



Diversity & Inclusion – The Dynamic Transformation, Benefits & Challenges



This Diversity & Inclusion Journey

Our Objectives

- Understand the evolution of diversity and inclusion – what and why we are where we are today.
- Describe the most impactful benefits of adopting best practice D&I strategies.
- Explore some of the hurdles and challenges of D&I in healthcare.



Agenda

- The Definition of Diversity
- Start With Why
- The Disparities that are Facing Our Community
- The Business Case in Healthcare
- Developing a Strategy
- Assessing Risk and Challenges to Overcome
- Your Key role: Recognizing your seat of influence



What is Diversity & Inclusion

Diversity simply means difference

We define diversity as “the uniqueness of all individuals, which encompasses different personal attributes, values and organizational roles.”

It goes beyond just race and gender and includes all kinds of differences that matter to you, your peers, your consumers, your employees and your stakeholders.



Inclusion means a workplace environment where everyone has an opportunity to fully participate in creating business success and where each person is valued for his or her distinctive skills, experiences and perspectives.

Pursuit in the Profession

- A diverse body of students in health professions schools today will ensure a stronger and more diverse health workforce tomorrow. ADEA's Dr. Sinkford says, "Diversity does matter and is evolving."
- It is a passion and commitment and involves revising your thinking and the energy you have to put into the various initiatives."
- Dr. Marc Nivet, AAMC's Chief Diversity Officer, adds, "This is a defining moment for health and wellness in America. The combined forces of health reform, demographic shifts, continued economic woes and the projected worsening of physician shortages portend major upheaval for the health care enterprise in the near future."



The Changing Face of Demographics in the U.S

- Current projections predict that between 2000 and 2050, racial and ethnic minority groups will grow to account for nearly one-half of the population. Many of the groups that are going to experience the largest growth are also groups receiving lower-quality health care. According to these projections:
- White Americans, who in 2000 accounted for 69.4 percent of the population, will account for 50.1 percent of the population in 2050.[10]
- African Americans will experience a 71 percent population growth between 2000 and 2050, accounting for 14.6 percent of the population in 2050.[11]
- Hispanic Americans will experience a 187 percent population growth, accounting for 24.4 percent of the population in 2050.[12]

#123forEquity Pledge to Eliminate Health Care Disparities

Numerous studies have documented that there are significant differences in health status and health care quality among racial and ethnic minority groups in the U.S. For instance:

- Whites are 78 percent more times likely than African Americans to receive certain revascularization after angiography.[1]
- The average waiting time for African Americans needing kidney transplants is almost twice as long as that of white patients.[2]
- These health care disparities translate into real health outcomes. Among them:
 - African-American women with breast cancer are 67 percent more likely to die from the disease than are white women.[3]
- The mortality rate for African-American infants is almost 2.5 times greater than it is for whites.[4]
- Hispanic and African American youth are substantially more likely to die from diabetes than whites.[5]
- When disaggregated into subgroups, some Asian populations (i.e.) Chinese, Japanese, and Filipino) have poorer survival than non-Hispanic whites for certain cancers at certain stages.[6]



INSTITUTE FOR DIVERSITY
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Equity of Care

The Case for D&I

- Increased patient service and clinical quality
- Better patient-clinician communication
- Better health outcomes and decrease in health disparities
- Increased engagement
- Reduced turnover
- Increased revenue/market share
- Competitive differentiator

We will transform communities by providing world class and equitable access, treatment, and health outcomes and by being the employer and provider of choice for everyone.

We help people live well.

DIVERSITY & INCLUSION MATTERS

It defines our intentional practice of providing quality services and care for all patients, and it creates a viable roadmap for how we will grow our business, engage our current workforce and continue to attract and retain top talent.

DIVERSITY & INCLUSION is vital to Our Way Forward ...

We help ALL people live well, and aspire to be nationally recognized for being the **best brand**, delivering the **best value** and employing the **best people** to further our purpose.



Defines Our Purpose

OUR BRAND

Being knowledgeable of the diverse needs and preferences of our consumers will strengthen and grow our brand position as an industry leader, and differentiate our services from competitive options.

OUR VALUE

Exploring and addressing health care disparities in diverse populations, and leveraging data-driven solutions that strategically attend to gaps in health care outcomes will serve our consumers and increase our market share.

OUR PEOPLE

Having exceptional leadership who are advocates for cultivating diverse, high-performing individuals and teams will contribute to our success and attract best in class talent that will drive to better patient experiences

DIVERSITY & INCLUSION is vital to building our success...

WHY

Defines Our
Purpose

We help ALL people live well, and aspire to be nationally recognized for being the **best brand**, delivering the **best value** and employing the **best people** to further our purpose.

HOW

Describes Our
Focus

We have a high performing, **inclusive culture** that values listening to the voice of all consumers and provides excellent services and experiences across all demographics and growth segments.

WHAT

Directs Our
Actions

We provide **excellent services** to individual consumers and diverse communities. Our engaged workforce demonstrates innovation, and values **diverse perspectives** that ensure the quality of our services. We are committed to weaving **inclusive practices** into the tapestry of our corporate culture. This same commitment has earned our good reputation as a leading employer in our field that attracts and retains top-notch talent.

Diversity & Inclusion is a key to...

OUR WAY FORWARD

WHY

- **Diversity and inclusion:**
- Enable our purpose of helping people live well
- Improves patient satisfaction
- Are tools to help us remain a leading health care system

Personalized Medicine

- Knowing and understanding our patients- in all their diverse needs
- Being connected to our patients through differentiated service to engage with them in an inclusive way

Best Care

- It is our obligation that EVERY patient gets the best care
- Explore and addressing health care disparities- Strategically attending to gaps in health care outcomes

Best Outcomes

- Improved health in the communities we serve
- That reward of giving optimal care to improve the health of people- a 1:1 approach

Diversity makes up the rainbow of our communities that we touch and serve. If we optimize our differences, our patients' experience is elevated, and so is ours.

Overcoming Challenges with Transformation

How does the change work?



Next Steps in Partnering

A challenge to consider:

“The most successful transformations happen when the most influential people in the system develop a shared commitment to renewal”
John Kotter on Leading Change John Kotter on Leading Change

Why Diversity and Inclusion matters at Aurora

At Aurora Health Care our purpose is to help people live well. To do that we celebrate our differences and nurture an environment where everyone feels included. Why?



We know that when we reflect the **communities** we serve, when we embrace differences and bring our whole selves to work every day, we are working as one to build a healthier tomorrow for everyone.

We believe the passion, talent and individual life experiences of each and every **caregiver** is what enables us to provide exceptional care for those who depend on us most.

When we celebrate each other for who we are, truly understand and connect with the **people** and families we serve, only then can we be an organization that helps people live well.