

# 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

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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?

A photograph of two male doctors in white lab coats and stethoscopes, standing at a desk in a clinical office. They are looking down at a document on the desk. The scene is dimly lit with a blue tint. The text 'Diversity, Equity and Inclusion - What does it mean?' is overlaid in white. In the background, there are bookshelves with books, including one titled 'Campbell's Urology', and a desk with a telephone.

# Diversity, Equity and Inclusion

*- What does it mean?*

# Defining Diversity & Inclusion

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## “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.*

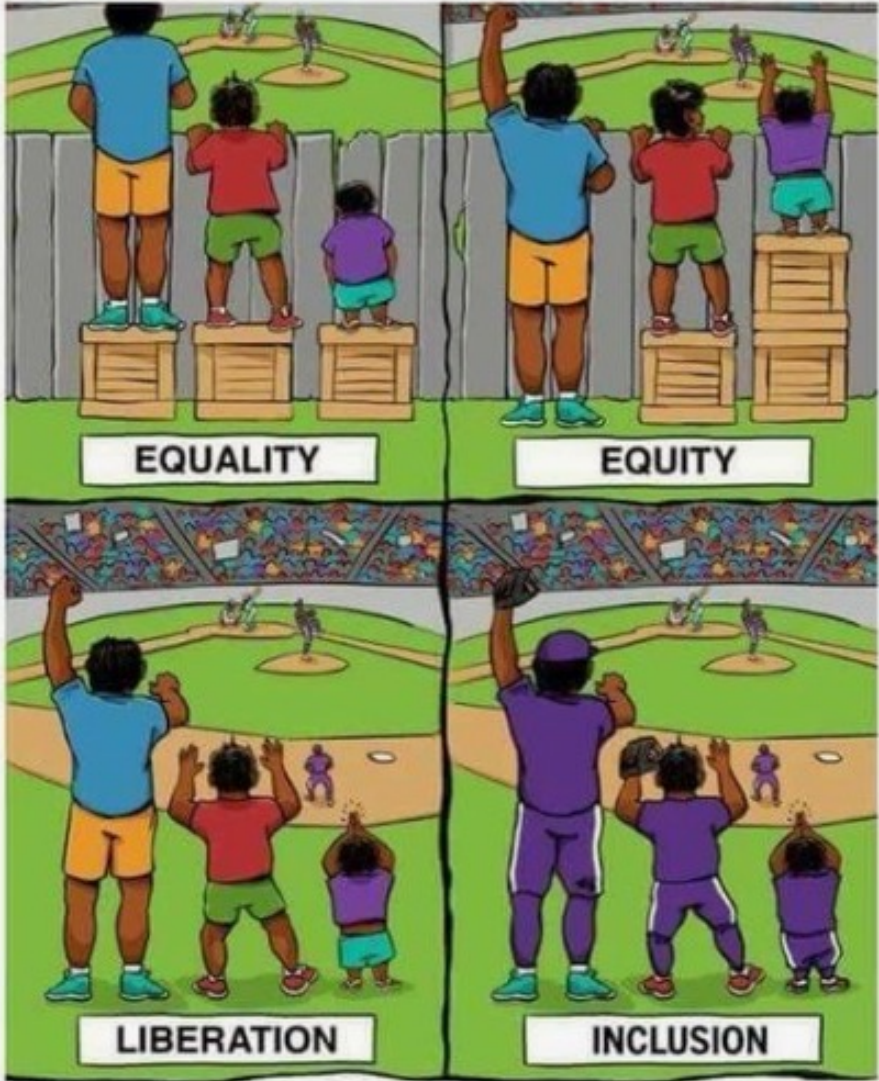
## “Inclusion”

*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





**EQUALITY**

**EQUITY**

**LIBERATION**

**INCLUSION**

## Poll Questions #2

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



## Poll Questions #3

**I believe I have some biases towards a certain group or groups of people.**

# Bias- The Enemy of Inclusion and Equity

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## 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, one older and one younger, looking at a document on a desk in a clinical setting. The image has a blue tint. The text 'Diversity, Equity, and Inclusion' is overlaid in white, bold font, with a subtitle below it in a smaller, italicized white font.

