Welcome!

4th 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.
Agenda

I. Introductions  
   Bob Crouch, Assistant Director, Diversity, Equity & Inclusion

II. Welcome  
   Dexter Nolley, Chief Human Resources Officer

III. Opening Speaker  
   Ben Reese, VP for the Office for Institutional Equity

IV. Diversity Initiatives  
   Bob Crouch, Assistant Director, Diversity, Equity & Inclusion
   Ben Reese, VP for the Office for Institutional Equity

V. New Diversity Video  
   Bob Crouch, Assistant Director, Diversity, Equity & Inclusion

VI. CultureVision Video  
   Bob Crouch, Assistant Director, Diversity, Equity & Inclusion

VII. Staff Diversity Training Update  
   Pam Bivens, Diversity & Inclusion Educator, OIE

VIII. Summary, Q&A/ Closing  
   Bob Crouch, Assistant Director, Diversity, Equity & Inclusion
Duke Regional Hospital
DIVERSITY@DRH

2016 Initiative: Diversity Education
Objective: Enhance opportunities for staff.

Diversity Champion Cohort

DRH International Day

DRH International Day

How we measure:

As Simple As 1 - 2 - 3
1. Log into Culture Vision
2. Select appropriate group from the right
3. Select cultural concept from the left

http://www.culturevision.com

DukeHealth
Watts School of Nursing
Highlighting the concept of Culture in the curriculum

Watts School of Nursing
Fall 2016
Think in terms of concepts, not content
Use conceptual knowledge to apply to new situations
Nursing concept examples: oxygenation, elimination

A Concept-Based Curriculum in Nursing
- Added “Culture” as a stand-alone concept
- Ensured that diverse and inclusive perspectives are included in all courses and experiences
- Reorganized curricular content to begin Fall 2014

Emphasizing diversity and inclusion in nursing education
Reviewed syllabi, lesson plans, test questions, readings and assignments for each course

Looked for evidence that Culture was being emphasized and deliberately included in every course

Looked for evidence that all content was included that had been defined as part of the concept of Culture
All courses clearly presenting Culture as a concept

All designated content being covered

Examples of activities:
- Guest speakers
- Films
- Assigned discussion forums
- Group project assignment
- Assignments from CultureVision

Evaluation findings
Duke HomeCare & Hospice
Diversity Program History

- Senior Leader Quarterly Programs
- All-Staff Quarterly Programs Introduced
- Culture Vision Awareness Education Added
- All Staff Topics: Bias Awareness, Socio-Economic Factors: Differently Abled Diversity; and, Faith/Religion in the Workplace

2014

- Variation of Learning Modalities
- Program Evaluated for Effectiveness
- 2016 Planning Based on Survey Feedback from Past Participants
- Senior Leader Program Includes Off-Site Learning
- All Staff Topics: Multicultural and Intercultural Development; Exploring the Intersection of Faith and End of Life Care; and, LGBTQ Awareness 1 and Community Bldg.

2015

- Both Senior Leader and All-Staff Programs included Off-Site Learning
- Senior Leaders incorporated Diversity and Inclusion discussions with candidates for Hospice Director
- Current Event Topics Incorporated into Program Discussions
- Culture Vision Training and Quiz Added
- DHCH Diversity Committee Description Developed and Committee Enlarged to Reflect More Diversity of Thought and Experience
- All Staff Topics: Race; Faith; Language Bias; and, Transgender Awareness

2016
Work Culture Success

<table>
<thead>
<tr>
<th>Year</th>
<th>Rating</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>4.30</td>
<td></td>
</tr>
<tr>
<td>2013</td>
<td>4.32</td>
<td>.11 higher than DUHS avg.</td>
</tr>
<tr>
<td>2014</td>
<td>4.44</td>
<td>.18 higher than DUHS avg.</td>
</tr>
<tr>
<td>2015</td>
<td>4.52</td>
<td>.18 higher than DUHS avg.</td>
</tr>
<tr>
<td>2016</td>
<td>4.42</td>
<td>.04 higher than DUHS avg.</td>
</tr>
</tbody>
</table>
Quarter 1
LGBTQ Awareness 2

