Welcome!

6th Annual Diversity Informational Breakfast

‘What Would You Do?’
Agenda

I. Welcome
   Dr. Bob Crouch

II. Introduction of Speaker
    Dr. Ben Reese

III. Guest Speaker
    Dr. Jayne O. Ifekwunigwe

IV. Entity Sharing Initiative (3 minutes)
    Entity Representatives

V. Actor Scenarios
   Chaunesti Webb Actors

VI. Closing Q&A
    Dr. Bob Crouch
Empathy Campaign
  • Share messaging on new badge holders
  • Education at “Lunch and Learn” presentations and leadership visits to units

Lunch and Learns
  • Nov. 28: “Experiencing Empathy: Walk a Mile in Another’s Shoes”
  • March 2019: “Living Empathy: Cultural and Spiritual Perspectives at End of Life”

Martin Luther King Jr. Day
  • Community Service Event during January 2019
  • Educational visit to hospital units

Diversity Survey
  • Receive staff feedback about diversity, inclusion and equity
DUH Clinical Labs
DUH Clinical Laboratories
Diversity and Inclusiveness Committee

Initiative for 2018

- Personal experiences of an African American student/physician at DUH

- Explores complex social, cultural, economic factors that influence health problems in the African American community

- Committee members led monthly discussions of each chapter of the book and provided summary

- Questions prepared to post on LMS

- Will provide CE credit for staff members that read and answer questions
Duke Raleigh Radiology
Duke Raleigh’s Radiology/Imaging Department

“Through the involvement of the Diversity Team, I have found that coworkers feel comfortable coming to me and asking how to address people with different gender identities. For example, one coworker had a really difficult time not addressing a patient without using ma’am or sir. I explained that in certain situations, this would not be appropriate, especially if you are unsure which one the patient prefers. I told him that it is best to ask how the patient prefers to be addressed or if he wasn’t comfortable with that, that he should just avoid using ma’am and sir. One night, we had a transgender patient, and my coworker asked them what name they wanted to be called. I was so proud of my coworker because this was a really big step for him. Now he feels much more comfortable with patients of different gender identities.”

In our department, sometimes we make assumptions regarding patients. For example, making the assumption that a patient speaks Spanish. I try to increase awareness to department about diversity issues/assumptions to minimize this from happening. Being from a different country, patients and workers make assumptions based on my appearance. I try to educate in a respectful way to help with future interactions. I bring Spanish dishes for work events. For example, recently for a birthday celebration I brought a "Tres Leches," dessert. This is a good and fun way for employees to learn about different cultures and traditions. Many of my co-workers researched it and asked for the recipe to make it at home.”

Our team has also had the pleasure of participating in and being a sponsor for OutRaleigh for the past 2 years. The Diversity Team has held a tent where we give out goodies and tell people about our facility holding HEI Designation for the HRC. Many people are not aware what that means, so we are able to explain it to them. It is important for the LGBTQ community to know that there is a hospital where they can go and feel that they belong there and their healthcare needs will be met with respect.”

This is a board that was created by DLT members who serve in Radiology/Imaging. We were inspired after at our last retreat about how much belonging plays a crucial role with diversity and inclusion and wanted to share with our colleagues. We had questions and answers from radiologists and managers about how they have made coworkers feel they belong and what diversity means to them.
Duke University Hospital
Moment of Silence

DMP Interfaith Chapel
2nd Wednesday of each month
1pm-1:10pm

An intentional gathering to acknowledge the impact of troubling events upon us at work.

All staff welcome

Gather.
Sit.
Reflect.

Caring for our patients, their loved ones, and each other.
Sometimes it feels as if the weight of the world is on our shoulders...

All staff invited to our monthly **Moment of Silence** to:

- Sit.
- Breath.
- Reflect.
- Connect.

November 14th
1:00 p.m. to 1:10 pm at the DMP Interfaith Chapel
Watts School of Nursing
Watts School of Nursing

- In freshman orientation we begin to discuss diversity and the importance of diversity in nursing. Students also asked to explore their implicit biases.
- Paul James speaks to the freshman students each semester.
- Sophomore students explore health and illness concerns of diverse populations to include ethnic groups, religious groups and gender identities.
- Program is concept based. Cultural/diversity/inclusion implications related to each concept are explored throughout the program.
HomeCare Hospice
• 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
- Higher Patient Satisfaction
- Enhanced Healthcare
- Lower Costs of Care

What’s in Your Toolbox?
Updates
Diversity Education Course Completions

Duke Health: Empathy, Belonging & Cultural Education

Increased course numbers are due to:
- Communication from leadership
- Expanded course offerings at DUHS: DHCH, DPC, and Lenox Baker.

DUHS Completions for Diversity Education -- January - June

- 2018: 1508
- 2017: 980
- 2016: 821

Fall 2018 Train-the-Trainer ‘Call for Volunteer Educators’
- 16 New Educators in training, entity-wide, from:
  - ASC
  - Duke Cancer Institute
  - DPC Clinic
  - DRH
  - DUH
  - DUSON
  - Eye Center
  - Pharmacy

(25 Current Educators)