

WHY DIVERSITY MATTERS

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DIVERSITY

diversity **noun**

di·ver·si·ty | \də-'vər-sə-tē,  dī-\

plural **diversities**

Definition of *diversity*

- 1 : the condition of having or being composed of differing elements : VARIETY
especially : the inclusion of different types of people (such as people of different races or cultures) in a group or organization
// programs intended to promote *diversity* in schools
- 2 : an instance of being composed of differing elements or qualities : an instance of being diverse
// a *diversity* of opinion

- DEFINED AS ACKNOWLEDGING, UNDERSTANDING, ACCEPTING, VALUING AND CELEBRATING DIFFERENCES IN AGE, CLASS, ETHNICITY, GENDER, PHYSICAL AND MENTAL ABILITY, RACE, SEXUAL ORIENTATION, SPIRITUAL PRACTICE (ESTY 1995)

WHY IT'S HARD

- FAILURE TO ALIGN DIVERSITY PRACTICES WITH ORGANIZATIONAL GOALS
- MISMATCH BETWEEN POLICIES AND IMPLEMENTATION

STRATEGIES FOR SUCCESS

- CLEARLY IDENTIFY WHAT ONE IS TRYING TO ACHIEVE
- DON'T "COPY AND PASTE"
- GOOD DESIGN + GOOD IMPLEMENTATION
- WIN 'HEARTS AND MINDS'

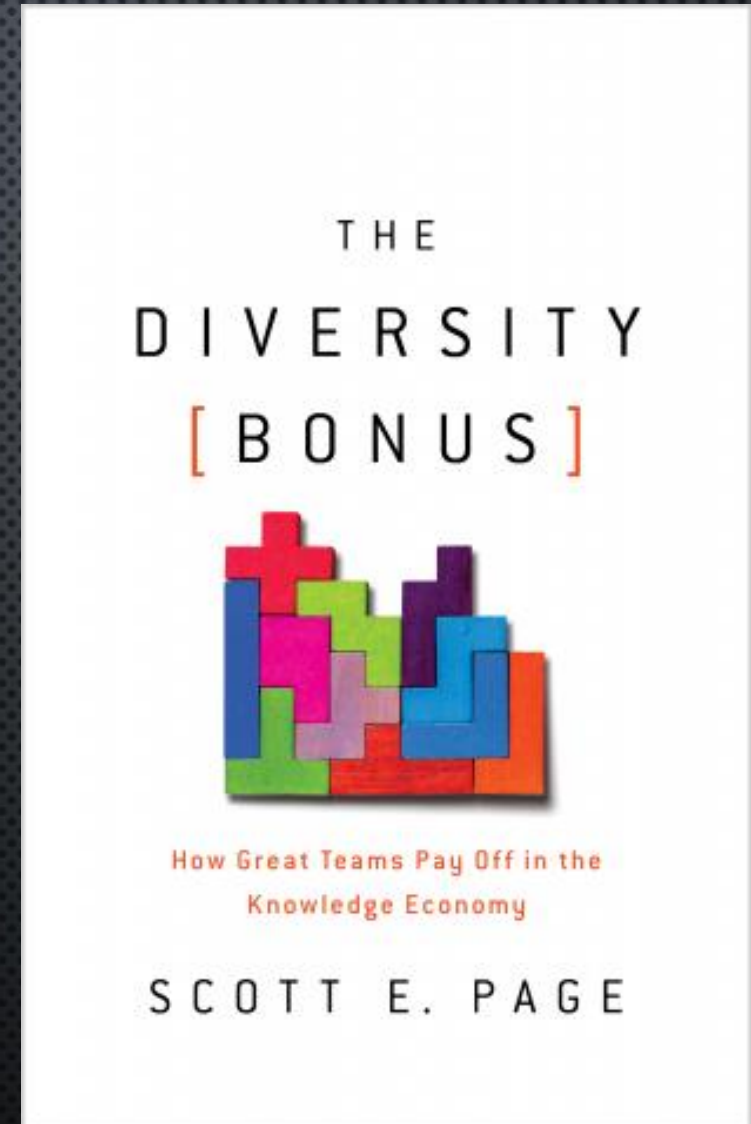
Groups of diverse problem solvers can outperform groups of high-ability problem solvers

