

# DIVERSITY GAP WORKSHEET

Topic: Health Outcomes

## ADDITIONAL INFORMATION

What other information, data, or metrics would you need to collect to understand this topic at your organization(s)?

- Percentage of ~~opp~~ people serving compared to area population (HPS Data updated)
- Needs assessments for people of color

## CHALLENGES/BARRIERS

What challenges/barriers will your organization(s) have to address to be successful with increasing diversity/equity on this topic?

- Recruiting (Understanding how to recruit in more diverse pool)
  - Fear of having frank conversations about bias
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- Changing the culture

## ACTIONABLE SOLUTIONS

List 2-3 actionable solutions that you plan to implement in your organization(s) to increase diversity/equity on this topic?

- Providers of color
  - Bilingual Providers
  - Having poc on interview
- Cultural Competence
- Understanding barriers of oppression
- \* Focus groups w/ providers and populations served
- Patient Navigators to help clients
- \* ~~High~~ High School Partnerships <sup>Intern</sup> to shadow providers (people of color - high schools/colleges)

# DIVERSITY GAP WORKSHEET

Topic: Development / Career Pathing

## ADDITIONAL INFORMATION

What other information, data, or metrics would you need to collect to understand this topic at your organization(s)?

Funding information for staff development activities  
Licensure requirements for various positions  
Medicaid requirements for billing. - Badvelors <sup>Adverse</sup>  
What does the diversity of our organization look like? Does it look like the diversity of the people we serve? (mirrors population)  
National & state loan repayment programs.

## CHALLENGES/BARRIERS

What challenges/barriers will your organization(s) have to address to be successful with increasing diversity/equity on this topic?

Cost of college compared to ability to pay for loans after college  
Hiring people of color at the top of the organization  
Jobs at health centers are not valued by society and pay does not match the work (difficult work)  
Public Service is not valued (social issue work)  
~~Are we not addressing internal biases when hiring?~~  
Not recruiting in ~~neighborhoods~~ person at neighborhoods that reflect the diversity we seek

## ACTIONABLE SOLUTIONS

List 2-3 actionable solutions that you plan to implement in your organization(s) to increase diversity/equity on this topic?

More intentional recruitment efforts in communities of color.

Focus on recruitment at colleges that are ~~not~~ representative of the diversity. - Field instructor - recruiting students @ diverse schools

Mentoring programs

Resumes -> eliminating unintended biases/  
- Posting salaries

Not just online applications accepted

Changed job title -

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Advocacy @ re: changing biased Medicaid billing

Keep Student Loan forgiveness programs

# DIVERSITY GAP WORKSHEET

Topic: Recruiting

## ADDITIONAL INFORMATION

What other information, data, or metrics would you need to collect to understand this topic at your organization(s)?

- Looking at staff / age / race / education
- Staff in what positions - leadership
- Breaking down white
  - looking @ non-traditional whites and NOT making them another group in a different slide.
- Ways that your posting jobs
  - Who looks at those sites?
  - Phrasing in the job postings

## CHALLENGES/BARRIERS

What challenges/barriers will your organization(s) have to address to be successful with increasing diversity/equity on this topic?

- Cost of living vs. low pay
- Structural barriers / racism - internal Bias
- Family obligations
- Salary range or actual pay
- required vs. preferred
- Time needed to support someone from a disadvantaged background you want in a position.

## ACTIONABLE SOLUTIONS

List 2-3 actionable solutions that you plan to implement in your organization(s) to increase diversity/equity on this topic?

- School outreach about community health/social science work.
- Changing job postings to be more inclusive to people of color
- Addressing bias in the workplace.
- Internships → diverse specific
  - LVN/MEA patient development programs.

# DIVERSITY GAP WORKSHEET

Topic: Combating hiring bias

## ADDITIONAL INFORMATION

What other information, data, or metrics would you need to collect to understand this topic at your organization(s)?

~~WANT TO HIRE FOR DIVER~~

\*DATA AROUND COLLEGE/RECENT GRADS (ESP. COMMUNITY COLLEGES)

## CHALLENGES/BARRIERS

What challenges/barriers will your organization(s) have to address to be successful with increasing diversity/equity on this topic?

