

Diversity & Inclusion in Healthcare

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What is D & I?

- Diversity is a range of human differences, including but not limited to race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes, religious or ethical values system, national origin, and political beliefs. - Ferris University
- Inclusion is involvement and empowerment, where the inherent worth and dignity of all people are recognized.- Ferris University

Why is D & I important in healthcare?

- Diversity in healthcare leads to improvements in access to care for the underserved and enhances the ability of the entire workforce to provide culturally and linguistically competent care for all people.
- Diversity is something you *have*. Inclusion is something you *practice*. The practice of inclusion includes the appropriate use of language access services!

Current Joint Commission Requirements and D & I:

- The Joint Commission is responsible for accrediting medical services and survey on diversity awareness and inclusion practices.
- Being informed of past and current publications is necessary for the continued understanding of D & I in the health care setting.

Your D & I Checklist

- Do you know the demographics of your area?
- Do you know your top 15 languages?
- Do you have the Healthcare Equality Index (HEI) distinction?
- Do you have interpretation services?
- Are the patient population voices being heard?
- Have you educated your providers on inclusion best-practices?
- Are you using your inclusion resources like language access services?

Ask yourself these questions - based on your answers, start developing a plan for improving diversity & inclusion in your institution!