Quarter 2
Ability Awareness

Quarter 3
Intersection of Difference 1

Quarter 4
Intersection of Difference 2

Fiscal Year Pre- and Post-Assessment
Duke University Hospital
Duke University Hospital
Diversity Committee
FY17 Primary Initiative
Duke University Hospital Diversity Committee
FY17 Primary Initiative

Education, Resources, & Recognition

1. Education, Resources, & Recognition

2. Generational Traits
Care for the Transgender Patient
The Privilege Walk
Moving Beyond Race-Based Drugs
Education, Resources, & Recognition

3. Education, Resources, & Recognition

Guide for Fostering Diversity and Inclusion at Duke University Hospital

Hospital Leadership: Duke University Hospital

The Purpose of This Guide

This guide facilitates why we are investing in Diversity and Inclusion and how you are founded to contribute diversity goals for your work area.

Section One: Aims
- Activities of Diversity and Inclusion Committee
- Activities to promote Diversity and Inclusion goals, and
- Overview of diversity action plans.

Section Two: Examples
- A framework for developing your diversity and inclusion plan specific to your team's focus and vision.
- Your role in the culture change, and
- Other resources.
4. Celebrate Culturally Competent Care

Manager recognizes staff member during meeting and present Tapestry pin.
DUH Diversity Committee
Measuring Results

Feedback:
- Lunch & Learn Sessions
- HEI Survey
- Work Culture Results

<table>
<thead>
<tr>
<th>Item</th>
<th>Domain</th>
<th>Score</th>
<th>Distribution</th>
<th>Vs. Nat'l Healthcare Avg</th>
<th>Vs. 2015 Work Culture Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diversity</td>
<td></td>
<td>4.09</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>My ideas and suggestions are seriously considered.</td>
<td>Manager</td>
<td>3.85</td>
<td>12% 17% 71%</td>
<td>0.02</td>
<td>0.00</td>
</tr>
<tr>
<td>There is a climate of trust within my work unit.</td>
<td>Employee</td>
<td>3.83</td>
<td>15% 14% 71%</td>
<td>0.02</td>
<td>0.02</td>
</tr>
<tr>
<td>My entity values employees from different backgrounds.</td>
<td>Organization</td>
<td>4.34</td>
<td>3% 8% 89%</td>
<td>0.10</td>
<td>0.05</td>
</tr>
<tr>
<td>My supervisor treats me with respect.</td>
<td>Manager</td>
<td>4.38</td>
<td>6% 7% 88%</td>
<td>0.05</td>
<td>0.02</td>
</tr>
<tr>
<td>My entity treats employees with respect.</td>
<td>Organization</td>
<td>4.03</td>
<td>8% 12% 80%</td>
<td>0.08</td>
<td>-0.01</td>
</tr>
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</table>
# Measuring Results

My supervisor treats me with respect. Overall DUH = 4.38

<table>
<thead>
<tr>
<th>Race</th>
<th>2016 Score</th>
<th>2015 Score</th>
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</thead>
<tbody>
<tr>
<td>Black or African American</td>
<td>4.24</td>
<td>4.23</td>
</tr>
<tr>
<td>Asian</td>
<td>4.30</td>
<td>4.38</td>
</tr>
<tr>
<td>American Indian or Alaskan Native</td>
<td>4.05</td>
<td>4.04</td>
</tr>
<tr>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>4.33</td>
<td>3.88</td>
</tr>
<tr>
<td>Two or more races</td>
<td>4.54</td>
<td>4.28</td>
</tr>
<tr>
<td>White (not of Hispanic origin)</td>
<td>4.45</td>
<td>4.47</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sexual Orientation</th>
<th>2016 Score</th>
<th>2015 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heterosexual</td>
<td>4.45</td>
<td>4.41</td>
</tr>
<tr>
<td>Bisexual</td>
<td>4.16</td>
<td>4.33</td>
</tr>
<tr>
<td>Other</td>
<td>4.16</td>
<td>4.21</td>
</tr>
<tr>
<td>Lesbian</td>
<td>4.41</td>
<td>4.29</td>
</tr>
<tr>
<td>Gay</td>
<td>4.47</td>
<td>4.40</td>
</tr>
</tbody>
</table>
Measuring Results
My supervisor treats me with respect. Overall DUH = 4.38