# Diversity, Equity, and Inclusion

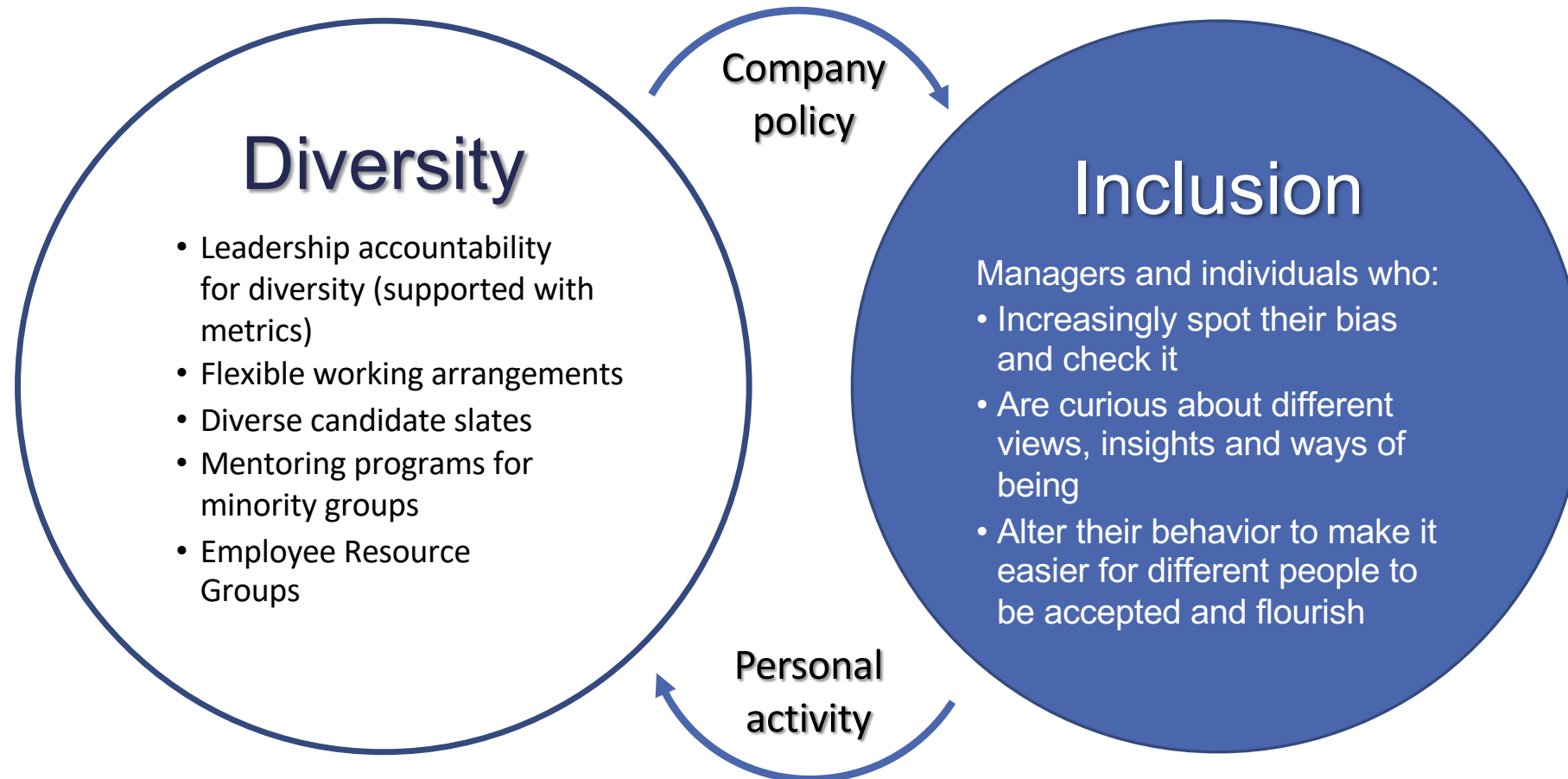
*- Why is it important?*

## 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

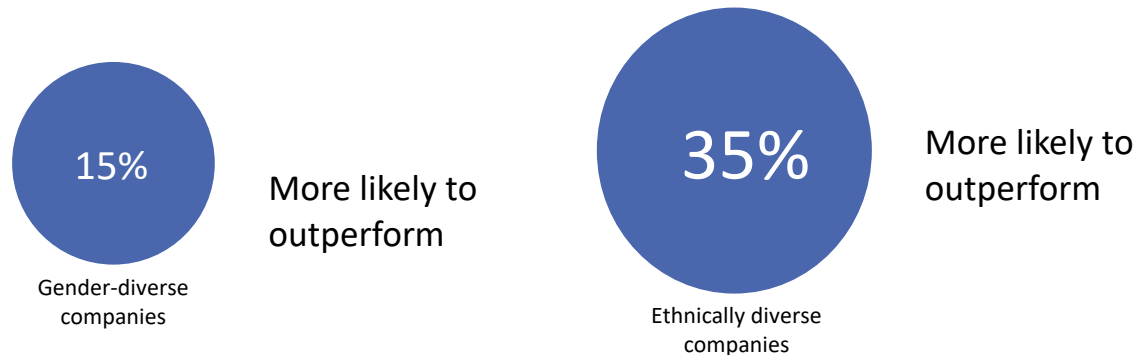


# Valuing Diversity & Practicing Inclusion

# 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?<sup>1</sup>



<sup>1</sup> 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

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# Types of Implicit Bias in the Workplace

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## **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 or people similar to 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

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## **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

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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

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## Poll Questions #5

**Unconscious bias can negatively affect clinical care.**

# The Clinical Benefits of Inclusion

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## Poll Questions #6

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

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 document on the desk. The scene is dimly lit with a blue tint. In the background, there are medical equipment, a window with blinds, and a door. On the desk, there are several binders and books, including one titled 'CAMPBELL'S UROLOGY'.

# Diversity, Equity and Inclusion

*- What can I do?*





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

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

# What Can You Do?

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## 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 diverse group of people, including men and women of various ethnicities, are seated in a meeting room. They are all raising their hands, indicating active participation in a discussion or a Q&A session. The room has large windows in the background, and a person is visible standing at the front of the room, likely the speaker or facilitator.

# Diversity, Equity and Inclusion

*- Questions?*

# LET'S DANCE

