Welcome!

5th Annual Diversity Informational Breakfast

Duke University Institutional Statement of Commitment to Diversity and Inclusion

Duke aspires to create a community built on collaboration, innovation, creativity, and belonging. Our collective success depends on the robust exchange of ideas—an exchange that is best when the rich diversity of our perspectives, backgrounds, and experiences flourishes. To achieve this exchange, it is essential that all members of the community feel secure and welcome, that the contributions of all individuals are respected, and that all voices are heard. All members of our community have a responsibility to uphold these values.
I. Introductions & Welcome  
*Tanya Griffin*, Assist. HR Director, DUH

II. Opening Speakers  
*Paul James*, AVP, OIE

III. Diversity Initiatives  
*Bob Crouch*, Director DE&I, OIE

IV. The Cultural Competency Experience for Healthcare – Panel Discussion  
*Roy Hudson*, Assoc Chief Nursing Officer, Duke Raleigh Hospital; *Biju K. Chacko*, Clinical Pastoral Education Supervisor, DUH; *Azeddine Chergui*, Resident Advisor, Intl Patient PGM; *AV Greene*, Strategic Services Associate, Hospice Administration; *Bichhai Ly*, Case Manager, Case Management

V. Staff Diversity Training Overview & Current Status  
*Pam Bivens*, Training Coordinator

VI. Summary, Q & A / Closing  
*Bob Crouch*, Director DE&I, OIE
HomeCare & Hospice
Once you understand and appreciate other people’s cultural backgrounds, then you can also connect with them more.”

“A patient may forget your name, but they won’t forget how you made them feel.”

Duke HomeCare & Hospice
FY18 Diversity Initiatives
Progress Update – November 2017

“Thanks for a meaningful session. Exposing ourselves to various cultures is vital to personal growth.”

- Quotes from Staff Participant Survey
Build diversity awareness/competence at the leadership and staff levels of DHCH

- Partnership with Paul James, Director of Diversity & Equity Programs for Duke University and Duke University Health System and Pamela Bivens, Diversity & Inclusion Educator
Goals

• Discuss diversity and inclusion in the context of learning and supporting professional development values in the workspace.

• Deepen awareness of multicultural and intercultural awareness as a strategy to deliver health care services that meet the social and cultural needs of patients.

• Provide relevant and balanced research related to the subject matter.

• Develop deeper understandings of bias behaviors in the workplace (i.e. HomeCare & Hospice).
For FY18, focus on JC standard of cultural competence

- How are the special cultural/ethnic needs of the individual addressed?
- How to cascade diversity sessions to a broader group?
- How best to review the purpose and value of the diversity sessions ongoing?
- Many new employees were unaware of the offering.
  - How can we systematically include new hires into this process?
  - How are diversity/cultural competence addressed in orientation?
What’s at stake based on patient experience?

- Effective January 1, 2016, The Centers for Medicare & Medicaid implemented the Home Health Value-Based Purchasing (HHVBP) Model.
- The overall purpose of the HHVBP Model is to improve the quality and delivery of home health care services to Medicare beneficiaries.
- HHA payment adjustments tied to quality performance based on patient outcome data and patient experience data.
How can we be intentional about incorporating cultural competence into the patient experience?

• How can Diversity efforts fit regularly into departmental staff meetings?
  • Can it be a standard item?
  • Can a patient story be shared?

• What tools can we provide to clinicians?
  • Patient Experience presentation during orientation
  • CultureVision application – on standard laptop build
  • CultureVision class
  • DUHS Diversity Education for Staff –
Diversity as an EJR as well as a value proposition

- Define cultural competence v. cultural awareness
- You can’t have competence without awareness
- In awareness, there is a continuous journey
- Competence $\rightarrow$ quantitative measures and professional development
- Awareness $\rightarrow$ qualitative measures
Duke HomeCare & Hospice
FY18 Diversity Initiatives
Progress Update - November 2017

Build awareness and use of CultureVision among DHCH staff

- Continued promotion of CultureVision tool in DHCH staff meetings, department meetings
  - Reviewed in DHCH Orientation
- CultureVision exploration as a post-session exercise.
- CultureVision video to be shown in clinical staff meetings to spotlight this resource.
- CultureVision education on site at DHCH.
DHCH All Staff Learning Sessions

- Conversation Formats
  - Large Group format/Town Hall
  - Panel Discussions
  - Actor Sessions
- Changes of Venue
  - Publicizing other Health System Offerings
- Offerings at multiple times
- Distribution of articles for interested staff
- FY18 session topics based on employee feedback
FY18 Offerings

In collaboration with OIE, diversity sessions planned in fiscal year 2018 that continue to build competence and enhance skill level in engaging with each other around topics of diversity, inclusion and cultural competence.

