important?

Office of Diversity and Inclusion

The mission of the Office for Diversity and Inclusion is to sustain and embrace a diverse, inclusive campus environment through fulfillment of the goals detailed in our Strategic Diversity Plan.
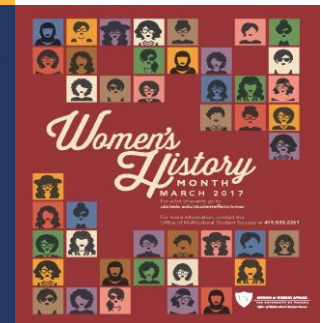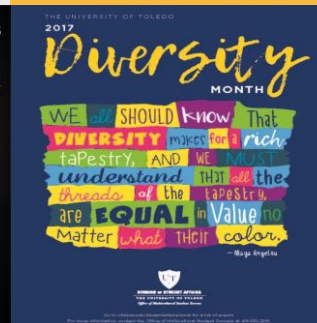
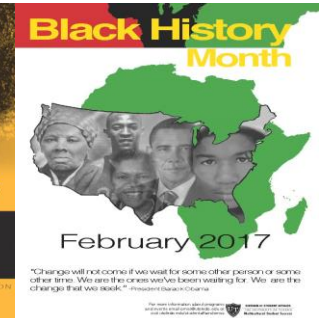# We Are Welcoming
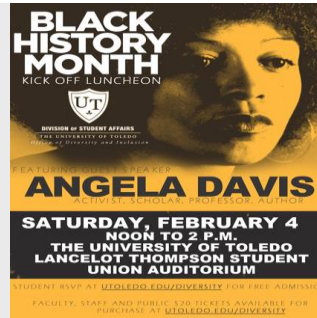
- Age
- Race
- Color
- Ethnicity
- Gender
- Religion
- Ability
- Ancestry
- National Origin

- Military or Veteran Status
- Genetic Information
- Familial Status
- Political Affiliation
- Participation in a Protected Activity
- Socio-Economic Status
- Sexual Orientation
- Gender Identity

We Welcome You!

Events, Organizations, Speakers, Workshops, and more!

Why is Diversity Important?

- Current Events
- Global Society
- Research- creativity, innovation, growth, profitability, academic achievement, social growth
- Other reasons?

Definition of Diversity

Diversity is a core value of The University of Toledo. As a scholarly community that encourages diversity of thought as reflected in our broad array of disciplines, we embrace the many things in life that makes us different. The university is open to people of all racial, ethnic, cultural, socioeconomic, national and international backgrounds. We welcome diversity of pedagogy, religion, age, diverse abilities, sexual orientation, gender identity/expression, and political affiliation. Diversity is essential to our ability to survive and thrive. Every individual is a necessary asset, and we demonstrate this in our policies, practices, and everyday operating procedures.

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Why is Diversity Important?   #1

Notice Informing Individuals About Nondiscrimination and Accessibility Requirements

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

Language assistance services are available from our Member Services Contact Center 24 hours a day, seven days a week (except closed holidays). Interpreter services, including sign language, are available at no cost to you during all hours of operation. Auxiliary aids and services for individuals with disabilities are available at no cost to you during all hours of operation. We can also provide you, your family, and friends with any special assistance needed to access our facilities and services. You may request materials translated in your language, and may also request these materials in large text or in other formats to accommodate your needs at no cost to you. For more information, call 1-800-464-4000 (TTY users call 711).

A grievance is any expression of dissatisfaction expressed by you or your authorized representative through the grievance process. For example, if you believe that we have discriminated against you, you can file a grievance. Please refer to your Evidence of Coverage or Certificate of Insurance or speak with a Member Services representative for the dispute-resolution options that apply to you. This is especially important if you are a Medicare, Medi-Cal, MRMIP, Medi-Cal Access, FEHBP, or CalPERS member because you have different dispute-resolution options available.

