

Diversity, Equity and Inclusion

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Poll Questions #1

Diversity, equity and inclusion should be a major focus for healthcare organizations?

What We Will Cover

What is diversity, equity and inclusion?

What is bias and how it effects your work?

Why is DE&I important?

What can you do to improve DE&I at your organization?

Objective

Think differently, act accordingly, and lead respectfully.

A photograph of two male doctors in white coats and stethoscopes, standing at a desk in a clinical setting. They are looking down at a clipboard and papers. The background shows a hospital room with windows and medical equipment. The image has a blue tint.

Diversity, Equity and Inclusion

- *What does it mean?*

Defining Diversity & Inclusion

“Diversity”

Means that group, team, or organization includes people of varying gender, generation, religious affiliation, race, ethnicity, sexual orientation, abilities, social and academic background, etc.

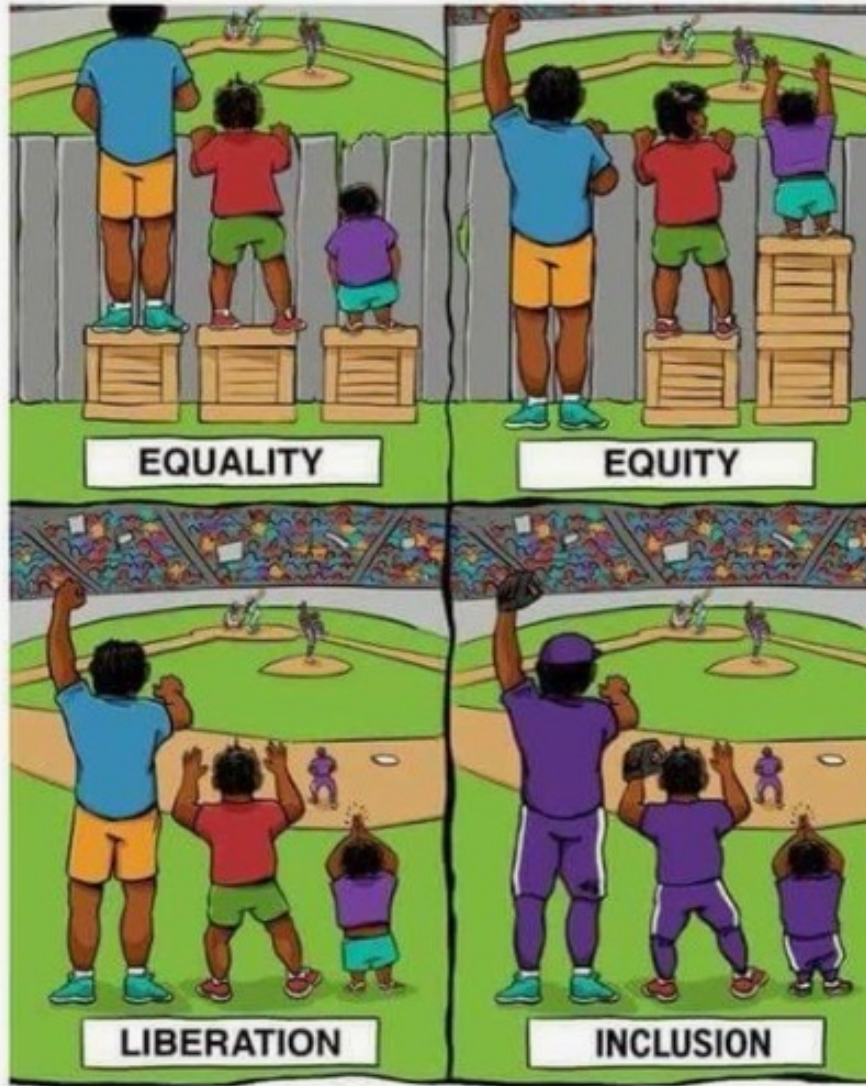
“Inclusion”

*Refers to creating an environment and culture where all differences are valued, respected and **leveraged** without any bias. Everyone has opportunity to contribute and achieve success.*

“Diversity is being invited to the party;
inclusion is being asked to dance.”

—Verna Myers





Poll Questions #2

You can have biases towards a particular person or group and not realize it?

Poll Questions #3

Do you believe you have any biases towards a particular group of people?

Bias- The Enemy of Inclusion and Equity


EXPLICIT BIAS (CONSCIOUS)

Refers to the attitudes and beliefs we have on a conscious level

IMPLICIT BIAS (UNCONSCIOUS)

Refers to the attitudes and beliefs we have on an unconscious level



A photograph of two male doctors in white lab coats and stethoscopes, standing at a desk in a clinical setting. They are looking down at a clipboard with papers. The background shows a window with blinds and a doorway. The image has a blue tint.

