### Diversity, Inclusion, Cultural Competency and Equity Strategy



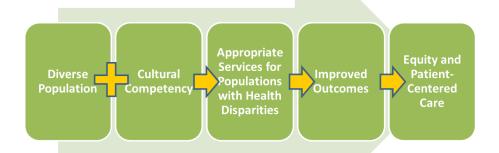
# Personalized, Integrated, Equitable Care

- 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.







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.

#### **Our Connections**

**FAMILY STATUS** • PARENTAL MARITAL . RECREATION THE CHRISTIANA CARE WAY BEHAVIORS HABITS GENERATION • PARTNER

#### **Our Perceptions**

THINKING • HBDI - WHOLE BRAIN THINKING LEARNING • INTERPERSONAL IQ / EQ • INTROVERT / EXTROVERT COMMUNICATION

#### **Our Social System**

**ECONOMIC** • POLITICAL SOCIAL . LANGUAGE ORIGIN • GEOGRAPHICAL **SOCIAL CLASS EDUCATION** 

**PARTNERING** RESPECTFULLY WITH EACH OTHER **AND OUR PATIENTS** 

#### Our Work

**WORK EXPERIENCE** INDUSTRY • DEPARTMENT / UNIT STATUS / LEVEL / TITLE • TENURE ROLE / FUNCTION • ASSOCIATION **HEALTH CARE PROVIDERS AND** SERVICE PROFESSIONALS

#### **Our Values**

**BELIEFS** • PRACTICES **CONVICTIONS** • ATTITUDES PERSONALITY • RELIGION SPIRITUALITY • CULTURE

#### **Our Identity**

AGE • GENDER • RACE / ETHNICITY MENTAL ABILITY . GENDER IDENTITY PHYSICAL ABILITY • SEXUAL ORIENTATION APPEARANCE • UNIFORMS





## Model for Equity in Health Care

Develop Collection **Provide** culturally Increasing of Race, culturally Involve Identify & competent Diverse **Evaluate** Ethnicity, and the report disease intervenand and linguistically commudisparities Minority tions manage-Language competent nity Workforce ment Data care programs

Leadership commitment & integrating equity strategies into the strategic plan