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You may submit a grievance in the following ways:

By completing a Complaint or Benefit Claim/Request form at a Member Services office located at a Plan Facility (please refer to Your Guidebook or the facility directory on our website at kp.org for addresses)

By mailing your written grievance to a Member Services office at a Plan Facility (please refer to Your Guidebook or the facility directory on our website at kp.org for addresses)

By calling our Member Service Contact Center toll free at 1-800-464-4000 (TTY users call 711)

By completing the grievance form on our website at kp.org

Please call our Member Service Contact Center if you need help submitting a grievance.

The Kaiser Permanente Civil Rights Coordinator will be notified of all grievances related to discrimination on the basis of race, color, national origin, sex, age, or disability. You may also contact the Kaiser Permanente Civil Rights Coordinator directly at:

Kaiser Permanente Civil Rights Coordinator
One Kaiser Plaza
12th Floor, Suite 1223
Oakland, CA 94612

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

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Why is Diversity Important?   #2

- "Things in life that make us different"
- What dimensions specific to healthcare (patients) do we need to take into consideration?
- Patient centered

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Example

Transgender Healthcare

- EMR and Customer Service Issues
- Sex at birth, gender identity, insurance gender, preferred name, preferred pronoun
- Sensitive confidentiality concerns
- Anatomy vs identity sensitivity in procedures
- Culturally sensitive environment/cues
- Gender neutral restrooms/facilities

Integration into Your Practice

Federal Laws

Federal laws help guide policy regarding discrimination and help maintain a welcoming and inclusive atmosphere.
Expand your knowledge of diversity related regulations. For example:
-Title VII of the Civil Rights Act of 1964
-Americans with Disabilities Act
-Title IX of the Education Amendments of 1972
-Others?
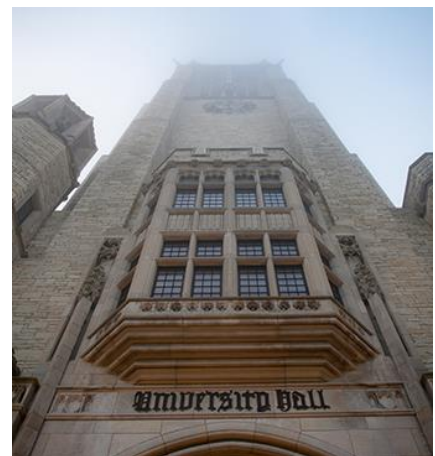
Integration into Your Practice

- Plug into to diversity and inclusion resources at your organization and region:
    -Do you have a Chief Diversity Officer?
    -A minority health/population health specialist?
    -Are you connected with HR/EEOC?
    -Is there an organizational diversity committee?
    -Do you have a regional consortium?
    -What additional resources can you access?

- Institute for Diversity and Health Equity (AHA)
    http://www.diversityconnection.org/

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Integration into Your Practice

- Move from diversity to inclusion

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Definition of Inclusion

An inclusive environment provides opportunity for full participation in the life of the university by each of its members. The inclusive university embraces differences and fosters a sense of belonging among all its members, including faculty, staff, students, and the community.

Healthcare Settings and Inclusion

A sense of belonging

An inclusive environment

Cultivating cultural sensitivity

An Inclusive Environment

In a healthcare environment, how do we:

- Provide opportunity for full participation
- Embrace differences
- Foster a sense of belonging

An Inclusive Environment

Barriers to Inclusion:

-"isms" like racism, sexism, heterosexism
-Prejudice (beliefs) and discrimination (behaviors)
-Privilege
-Microaggressions
-Unconscious Bias

These are terms you need to know!

Creating Inclusion

Taking Action- Inclusive Leadership

- Do those in the "out groups" feel a sense of inclusion (welcomed, belonged, embraced)?
- Is your environment inclusive?
  - Physical features (accessibility)
  - Marketing and communications (visual/verbal cues)
  - Policies and procedures
  - Organization (cultural) norms
  - Other?

