



BELONGING AT YALE

Yale HEALTH

Year 3 At A Glance



SCHOLARSHIP, RESEARCH, PRACTICE, & TEACHING

Continue efforts on the systematic collection of socio-demographic information including race and ethnicity, preferred names, preferred pronouns, sex at birth, gender identity, preferred language, and sexual orientation. These data will allow for the identification of healthcare disparities, potential biases in patient care, and other clinically driven outreach to Yale Health patients.



DIVERSITY OF THE YALE COMMUNITY

Continue to recruit a more diverse workforce, particularly for leadership, management, and clinical positions.

Yale Health will continue to work with the New Haven Hiring Initiative when hiring temporary staff. This has been a successful source of qualified job applicants from diverse backgrounds.



COMMUNICATION, TRANSPARENCY, & ACCOUNTABILITY

Continue efforts enhancing the care delivered to gender diverse patients. This will include advancing the cultural competency for all staff related to gender diversity. We will also continue to improve communications and processes so that Yale Health is a welcoming, affirming, and safe environment for patients in 2024.

We expect to publish four quarterly newsletters this year.



EQUITABLE PROCESS, PROCEDURE, & RESPONSES

Begin the process to engage Chiefs and Managers at Yale Health in small group-facilitated conversations where shared experiences, insights and personal reactions to micro-aggressions and implicit bias will form the content.



PROFESSIONAL & PERSONAL DEVELOPMENT OF INCLUSIVE PRACTICE

Create another DEIB training for staff, building upon the original training course, *Belonging at Yale Health Foundations*.

ACCOMPLISHMENTS

1. For this past year, the Chair of the Belonging at Yale Health Committee has been working with the Yale New-Haven Health system on their "We Ask Because We Care" campaign. The goal is to send Mychart messages to every member asking them to update their socio-demographic information in Mychart.
2. Yale Health hosted three Grand Rounds which focused on race and racism in healthcare, transgender identities and societal norms, and improving communications with Chinese patients.
3. Yale Health launched a new training course, *Belonging at Yale Health Foundations*. It was included in the Annual Training Day, when all Yale Health staff complete required trainings.
4. Yale Health hosted two events: a Shopping Bazaar with East Street Arts, and a concert featuring two performers who speak different languages and can communicate with each other only through music.
5. In 2022, Yale Health launched a Great Catch program which recognizes staff members who identified an error that could result in a negative patient outcome.
6. Yale Health launched the second survey to staff on their perceptions and beliefs related to diversity, inclusion, and belonging at Yale Health. Data from the survey were analyzed in Fall 2022 and presented to Yale Health staff. Overall, we made significant gains compared to the 2018 survey.
7. To acknowledge and recognize staff, Yale Health has implemented an organization-wide recognition of birthdays, anniversaries and other milestones. A luncheon is held each month.



Yale Health's organizational pin with Progress Pride Flag Design

Yale Health's mission to promote the health and well-being of members of the Yale Community is closely aligned with our commitment to an environment of inclusion and belonging in our workplace and in our relationships with members. We will foster and cultivate creative, innovative ways to weave the values of inclusion and respect for diversity into the fabric of Yale Health. Our dimensions of inclusion and diversity include, but are not limited to age, race, ethnicity, religion and spirituality, profession, education, political affiliation, gender, disability, sexual orientation, and veteran status. In support of these goals, we will:

- *Determine where health equity issues exist and take steps to address them.*
- *Build awareness of the diverse cultures of our community of patients, members, colleagues, and their families.*
- *Develop clinical programs and health services to meet the needs of our diverse patient community.*
- *Create and support an adaptive culture that celebrates awareness and inclusion.*
- *Strive to recruit employees who reflect the rich diversity of Yale and New Haven.*
- *Develop and grow best practices in diversity, inclusion, and respect to ensure that Yale Health provides equitable patient-centered care for the Yale community*