September 2017

- Diversity and Cultural Competence (Actors Session)

November 2017-January 2017

- Diversity and Community Interactions (TED Viewings)

Q 3 and Q4 2017

- DUHS Diversity Staff Training Session (Provided at DHCH)
What has made this a successful Journey?

- Senior Leadership’s commitment and engagement
- Listening to staff
  - Topics they have an interest in
  - Topics relative to clinical practice
    - Cultural competence
    - Competency bias
    - Language judgment
  - Don’t make sessions mandatory
  - Schedule sessions at a time that works for them
    - Variations in formats
  - Establishment of Session Ground Rules
Next Steps

• Implement diversity initiatives which develop diversity/inclusion at DHCH through succession planning and directed recruitment efforts which recruit a diversity of age, skill set and demographics
  ❖ Paul James will facilitate diversity sessions with DHCH senior leadership around Diversity and recruitment/retention and succession processes
  ❖ DHCH Diversity Committee is continually recruiting for a membership to more fully represent our entity
    ❖ Recruiting Staff and Leadership volunteers
    ❖ Development of Committee Charter and Expectations
  ❖ DHCH Diversity Committee is exploring times and locations to give all staff an opportunity to participate in sessions
Duke University Hospital
Today there is a sense that America is more divided than it used to be.

The committee’s primary initiative is to drive positive change by providing resources and programs to help staff become culturally competent.

Culturally competence is about our will and actions to build an understanding between people, to be respectful and open to different cultural perspectives, and work towards equality in opportunity.

Actions include:
Taking the time to learn about different cultures, races, religions and backgrounds represented by coworkers and patients.

Welcoming ideas that are different. The creativity that comes with diversity can help generate new ideas or improve processes and patient care. It can also make work more interesting, engaging, and fun.

Understanding the diversity elements each of us personally bring to the organization. Each person brings to the table a lifetime of experiences and knowledge; each of us is different and we add value to the organization because of these differences.
Resources/Programs include:

1. Cultural Celebrations

Example:
Happy Holidays: A Celebration of Different Cultures

Departments/units are invited to decorate an area that is a reflection of the team’s multi-cultural community.

A photo of their celebration is submitted, the Diversity Committee will select top 3. Decorations will be evaluated on visual impact and creativity. Winners will enjoy a pizza party.

This activity is all about being creative, having fun, and celebrating each other.
DUH Diversity Committee FY 18 Initiative
Culturally Competent Staff

Resources/Programs include:

2. Diversity Awareness Sessions

3. Cultural Competent Care Recognition
Manager acknowledges staff who exemplify our commitment to provide care that respects diversity in the patient populations we serve and the cultural factors that can affect their health care.

Staff member is presented a Tapestry pin. Recognition will be featured in DUH HR newsletter and DUH Diversity Website.
Culturally Competent Staff Resources/Programs include:

4. Commit to continuous improvement. Examples:

5. Toolkit for Managers
   Survey done to get manager’s feedback on types of resources that would help them in supporting culturally competent care.

6. Safe Space Program
   Monthly 10 minute session that provides time for staff to reflect on “Worldly Happenings/Reflection Moments”.
Resources/Programs include:

7. Diversity Map

Create the sense of community.

The DUH Diversity map provides a visual of the unique communities that our staff represent and shares fun facts. Staff are invited to share their home country/state along with your favorite holiday, local dish and ethnicity.

Available at diversity events such as Lunch & Learn sessions.

https://intranet.dh.duke.edu/hospitals/duh/diversityinitiative/SitePages/DiversityMap.aspx
DUH Diversity Committee
FY 18 - Measuring Results

- Feedback and participation in programs and activities.
- Culture Pulse Results
- Patient Comments
DUHS Clinical Laboratories
**Membership** – Composed of staff members from multiple laboratories throughout the Duke University Hospital and Duke Regional Laboratory. “Members” represent a core permanent nucleus of the committee while “ambassadors” rotate off periodically allowing other staff members to participate.
Initiatives for 2017

Reactivate the Committee
Biker Bar – Promoted
team development and
cohesiveness
“Integrative, holistic approach to provide quality, comprehensive and compassionate family-centered care to transgender youth, gender-expansive youth, and children with differences of sex development”
Initiatives for 2017

**Diversity Thumball** – A fun way to open conversations about uncomfortable topics
- Can be taken to your work area
- Does not require large amount of time
Monthly Calendar: How did these events affect our lives and change our culture?
Initiatives for 2017

Annual Picnic at Crabtree Lake
Explore ways to enhance relationships among employees of different ages

Develop permanent relationship with laboratory “Lablines” to provide updates regarding diversity endeavors in the laboratories

Expand diversity educational efforts to all parts of laboratory staffing
Watts School of Nursing
WATTS SCHOOL OF NURSING

Fall 2017
• A concept within the curriculum
INCOMING FRESHMAN

• Diversity & Inclusion Module
• Group debrief
• Guest Speakers - Paul James & Denise Guerrier
• Watch World Apart video
CULTURE VISION

- Resource for students to use to complete
- Case studies
- Course Project
- Discussion Board
WATTS MULTICULTURAL ASSOCIATION

Student led organization

• 2 Faculty advisors

Activities Include: “Clip n Chip”

The Immortal Life of Henrietta Lacks

Doctors took her cells without asking. Those cells never died. They launched a medical revolution and a multimillion-dollar industry. More than twenty years later, her children found out. Their lives would never be the same.