Diversity, Equity, and Inclusion

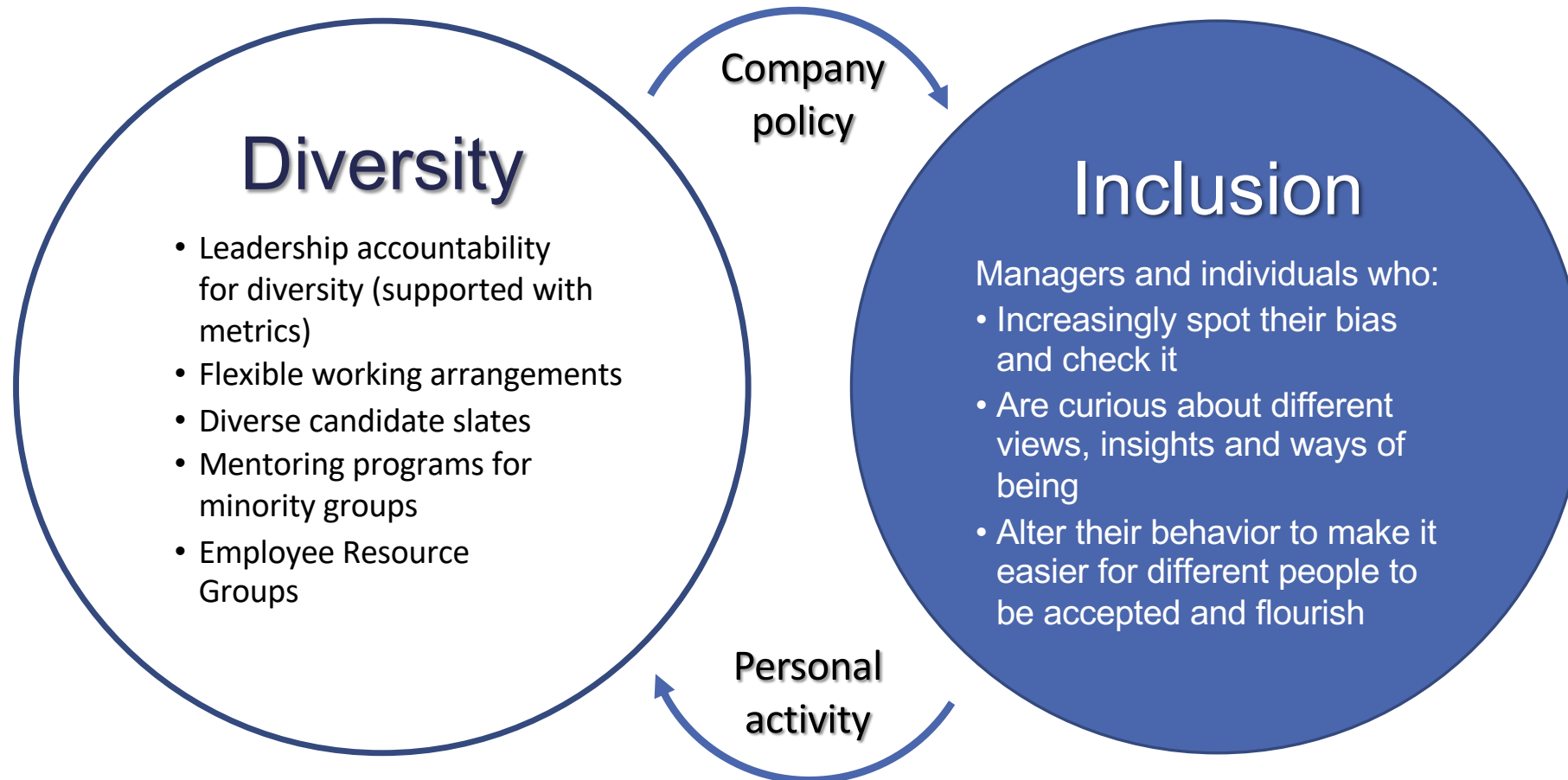
- Why is it important?

Poll Questions #4

Diversity and inclusion can improve a team's or organization's performance?

Company Policy and Personal Activity

Company policy can deliver diversity, but inclusion is delivered through individuals



Valuing Diversity & Practicing Inclusion

- Where everybody feels valued, included, treated fairly and with dignity. This will boost engagement and performance, leading to greater economic success;

- and any related impacts by ensuring we comply with relevant legislation and standards and demonstrate our commitments to our core values;



