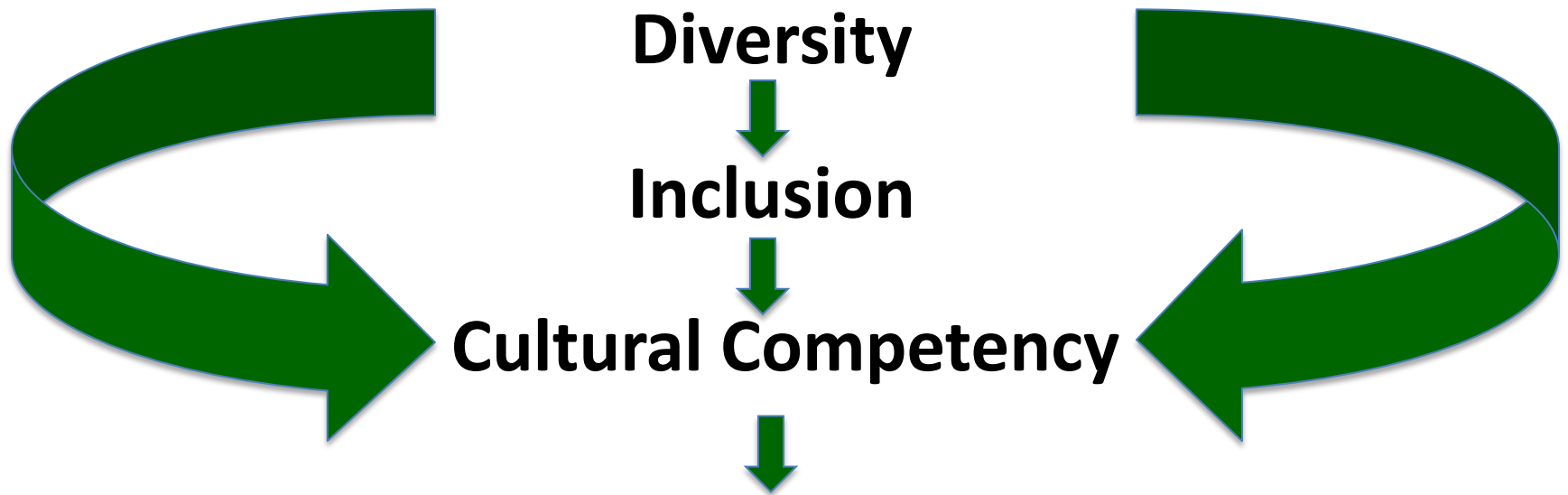


Diversity, Inclusion, Cultural Competency and Equity Strategy

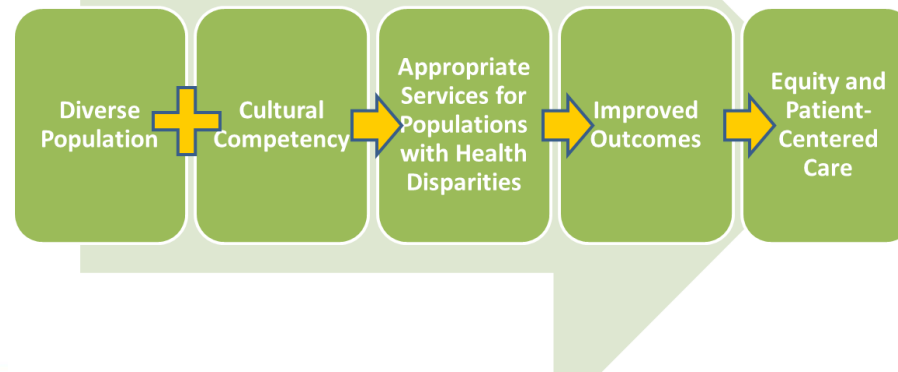


Personalized, Integrated, Equitable Care

1. Exceptional cultural competent experience and optimal outcomes for our customers and patients.
2. Best place for our colleagues to learn, feel respected and valued for who they are as individuals so that they can grow to do their best work.
3. Partner with the community to implement strategies to reduce health disparities, increase diverse workforce, while promoting equality and health.

Reducing Health Disparities and Improving Population Health Management through the Implementation of Cultural Competency

Cultural competency is the ongoing capacity of healthcare systems, organizations and professionals to provide for diverse patient populations high quality care that is safe, patient and family centered, evidence based and equitable.





Defining DIVERSITY and INCLUSION: *The Christiana Care Way*

At Christiana Care, our aim is to promote respectful relationships and encounters among colleagues and our patients, and build an inclusive environment that provides patient- and family-centered, culturally competent care. The employee experience creates the patient experience.





Model for Equity in Health Care

Collection
of Race,
Ethnicity,
and
Language
Data

Identify &
report
disparities

Provide
culturally
and
linguistically
competent
care

Develop
culturally
competent
disease
manage-
ment
programs

Increasing
Diverse
and
Minority
Workforce

Involve
the
commu-
nity

Evaluate
interven-
tions

Leadership commitment & integrating equity strategies into the strategic plan

