

Overview

This is █'s initial diversity-focused survey which explores employee perceptions of █'s cultural competence and diversity, how accessible and communicative the organization is about diversity, and diversity impact on employee experience.

As employees, communities, and stakeholders increasingly desire that the organizations they interact with model values of diversity and inclusion, it is imperative to have an understanding of existing perceptions and experiences of diversity █. In doing that, █ is better positioned to provide quality care and value to employees, patients, and stakeholders.

This report demonstrates insights gathered from the survey, going beyond just sharing percentages and data breakouts. This way, █ and the CCDC have access to exploration into key findings from the collected data to guide decision-making.

Design & Method

Survey

The survey was created to assess employees' current perception of the organization's diversity, inclusion, antiracism in the workplace and patient communities. While diversity and inclusion touch on a vast number of areas, the goal was to begin with specifically addressing diversity and cultural competence in the context of discrimination. The survey questions aim to help the CCDC and organization recognize areas of the organization that don't need resources as much or as immediately and uncover opportunity areas that require immediate attention.

10 questions address cultural competency and diversity, discrimination instances and reporting, communicating about diversity and patient diversity needs.

6 questions about personal information supply a representation of employee demographics.

Method

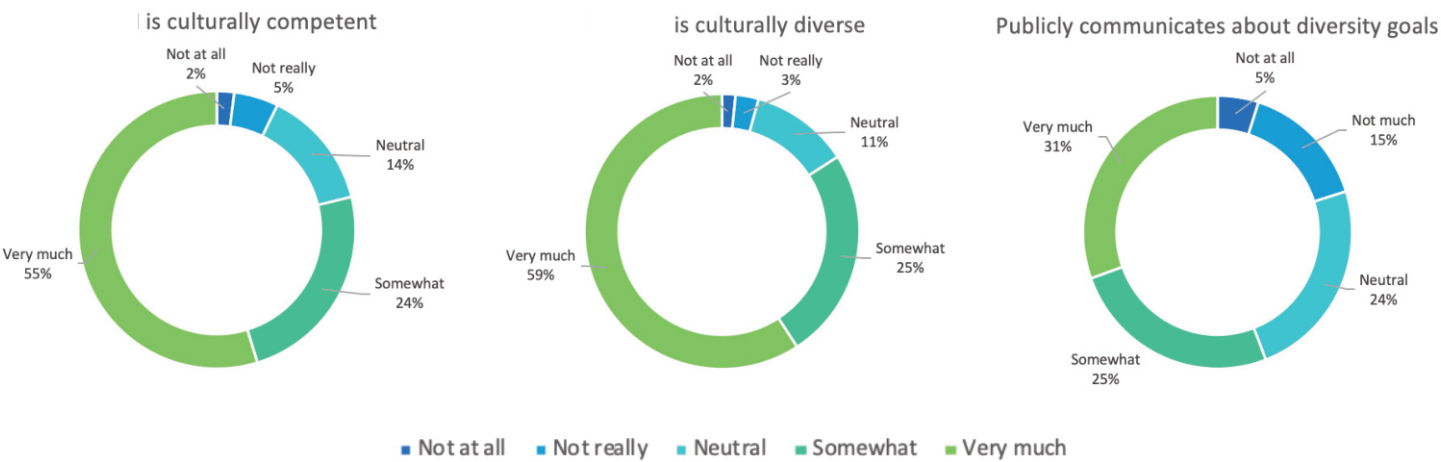
Survey questions were drafted and reviewed by the CCDC, then reviewed by █ executive leadership including CEO and Deputy Chief of Standards & Compliance.

The survey was distributed by email with a link to all employees, including an English and Spanish version. The survey was live for submissions from January 11-January 22, 2021 with a reminder email sent Monday January 18.

Individual responses were kept anonymous.

Understanding Facts of Today

Initial data indicates that [redacted] about the agency’s diversity and cultural competence. [redacted], exposure to diversity goals, initiatives, and planning may be limited or passive. Diversity goals are perceived as communicated very much by about 30%, indicating that 70% of employees who responded feel diversity goals are somewhat to not at all communicated.

