

NHPCO Project ECHO *Equity Where It Matters*

Key Takeaways: Intentional Inclusivity in the Workplace

August 17, 2023

Key points:

- Inclusion is not a static idea. It is an active pursuit.
- Focusing Diversity without inclusion is not effective.
- Inclusion in the workplace has positive impacts both internal and external (patient, family, community).
- The future workforce is focused on a work environment that fosters a culture of belonging that is and feels inclusive.
- Employee Resource Groups are a tool to empower staff by creating a safe space for staff members and allies who are part of that community.
- Listening sessions are a tool to better understand the needs of employees and communities.

Actionable Steps:

- Gauge interest!
- Use listening sessions to learn and acknowledge the needs of your employees.
 - Assess the need and review the process and steps to create Employee Resource Groups (ERGs).
- Consider how you can embed inclusion initiatives throughout the employee life cycle.
- Review policies to ensure inclusive language and be intentional in updating or creating policies that foster an inclusive workplace.

Conversation Starters:

1. How do you identify, acknowledge, and support a person's identity?
2. What practices or policies do you have in place that foster a culture of inclusivity?
3. What steps can I take as an individual to increase inclusivity in the workplace? With patients and families?

Participant Perspectives:

- "Lack of education or leadership at the top can limit a culture of safety inclusion and belonging."
- "There are definitely not enough companies providing the training and resources to assist residents. Many facilities already struggle with mandatory training and competency compliance and aren't willing to add more to their plate."
- "It is heard frequently that we aren't "there yet" with trans inclusivity in healthcare and that trans patients need to accept people will continue to see them as their sex assigned at birth in medical settings (even if they've undergone SRS). EMR systems often enforce this practice by front lining sex assigned at birth and using "pt is a (age) female/male" listing birth sex only



then the incorrect pronouns while charting even when the patient has a legal name which suggests otherwise or even their legal sex marker is correct. So, there needs to be deeper systems shift in cases like this too, not just employee training.”

- “We need to normalize acknowledging all people regardless of their identity, because all people need to have access to quality care. “
- “Little outward signs like a small flag pin or lanyard help inform people that this is an open and safe environment for everyone. Help create a safe space for any to ask for help to overcome issues, and request guidance necessary to provide equitable care.”
- “People believe that if they are accepting then that automatically means agreement. People don’t have to agree to provide care to someone, you need to be able to provide good care. Getting over this barrier will allow all patients to receive good care and treatment.”
- “Treat people how they want to be treated vs. how YOU want to be treated.”

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