Rebecca Skloot
COMMUNITY OUTREACH

- Provided guidance to Wake County EMS to start their diversity team
- African American Cultural Festival
- United Way MLK Day of Service
- Went to see RACE exhibit at the NC Museum of Natural History
COMMUNITY OUTREACH

- Raleigh Out! Festival
- Assisted with documentation drive with LGBT Center of Raleigh
- Pride NC
DIVERSITY EDUCATION

- Offered lunch and learns such as Microaggressions, Addressing Microaggression
- Members have brought information back to their units (Belonging, addressing microaggression)
- Hosted Dr. Damon Tweedy, author of “Black Man in a White Coat” reading
DIVERSITY EDUCATION

- High number of trained facilitators at Duke Raleigh Hospital
- Offering bi-monthly and monthly classes at Duke Raleigh Hospital
DIVERSITY EDUCATION

Diversity Book Club selections:
- “Immortal Life of Henrietta Lacks” by Rebecca Sloot
- “Great Small Things” by Jodi Picoult
- Kite Runner by Khaled Hosseini
OTHER ACCOMPLISHMENTS/EVENTS

- HEI designation
- Veterans’ Day Celebration
- Annual DLT retreat
- Winner of the Triangle Business Journal “Leaders in Diversity” Award
Duke Regional Hospital
OIE Annual Informational Breakfast
Duke Regional Report
Mission

To create awareness and understanding of diversity through strategies that support a culture of inclusiveness among our team in the respectful delivery of care for our patients, their families and each other.

Vision

To foster an environment of inclusiveness and respect, creating value to delivery of care, recruitment, retention, and development where everyone feels welcome.
Duke Regional Hospital Diversity (DRH) Leadership Team  EDI Winner
DRH Diversity Team

Scope
• Individual
• Unit
• Hospital
• DUHS
• Community

Tactics
• Team Development
• Education Sessions
• Diversity Champions
• Pride Parade
• MLK Jr. Participation
• Open Forums
• Infinity Group Sponsorship
Lunch & Learn Series
2016-2017

• Strategies for Dealing with Language Barriers in the Workplace
• Faith Communities and the LGBQI Community Part II
• “What Are we Thinking and Not Saying” Town Hall
• Health Disparities: Past, Present, and Future
Lunch & Learn Series
2017-2018

Theme: The Human Experience – Bridging Gaps

– December 13, 2017
  • What Does it Mean to Be Human? Dialogue, Reflection, & Community; Through a Power & Privilege Walk

– March 28, 2018

– May 30, 2018
Information Sharing Breakfast
PRMO Diversity & Inclusion Committee
PRMO Diversity & Inclusion Commitment

• Diversity Sensitivity & Awareness
  • 3-tiered intersecting training approach

* Other Diversity & Inclusion Supportive Programs
  • MLK Program
  • Patient Demographic & Gender Identification Initiatives
PRMO Diversity & Inclusion Committee
FY 2016-17 Initiative

- FY 2016-2017 Initiative Selection Criteria
  - 2016 Work Culture Survey data review
  - Looked at (5) questions regarding diversity
    - (4) out of (5) questions revealed decreased scoring
    - (1) question improved “My entity values employees from different backgrounds”
      - This was our area of focus last year
  - Final analysis revealed “climate of trust” as the current underlying issue

- Primary Objectives- “Trust” Initiative
  - Define “Trust” and its importance in the workplace
  - Implement sequential awareness and training sessions to build a climate of trust
  - Roll-out the acronym T.R.A.I.N (easy to remember and catchy)
  - Use tangible items to demonstrate who is “onboard” the “Trust Train”
    - Train Badge Pins
    - Conductor Hats for Presentations
    - Thomas Train in high traffic and highly visible areas

- Expectations
  - Qualitative
    - Employee acceptance, i.e. wearing pins, increased collaboration
  - Quantitative
    - Improvement in 2017 Employee Engagement Survey in the (5) areas listed above
The Trust TRAIN

- Travel Lightly
- Respect one another
- Accept Accountability
- Integrity in actions
- No Negativity
All Aboard .....