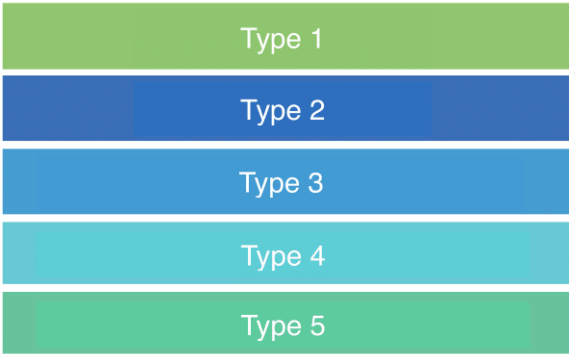


Grievance Procedures | Equity and Diversity

For [redacted] employees who have used the grievance process, about [redacted] felt the process was effective and resolved a reported issue in a timely manner; about [redacted] reported that the grievance process when used was neither effective nor resolved in a timely manner.

7% of respondents **experienced** discrimination directly or **witnessed** discrimination of a [redacted] types of discrimination appearing multiple times in comments provided.

Discrimination types reflected in comments



¹ Percentages do not add up to 100% as some respondents opted out of questions which did not allow for them to be fully assessed against certain dimensions of survey. 3

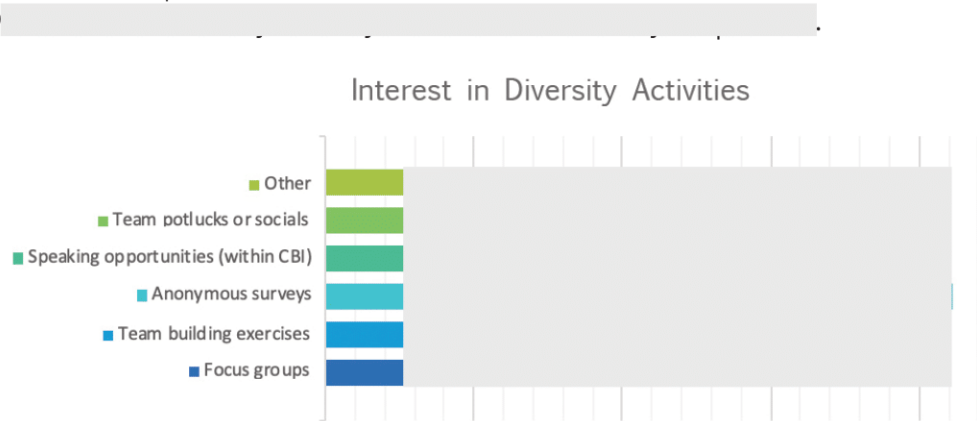
Accountability for Diversity Results

Diversity programs commonly look to reduce bias, increase diversity in hiring and use training programs to communicate the message. However, tasking leaders and departments with specific D&I goals should be key to driving results. How can training continue to have an effect after initial programs are completed? What will help strengthen the connection between training and implementation with patients and colleagues?

Training in Place

A leading practice is to provide training to comply with legal requirements on how to inform and embed inclusive behaviors into everyday job responsibilities and workplace. However, training can expand beyond modules and be incorporated into other methods through leadership and team development, becoming part of the whole organization.

Overall, employees have interest in increasing cultural diversity at



I would like to see more Latinos, Asians, and Native Americans in leadership roles.

Taking Spanish classes for medical professionals

Cultural awareness in locations that have most diversity would be ideal

Meeting Patient Diversity Needs

Among employees, meeting patient diversity needs. At the same time, employees think patient diversity needs are met somewhat to not at all.

Train Like It's Real

Training programs and other practices provide employees with relevant knowledge to develop increased awareness. Equally important is how much training is applied afterward in ongoing patient care and in cultivating healthy, safe work environments.