Lu Hong^{†‡§} and Scott E. Page[¶]

- IDENTITY DIVERSITY
 - DEMOGRAPHICS
 - CULTURAL IDENTITY
 - ETHNICITY
 - TRAINING
 - EXPERTISE
- FUNCTIONAL DIVERSITY
 - HOW PEOPLE REPRESENT PROBLEMS
 - HOW PEOPLE SOLVE PROBLEMS

DIVERSITY BONUS

- DIVERSITY IS MORE THAN JUST “DOING THE RIGHT THING”
- LEAD TO BETTER OUTCOMES
- IMPROVE FINANCIAL OUTLOOK
- GREATER PROBLEM SOLVING
- INCREASES IN INNOVATION



DOES DIVERSITY MATTER FOR HEALTH?
EXPERIMENTAL EVIDENCE FROM OAKLAND

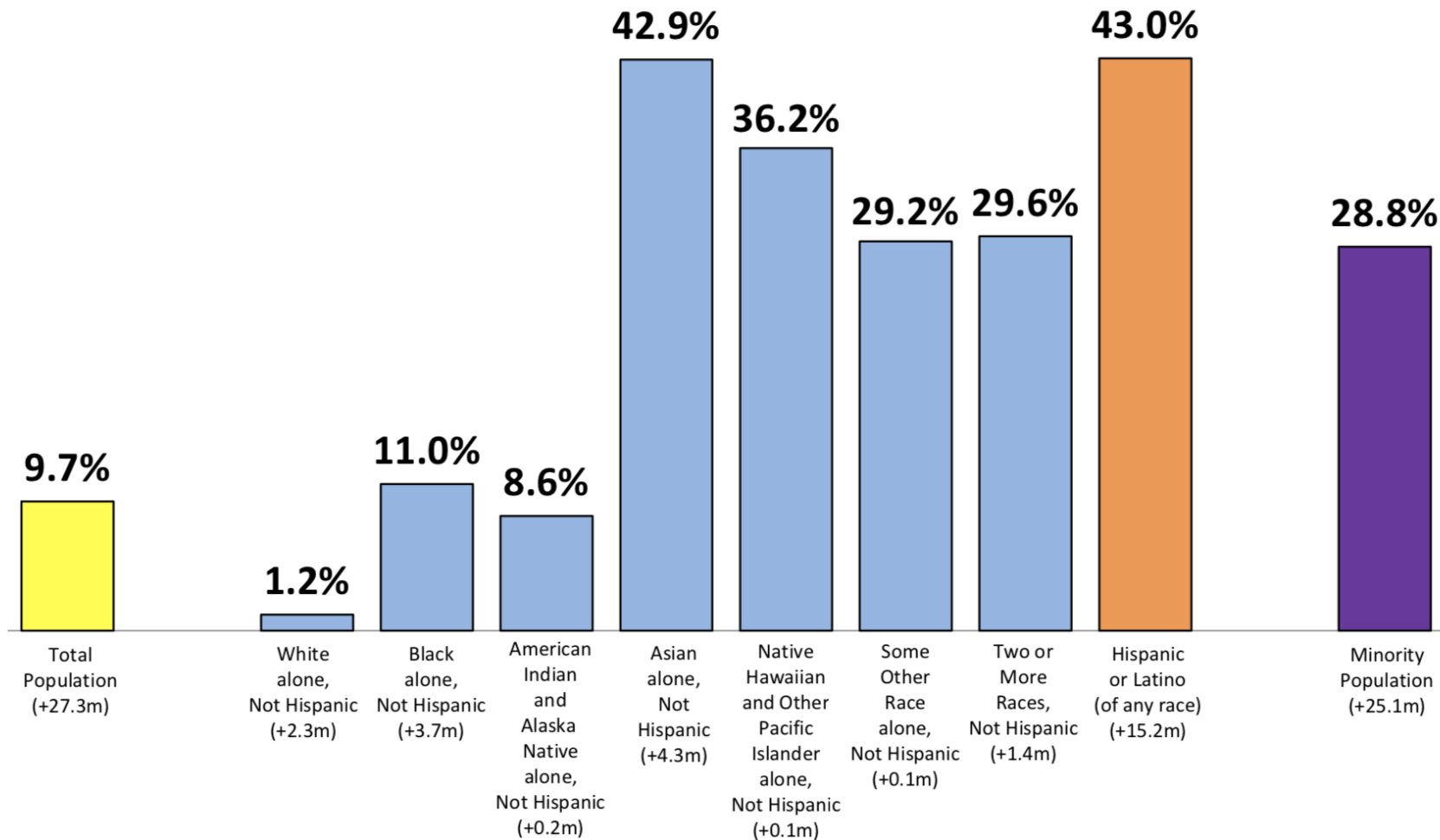
BENEFITS OF DIVERSE HEALTHCARE WORKFORCE

