



**SUNDOWN M  
RANCH**

# GCACH: FUTURE OF THE HEALTH WORKFORCE SUMMIT 2022

Addressing Workforce Issues with a  
DEI Lens Across Healthcare  
July 28, 2022



# History

- Accreditation required forms of DEI for many years.
- Most organizations have DEI systems in place.
- Generally, more focus goes into developing, implementing, training, and analyzing the plan.
- Generally, less focus on obstacles and challenges that organizations may or may not have control over.

# Foundation

- Research: Study topic, review standards, laws, rules, EBP's, workshops—analyze existing data and data of other providers in the field.
- Data analysis of your workforce and persons served.
- Collaborate, train, educate, develop, implement, and measure.
- Measurable outcomes: goals and objectives for DEI plans.
- Ongoing training, discussion and evaluation.
- Measures: Competency based tests/quizzes, observable behaviors, feedback from personnel and persons served, historical demographic data.



**DIVERSITY, EQUITY  
& INCLUSION**

# Challenges Internal

- Developing a system that truly meets the needs of everyone.
- Buy in from Personnel.
- Training that provides a way to measure competency.
- Microaggressions.
- Lack of staff self perception/self awareness even working with clinical folks...may lead to...
- Unknown biases both negative and positive.
- Retention.
- Training and competency testing compliance.
- Documenting and analyzing data—trying to tie multiple systems together to collect data—HR with EHR for example.



# Challenges External



- Benchmarking—hard to find similar organizations to benchmark with as it relates to DEI plans and outcomes.
- No standardized system for measurement: what is measured, goals, objectives, and outcomes.
- Most regulations/standards suggest personnel should match persons served.
- Applicants. Generally, there are more open positions than applicants.
- DEI plan goals and objectives can be challenging to achieve due to lack of applicants that meet established goals or lack of applicants in general.

# Solutions!

- Develop a strong DEI system. Keep pushing to achieve set goals.
- Become more “attractive” to underserved demographics. Both for personnel and person served.
- Strong “onboarding” improves retention.
- Train, train, and train more. This includes extra training for hiring staff.
- Recruit...use your DEI culture to promote your Org!
- **Honest** evaluation of internal and external challenges will move DEI forward.
- Involvement in Local, Regional, State and National policy development. Get involved in the processes that set policy. Often overlooked.
- Analyze data: discuss, evaluate, measure—update plan regularly.
- “Control” the things you can control, work on solving those that you can’t.
- DEI plan is a dynamic, living, ever changing process that is rooted in your organizational culture.







**SUNDOWN M  
RANCH**



The Patient Is The Reason We Are Here