\*WANT TO HIRE FOR DIVERSITY ~~+~~ ANTI-BIAS RULES CAN MAKE THAT HARD

\*SOME FOLKS DON'T DO COVER LETTERS / NOT ON LINKEDIN / DON'T SEE JOB ADVERTISEMENTS THRU CERTAIN MEANS

\*PEOPLE CAN'T LIVE WHERE THEY WORK UNLESS THEY HAVE ADVANTAGE

\*YOUNG, CHEAP EMPLOYEES VS. HIRING FOR MORE EXPERIENCE (MORE WHITE?)

→ many SOLUTIONS = MORE barriers

## ACTIONABLE SOLUTIONS

List 2-3 actionable solutions that you plan to implement in your organization(s) to increase diversity/equity on this topic?

- \* Ban The Box !
- \* Bring COMMUNITY hiring PRACTICES TO HEALTHCARE
- \* DIVERSIFY WAYS OF ADVERTIZING jobs - <sup>reaching out</sup> TO COMMUNITY
- \* DEVELOP EMPLOYEE HOUSING FOR FAMILIES <sup>colleges</sup>
- \* TRANSIT assistance (eco pass)
- \* INTERNSHIPS + STIPEND
- \* OPEN MORE VOLUNTEER OPPORTUNITIES
- \* DIVERSIFY INTERVIEW PANELS - but AVOID TOKINISM  
3,2,1 MODEL  
ALSO include clients in hiring!



# DIVERSITY GAP WORKSHEET

Topic: Funding Practices

## ADDITIONAL INFORMATION

What other information, data, or metrics would you need to collect to understand this topic at your organization(s)?

stressors of employing persons supporting families vs. privileged persons

## CHALLENGES/BARRIERS

What challenges/barriers will your organization(s) have to address to be successful with increasing diversity/equity on this topic?

- power dynamic w/ funders  
- strict educational/background requirements

- which funding to go after / privilege to refuse to go after certain funding??

- fit programs/values into our funding requirements

## ACTIONABLE SOLUTIONS

List 2-3 actionable solutions that you plan to implement in your organization(s) to increase diversity/equity on this topic?

# DIVERSITY GAP WORKSHEET

Topic: Organizational Policies/Procedures

## ADDITIONAL INFORMATION

What other information, data, or metrics would you need to collect to understand this topic at your organization(s)?

- what ~~people~~ staff thinks about equity/inequity at org.
- whether work practices actually match written policies/procedures
- the ways in which P&Ps perpetuate inequity

## CHALLENGES/BARRIERS

What challenges/barriers will your organization(s) have to address to be successful with increasing diversity/equity on this topic?

- not having a diverse enough staff to rewrite/re-write policies & procedures that are infused w/ equity
- lack of full understanding of what changes are needed to P&Ps  
(not knowing what you don't know)

## ACTIONABLE SOLUTIONS

1) hire/engage experts to come in to educate & consult

- inequality in P & Ps & ways to change

- ways to build and retain a more inclusive staff

2) survey staff to find answers to first ~~part~~ question on other side.

List 2-3 actionable solutions that you plan to implement in your organization(s) to increase diversity/equity on this topic?

# DIVERSITY GAP WORKSHEET

Topic: Targeted care strategies  
LGBTQ

## ADDITIONAL INFORMATION

What other information, data, or metrics would you need to collect to understand this topic at your organization(s)?

data on pt experience  
clinic engagement

## CHALLENGES/BARRIERS

What challenges/barriers will your organization(s) have to address to be successful with increasing diversity/equity on this topic?

~~1/ cost for uncomfortable questions~~  
→ more honesty (solutions) ⇒

- \* patient/client recruitment - reaching the right ppl
- uncomfortable questions
- ~~training~~ \* lack of training
- \* trauma in healthcare setting - building trust
- \* staff diversity

## ACTIONABLE SOLUTIONS

List 2-3 actionable solutions that you plan to implement in your organization(s) to increase diversity/equity on this topic?

trainings for staff, normalize pronoun usage

ask - questions that are uncomfortable

→ creates "safe space"  
more honesty

sharing reasons why

→ mission

→ improve health outcomes

informed consent

consumer involvement  
(CABs)

customizing care / pt centered  
care / whole person care

outreach that's consistent