<table>
<thead>
<tr>
<th>Age</th>
<th>2016 Score</th>
<th>2015 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 to 24 years</td>
<td>4.50</td>
<td>4.43</td>
</tr>
<tr>
<td>25 to 29 years</td>
<td>4.45</td>
<td>4.45</td>
</tr>
<tr>
<td>30 to 34 years</td>
<td>4.37</td>
<td>4.28</td>
</tr>
<tr>
<td>35 to 39 years</td>
<td>4.36</td>
<td>4.34</td>
</tr>
<tr>
<td>40 to 44 years</td>
<td>4.37</td>
<td>3.34</td>
</tr>
<tr>
<td>45 to 49 years</td>
<td>4.38</td>
<td>4.32</td>
</tr>
<tr>
<td>50 to 54 years</td>
<td>4.34</td>
<td>4.30</td>
</tr>
<tr>
<td>55 to 59 years</td>
<td>4.33</td>
<td>4.36</td>
</tr>
<tr>
<td>60 to 64 years</td>
<td>4.33</td>
<td>4.34</td>
</tr>
<tr>
<td>65 to 69 years</td>
<td>4.40</td>
<td>4.41</td>
</tr>
</tbody>
</table>
Duke Raleigh Hospital
Diversity Leadership Team Highlights

Hai Ly Burk, LCSW
Chair
Duke Collaboration

- Members participated in the task force to create the institutional mission statement on diversity and inclusion
- Chair is on the task force to look surveying diversity efforts across Duke
- Increased team membership: more directors, an advanced practice provider and another physician champion is scheduled to join in November and Duke Cancer Center at Macon Pond
- Team members are trainers for the 2.5 hour required diversity training
Community Collaboration

- Met with Wake County EMS to assist them with starting their diversity team efforts
- Hosted book reading with Dr. Damon Tweedy’s “Black Man in a White Coat” held at Duke Raleigh Hospital. This evening event was open to the community and special community partners
- Walked in the NC Pride Parade
- Awarded the “Leaders in Diversity” from the Triangle Business Journal
- Meet with diversity leadership teams from hospitals in Wake County
Patient Revenue Management Organization
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 .....
Office of Health Equity & Disparities
Engaging our Community through Diverse Partnerships

Nadine Barrett, PhD, MA. MS
Director

Office of Health Equity & Disparities

Community Engagement
Duke CTSA, CCPHI
The Office of Health Equity and Disparities

Citation: Barrett, et.al, Implementation of a Health Disparities and Equity Agenda at the Duke Cancer Institute. Journal of Oncology Issues: September/October Issue: 4:47-57
Community Facing Navigation Program

In 2 years the OHED Community Navigators have focused on eliminating cancer disparities by:

- Educating 5043 people on cancer risks, symptoms, screenings, and clinical trials.
- Screened 1523 people through community programs and outreach
- Engages and partners with the African American, Latino, and Asian communities in strategic programs to increase access to care through community assessments.
Project PLACE – NCI Funded 9/2016

Population Level Approaches to Cancer Elimination

• Three pronged program designed to understand the diverse needs around health communication and services for underserved populations in NC, particularly the greater Triangle.

• These data will support strategic direction for community outreach, screening, services and research participation.

• Partnerships include racial and ethnically diverse organizations and communities, the NCDHHS, County Department of Public Health, Free clinics, Asian Outreach Council, El Centro and El Pueblo and diverse faith leaders.

• The catchment area is North Carolina

• Currently have 15 partners (CBOs and faith organizations)
Just Ask: Increasing Minority Participation

- **Clinical Trial Awareness Campaign** – Increase awareness about clinical trials and participation through a variety of campaigns, including faith based conferences and educational dinners on prostate cancer and clinical trials. (In one year reaching over ~2000 people)

- **Communication and Dissemination of Research Findings** – Provides resources and mechanisms to communicate study findings to our patients and the broader community.