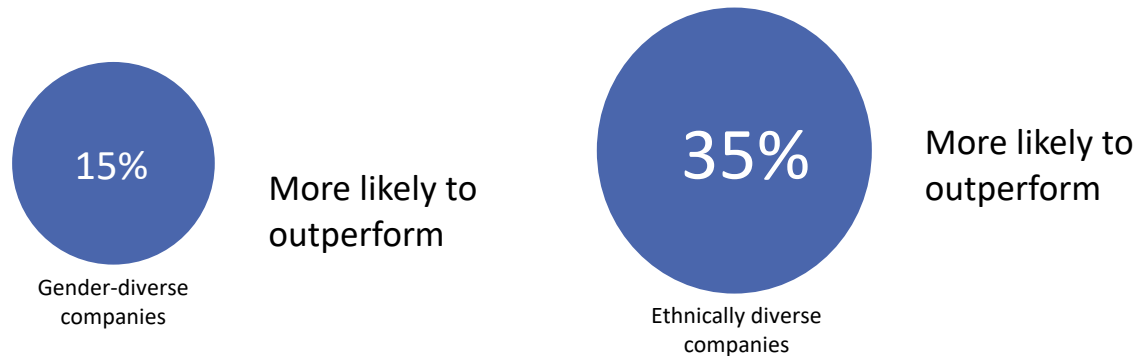
- on the basis of objective criteria and merit, to have the best team, leading to competitive advantage;

- Drawing on the variety of approaches to work and resolving problems, tapping hidden capacity for growth as well as encouraging and empowering employees to give their best;

Business Case: Diversity Impacts Performance

Diversity's Dividend

What's the likelihood that companies in the top quartile for diversity financially outperform those in the bottom quartile?¹



¹ Results show likelihood of financial performance above the national industry median. Analysis is based on composite data for all countries in the data set. Results vary by individual country. Source: McKinsey analysis

Types of Bias in the Workplace



Types of Implicit Bias in the Workplace

ATTRIBUTION BIAS

- Attribution bias is a phenomenon where you try to make sense of or judge a person's behavior based on prior observations and interactions you've had with that individual that make up your perception of them.
- Rather than assuming, get the facts. Question yourself when you give the benefit of the doubt to some and not others. Ask questions, do the research to understand the truth.

AFFINITY BIAS

- Affinity bias, also known as similarity bias, is the tendency people have to connect with others who share similar interests, experiences and backgrounds
- To overcome affinity bias: Intentionally take note of the similarities you share with the someone so that you can differentiate between attributes that may cloud your judgement and the concrete skills, experiences and unique qualities that contribute or would attribute to your team as a 'culture add' rather than 'culture fit.'

Types of Implicit Bias in the Workplace

CONFIRMATION BIAS

- Confirmation bias is the inclination to draw conclusions about a situation or person based on your personal desires, beliefs and prejudices rather than on unbiased merit.
- To overcome confirmation bias-Take everything to ground zero. Remove any pre-established assumptions and based finding on facts. Ask standardized question. Do the same procedure in each instance without regard to pre-developed thoughts or conclusions.

CONFORMITY BIAS

- Conformity bias is the tendency people have to act similar to the people around them regardless of their own personal beliefs or idiosyncrasies — also known as peer pressure.
- Be authentic. Leaders create psychological safety.

Macroaggressions

Verbal, behavioral, and environmental indignities that communicate hostile, derogatory, or negative slights and insults to the target person or group.

Examples

- I can understand you clearly, you don't have an accent at all. You must have been born in America.
- Do you plan on wearing your hair that way to the budget meeting?
- You speak so well, so articulate?

What to do

- Be careful
- Let it go or address it

Poll Questions #5

Can unconscious bias negatively affect clinical care?

The Clinical Benefits of Inclusion



Poll Questions #6

Inclusive behavior comes naturally, it's not anything you have to practice?

A photograph of two male doctors, one of Asian descent and one of Latin descent, both wearing white lab coats and stethoscopes. They are standing at a desk in a clinical or hospital setting, looking down at a clipboard and papers. The background shows a typical hospital room with a window, a desk, and some medical equipment. The image has a blue tint.

Diversity, Equity and Inclusion

- What can I do?



A word cloud featuring various negative emotions and feelings. The words are arranged in a dense, overlapping manner, with some words being significantly larger than others. The colors of the words vary, including shades of green, purple, brown, and blue. The words are: afraid, excluded, worthless, wanted, ostracized, confused, alienated, belittled, weak, embarrassed, unloved, deflated, insecure, unworthy, disappointed, nervous, ashamed, angree, left, sad, inadequate, frustrated, alone, angry, mad, rejected, unwelcome, unwanted, isolated, lonely, hurt, tired, helpless, unimportant, less, good, inferior, enough, ignorant, invisible, and depressed.

afraid excluded worthless
wanted ostracized confused alienated
belittled weak embarrassed unloved deflated
insecure unworthy disappointed nervous
ashamed angree left sad inadequate
frustrated alone angry mad rejected
unwelcome unwanted isolated lonely hurt tired
helpless unimportant less good inferior enough
ignorant invisible depressed

What Can You Do?

Educate yourself

- Harvard Bias Test
 - <https://implicit.harvard.edu/implicit/takeatest.html>
- You Tube
- More

Practice inclusion

Learn about languages

Address non-inclusive statements/behavior

Get out of your box

A photograph of a diverse group of people in a conference room, seen from behind, with many hands raised in the air, suggesting an interactive session or a Q&A period. The room has large windows in the background.

Diversity, Equity and Inclusion

- Questions?

LET'S DANCE