Diversity + → Leadership → Inclusion
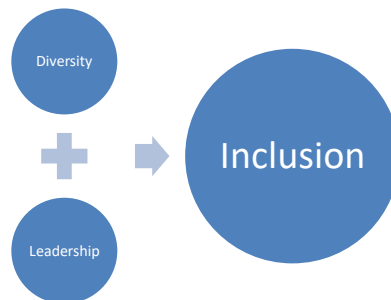
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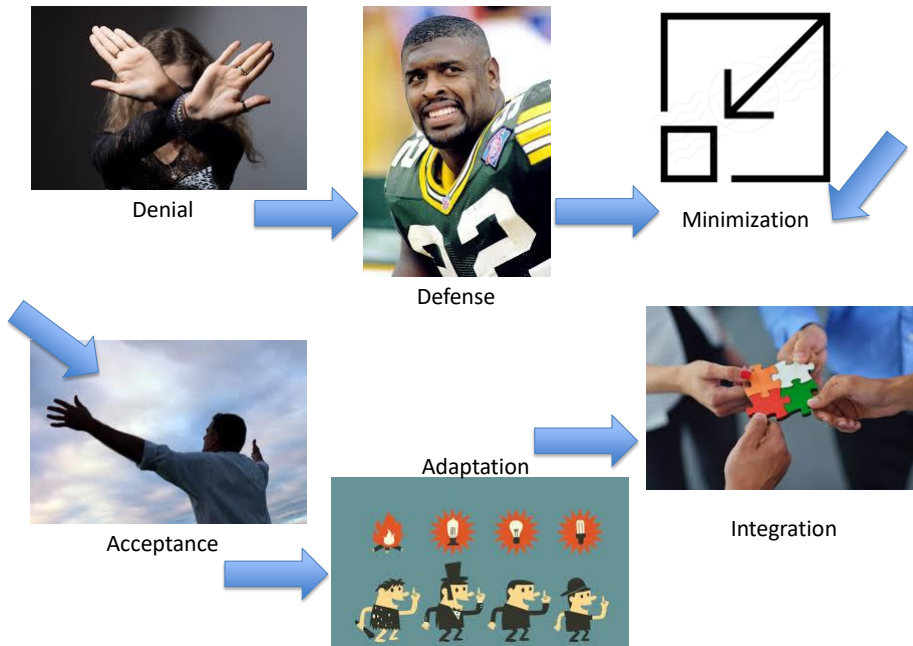
Creating Inclusion

Cultural Sensitivity Continuum

Developmental model of Intercultural Sensitivity (The Bennett Scale)[1]

- Denial
- Defense
- Minimization
- Acceptance
- Adaptation
- Integration

[1]Bennett, M. J. (1993). Towards ethnorelativism: A developmental model of intercultural sensitivity (revised). In R. M. Paige (Ed.), Education for the Intercultural Experience. Yarmouth, Me: Intercultural Press.

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Denial

Defense

Minimization

Acceptance

Adaptation

Integration

Creating Inclusion

Generating Solutions: Inclusion Action Plan

L eaders
E nable
A ction in
D iversity

Q: As a leader, how can you move your self, your office, programs, policies/procedures, and/or organization culture further along the cultural sensitivity spectrum?

A: Develop an Inclusion Action Plan

Creating Inclusion

Generating Solutions

Activity

- Think about an aspect of diversity that you feel the most passionate about or resonated the most with you today.
- Write it down. Include the 1. identity group, 2. disadvantage of that issue.
- Write an action plan for how that can be addressed in your work.
- Share in small groups.
- Share with entire group.

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Creating Inclusion

Generating Solutions

Examples

1. Identity group: LGBTQIA+
2. Disadvantage: Being made uncomfortable when people use the wrong nouns/pronouns to refer to your spouse/partner/significant other.
3. Action plan: Refer to all client's significant others as "partner". Instead of asking a man "What is your wife's name?", or asking a woman, "What is your boyfriend's name?", I will ask all clients, "What is your partner's name?"

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Creating Inclusion

Generating Solutions

Sharing Examples

- How are you going to create a culturally sensitive, inclusive environment?

- Share examples!

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Closing

Questions?

Thank you!