- ADVANCING CULTURAL COMPETENCY
- INCREASING ACCESS TO HIGH-QUALITY HEALTH CARE
- STRENGTHENING THE MEDICAL RESEARCH AGENDA
- ENSURING OPTIMAL MANAGEMENT OF THE HEALTH CARE SYSTEM

HOW ARE WE DOING?

- RAPIDLY BECOMING A MORE ETHNICALLY AND CULTURALLY DIVERSE COUNTRY
 - 1980-2000: CAUCASIAN POPULATION INCREASED 9%, AFRICAN-AMERICAN 28%, NATIVE AMERICAN 55%, HISPANIC 122%, ASIAN 190%
 - PROJECTION THAT IN ~2050 MINORITY GROUPS WILL BE MAJORITY

Percent Change 2000 to 2010: All Ages



HOW DO I IMPROVE?

- DO I TREAT ALL PEOPLE WITH RESPECT REGARDLESS OF AGE, RACE, RELIGION, OR SEXUAL ORIENTATION?
- DO I ENCOURAGE PEOPLE OF DIFFERENT BACKGROUND TO WORK TOGETHER TO CREATE UNITY?
- AM I SENSITIVE TO CULTURAL DIFFERENCES?
- DO I BELIEVE THAT ALL PEOPLE ARE CREATED EQUAL?
- DO I PAY EQUAL ATTENTION TO EACH ETHNIC GROUP'S WORK PERFORMANCE?

HOW DO I IMPROVE?

- DO I VALUE OPPORTUNITIES TO LEARN MORE ABOUT PEOPLE OF OTHER ETHNIC BACKGROUNDS?
- AM I NO MORE CRITICAL OF ONE ETHNIC GROUP THAN ANOTHER?
- DO I BELIEVE THAT PEOPLE NEED PEOPLE REGARDLESS OF ETHNICITY?
- AM I NOW MORE FEARFUL OF ONE ETHNIC GROUP THAN ANOTHER?
- DO I SUPPORT EFFORTS TO PROMOTE DIVERSITY?

INCLUSION

- ... "A SET OF SOCIAL PROCESSES THAT INFLUENCE AN INDIVIDUAL'S ACCESS TO INFORMATION, SENSE OF BELONGING AND JOB SECURITY, AS WELL AS SOCIAL SUPPORT RECEIVED FROM OTHERS"

- COMMON PURPOSE
- TRUST
- APPRECIATION OF INDIVIDUAL ATTRIBUTES
- SENSE OF BELONGING
- ACCESS TO OPPORTUNITY
- EQUITABLE REWARD AND RECOGNITION
- CULTURAL COMPETENCE
- RESPECT

CULTURAL HUMILITY

- BEST DEFINED NOT AS A DISCRETE END POINT BUT AS A COMMITMENT AND ACTIVE ENGAGEMENT IN A LIFELONG PROCESS THAT INDIVIDUALS ENTER INTO ON AN ONGOING BASIS WITH PATIENTS, COMMUNITIES, COLLEAGUES, AND WITH THEMSELVES





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