- **Diversity, Culture and Bias Training** – Incorporates key training strategies around valuing diversity using a self-reflective and power analysis framework to raise awareness of one’s implicit bias and who it impacts our interactions when discussing research.
Suite of Services and Programs: Trainings

• Implicit Bias Sessions and Resources
• Prism of Difference
• Diversity in Research and Workforce
• Community and Patient Dynamics in Research
• LGBTQ in Healthcare and Research
• Communication and Diversity
• Building Community Relationships
Suite of Services and Resources

- **Communication and Dissemination of Research Findings** – Provides resources and mechanisms to communicate your study findings to our patients and the broader community.

- **Pipeline Training Program**: Have two training program and an internship program.

- **DCI Speakers Bureau** – The OHED Speaker’s Bureau consists of physicians, nurses, and staff who speak to community clinics and agencies regarding healthcare topics of interest to increase the community’s knowledge of various health-related topics, including cancer education and prevention, clinical trial participation, etc.

- **Community Partners and Collaborations**: Authentically engaging our community is essential to the work performed within our office. Our councils and committees are comprised of individuals representing diversity across race, ethnicity, class, and religion. Members include educators, health professionals, researchers, faith leaders, grass-roots organizers, cancer survivors/patients, community advocates, et al.
Clinical Laboratories
Diversity and Culture Inclusiveness

Members

* Mary Lee Campbell - Lead
* Anabel Barbosa
* Angela Dlugos
* Cynthia Smith
* Florilia Crosby

Representing

Transfusion Services
CPED
Outpatient Phlebotomy
RRL
Coagulation
Ambassadors
Connie Jacobs
Maria Notini
Jian Dai, Andrea Werneke
Steve Troutman
Haleigh Lightfoot
Shemecka McNeil
Pamela Moye
Pinali Patel
Lisa Coleman, Amanda Dusenberry
Renee Stringam
Nathalia Davis
Darshana Dixit
Nancy Bullock
Blanca Lara Gomez
Justin Waterfield

Representing
MBCL
Coagulation
Pediatric Biochemical Genetics
Histology
CORE Lab
Cytogenetics
Transcription Services
Adult Phlebotomy
CTIL
Blood Gas Lab
Duke Regional
Flow Cytometry
Point of Care
Specimen Management
Electron Microscopy
Our mission is to reach out to all clinical labs and unite laboratory sites by promoting respect, openness, and trust in our day to day operations. We pledge to provide a caring and inclusive environment in which differences are valued and accepted, as well as provide resources to learn and understand our diversity.
Past Year’s Initiatives

* Encourage participation in diversity training
* Communicate to managers and supervisors on an on-going basis and recruit ambassadors
* Diversity Picnic
* Movie - Recognition of Bias and how it affects relationships
* Discussions of Respect and Improving Communication
* Monthly Historic Calendars
Present Initiatives

* Diversity Training Monitoring
* Upcoming Annual Picnic- May 21, 2016
* Monthly Calendars - Historical Events (that may have changed the course of history)
* Continued Additions to Lab Representation on Team via Diversity Ambassadors
* Work Culture Discussions- Job recognition, Decision Making, Work-Life Balance, Career Development
* Discussions about how to support Recruitment/Retention Committee
Future Initiatives

* Monthly Calendars – key dates to celebrate
* Yearly Picnics for ClinLabs/Pathology Staff and Faculty
* Support and Monitor New Diversity Classes
* Assist Recruitment/Retention Committee with “outreach program” to introduce students to laboratory careers
* Identify other initiatives to build work culture scores
* Collaborate with OIE to invite speakers to attend quarterly forum for all staff
Building an Inclusive Work Environment at Duke University and Duke Health
How have you been keeping CultureVision current in your own work spaces?

How has CultureVision influenced your patient care?
DUHS Staff Diversity Education Update

1,471

Year-To-Date DUHS Staff Diversity Participants

Staff Diversity Educator Recruitment Initiative

30

Educator Recruitment Goal: 30 educators by the end of August 2017

2017 Staff Diversity Train-the-Trainer Dates & Location

- March 15 & 22 at Duke Raleigh Hospital (DRaH)
- August 15 & 23 at Patient Revenue Management Organization (PRMO)
  - November - TBD
Questions & Answers