WELCOME!
7th Annual OIE Diversity Informational Breakfast
Respectful Care for LGBTQIA+ Patients: Community & Opportunity
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Speaker/Details</th>
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<tbody>
<tr>
<td>8:00 AM</td>
<td>Check-In &amp; Breakfast</td>
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<tr>
<td>8:15 AM</td>
<td>Welcome</td>
<td>Dr. Bob Crouch, Director of Diversity, Equity &amp; Inclusion - OIE</td>
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<tr>
<td>8:20 AM</td>
<td>Introduction</td>
<td>Kim Hewitt, VP for Institutional Equity &amp; Chief Diversity Officer - OIE</td>
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<td>8:25 AM</td>
<td>Keynote</td>
<td>Judy Seidenstein, Dean &amp; Chief Diversity Officer - DUSM</td>
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<td>9:05 AM</td>
<td>Entity Initiative-Sharing</td>
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<td>9:35 AM</td>
<td>Mediated Panel Discussion</td>
<td>Cynthia Clinton, JD, Assoc. VP for Harassment &amp; Discrimination - OIE</td>
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<td>Margaret Muir, DNP, RN, CNML, Strategic Services Associate, Patient Experience - DRH</td>
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<td>Kristen Russell, MSW, LCSW, Clinical Social Worker, Case Management - DUMC</td>
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<td>Dane R. Whicker, PhD, Medical Instructor, Dept. of Psychiatry &amp; Behavioral Sci. - DUSM</td>
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<td>10:35 AM</td>
<td>Closing Remarks</td>
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Welcome: Bob Crouch
Introduction: Kimberly Hewitt
Keynote: Judy Seidenstein
Clinical Laboratories
Initiative for 2019

• **Urban Ministries of Durham**
  - >5800 individuals seen in 2018
  - Emergency shelter, clothing closet counseling, work force development
  - Community Café for the Hungry
  - June 2 – We prepared and served **200 meals**

At the end we were hot and sweaty!
Duke Regional Hospital
Duke Regional Hospital

Courageous Conversations

Lunch & Learn Series
• **October 2019**  
  • Implicit Bias and Maternal Mortality
• **January 2020**  
  • When Disrespect Causes harm
• **April 2020**  
  Employee Engagement with Cultural Humility
Living the message of Dr. King by serving the community throughout the year

- Pride Festival
- Heart Walk
- Diaper Bank
- Salvation Army Angel Tree
- MLK Service Activities:
  - Food prep at Food Bank of Central and Eastern NC
  - Food Drive the month of January
  - Book Harvest book drive onsite
  - Sandwich making onsite
Duke Raleigh Hospital
DUKE RALEIGH’S DIVERSITY LEADERSHIP TEAM

Diversity, Inclusion, and Belonging Lunch and Learns

- Food Insecurity in Raleigh (June 2019)
- Caring for Transgender Patients (August 2019)
- Engaging in Interfaith Dialogue (October 19th)
- Caring/Supporting those experience a mental health crisis (coming in December 2019)
DUKE RALEIGH’S DLT OTHER INITIATIVES

Engagement in the Community

OUT Raleigh
May 4, 2019

African-American Cultural Festival
August 31, 2019

La Fiesta del Pueblo
September 22, 2019
DUKE RALEIGH’S DLT OTHER INITIATIVES

Letter to All New Employees

• The Diversity Leadership team wrote a letter that is given to all new employees that highlights our commitment to inclusion and belonging at Duke Raleigh and invites staff to be a part of our team!
Duke University Hospital
Duke University Hospital
Diversity & Inclusion Committee

Hospital Week 2019

MONDAY, MAY 13
Courtyard Carnival
Carnival food, games & prizes
Where: Duke Medicine Pavilion Greenway
When: 11:30 a.m. to 1 p.m.

TUESDAY, MAY 14
Healthy Duke Expo
Enjoy hand blessings, kindness stones, relaxation, gift cards, and food
Where: Searle Center
When: 8 a.m. to 5 p.m.

WEDNESDAY, MAY 15
Diversity Day
- Salsa dancing: 12 to 1 p.m.
- Food samples & photo booth: 11 a.m. to 2 p.m.
Where: Searle Center
When: 11 a.m. to 2 p.m.

THURSDAY, MAY 16
Team Day
Team silly sock and scavenger hunt, Bed Tower Addition naming announcement, team member recognition cards...Visit the DUMH IT interest to learn more.

FRIDAY, MAY 17
Ice cream day
End the week with a sweet treat.
Where: CMP 2603
When: 11 a.m. to 2 p.m.

ALL WEEK — Massages
- Monday: CMP 2602
  10 a.m. to 5 p.m.
- Tuesday: Spieker Center
  8 a.m. to 5 p.m.
- Wednesday: Duke North 2253
  9 a.m. to 3 p.m.
- Thursday: Duke North 2253
  8:30 a.m. to 2 p.m.
- Friday: CMP 2nd floor lobby
  9 a.m. to 3 p.m.
- Saturday: CMP 2602
  10 a.m. to 4 p.m.

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Duke University Hospital
Diversity & Inclusion Committee

Celebrating Our Diversity

Diversity Photo Booth
Have your picture taken and bring friends for a group photo.
A variety of backgrounds are available to select for your picture.

Salsa and Cumbia Dancing
Noon to 1:00 p.m.
A fun way to get some exercise and learn a new dance or enjoy a dance you already know.
Celebrating Our Diversity

Diversity Information Table

- Pick-up a reminder of the Diversity Lunch & Learn sessions.
- Credit hours are available for attendance.
- Play the CultureVision Spin the Wheel Game and Win a Prize.
- Receive a giveaway for stopping by the table.
Celebrating Our Diversity

Around the World Culinary Experience

Let your taste buds enjoy some great food samples from around the world.
HomeCare & Hospice
Ideas for Awesome!!

• What’s at stake based on patient experience?
• How are the special cultural/ethnic needs of the individual addressed?
• How can we be intentional about incorporating cultural competence into the patient experience?

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

TRIPLE AIM
OF HEALTHCARE

What’s in Your Toolbox?
Mediated Panel Discussion
Ground Rules

• Be fully present and participate to share your truth and lived experiences.
• Be respectful of others when comments are shared whether you agree or disagree.
• Dialogue not debate – listen to learn.
• Honor confidentiality
• Enjoy and take in the journey
Duke Health is committed to caring for patients

Ensuring a healing environment to care for our patients, their loved ones and each other.

There is zero tolerance for all forms of aggression. Incidents may result in removal from the facility and prosecution. Examples of aggressive behavior include:

- Physical assault
- Verbal harassment, threats or abusive language
- Gestures
- Sexual language directed at others
- Failure to respond to staff instructions

If at any time you have any security concerns, please contact Duke Police at 919-684-2444.

Thank you for helping us maintain a safe environment.

Aggressive behavior will not be tolerated at Duke Health.
Duke Health ensures a healing environment to care for its patients, their loved ones and each other.

There is a **zero tolerance** for all forms of aggression. Incidents may result in removal from any Duke Health facility and prosecution.

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Closing Remarks