OHSU’s commitment to diversity and inclusion

Oregon Health & Science University (OHSU) is the state’s only academic medical center, bringing together patient care, research, education and community service to improve the health and well-being of all Oregonians. Diversity is essential to our multifaceted mission. The ability to see things from the perspective of others is the foundation of compassion and a hallmark of innovation.

We recognize that people are different, and adapt our behavior and ways of thinking to appropriately embrace those differences. We believe that ethnic, gender, sexual orientation, religious, linguistic, socioeconomic and other cultural differences add to the tapestry of diversity that enriches us as a medical center. Patients and their families, employees, volunteers, students, vendors and the local community comprise our diverse constituencies.

Every employee is responsible to live the diversity promise at OHSU. This promise ensures that each employee or person visiting OHSU is accepted and welcomed, and that their background, personal differences, unique challenges and circumstances are valued. We strive to do this in every encounter, with every individual, every time.

Peter F. Rapp
Executive Vice President, OHSU
Executive Director, OHSU Healthcare
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The first goal of OHSU’s strategic plan, Vision 2020, is to “be a great organization, diverse in people and ideas.” Achieving this goal requires commitment and accountability; towards that end, the OHSU Healthcare Diversity and Inclusion Strategic Plan (DISP) was developed. This plan provides guidelines to promoting diversity and achieving a culture of inclusion. The DISP was authored by the OHSU Healthcare Cultural Advocacy Team (CAT) and implemented in collaboration with OHSU managers and employees. Sponsorship and funding of this plan was provided by the OHSU Healthcare Administrative Team.

The OHSU Healthcare Diversity and Inclusion Strategic Plan (DISP) has four goals:

1. Enhance a culture of inclusion among all OHSU Healthcare employees.
2. Build cultural competencies at all levels of organization to improve patient care and other service encounters.
3. Raise awareness of practices that increase the diversity of OHSU Healthcare staff.
4. Work towards eliminating health disparities in Oregon.
The first goal of OHSU’s strategic plan is to be a great organization, diverse in people and ideas.
Highlighted accomplishments
fiscal year 2011

The illustration of OHSU Healthcare’s commitment to diversity and inclusion, in the form of the DISP, was born in 2009. Annually, we review our accomplishments in light of the goals that were set in the plan. This summary serves as documentation of that review for the year beginning July 1, 2010 and ending June 30, 2011.

Achieving excellence through system changes

Making policies more inclusive. The OHSU Healthcare Administrative Team sponsored and approved multiple policy changes so OHSU would become a more inclusive healthcare provider and employer. Revisions were made to the Patient’s Right policy, the Patient Visitation policy, the Equal Opportunity policy and the Harassment policy which led to OHSU achieving a top performing score with the Healthcare Equality Index, an annual survey administered by the Human Rights Campaign (HRC). HRC named OHSU a national leader in lesbian, gay, bisexual and transgender (LGBT) healthcare equality in June 2011.
**Increasing diverse candidates.** The Strategic Diversity Recruitment Plan was developed during FY11. The Healthcare Employment Services team piloted a system through which they were able to make recommendations to hiring managers of appropriate diverse sourcing options. They used newly-developed diversity recruitment database that included information of various local, regional and national organizations which OHSU can use as a partner to enhance diversity in the organization. In addition, Healthcare HR, in a partnership with Central Services HR, participated in numerous diversity recruitment events and started a recruitment advertising campaign in the local minority media newspapers.

**Valuing linguistic diversity.** Healthcare HR partnered with Translation and Interpreter Services to identify strategies to increase the recruitment and utilization of bilingual employees.

**Diversifying materials.** In a partnership with Central Services HR, Healthcare HR updated the diversity and inclusion statement that is included in all job postings. In addition, this team designed and produced a recruitment flyer that is more culturally inclusive. The same flyer was translated and produced in Spanish. These flyers were used during all job and career fairs OHSU attended during FY11.

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**Enhancing cultural competence**

**Supporting self-paced learning.** OHSU Healthcare sponsored CultureVision, an online education resource that provides culture-specific information our healthcare professionals can use while interacting with patients and co-workers across cultures. During FY11, CultureVision, available through O-Zone and EPIC, had 10,300 visits by OHSU employees and students. There was continued growth of the CAT Intercultural Resource Library which currently has 210 resources. The library is located at the OHSU/AFSCME Career and Workplace Enhancement Center.

**Celebrating cultural diversity.** Four week-long celebrations of cultural diversity introduced staff to Middle Eastern American, Hispanic American and Native American cultures, as well as communities with disabilities. These events enhanced cultural awareness among employees and brought focus to serving the unique health needs of these various cultural communities. During these four weeks OHSU hosted 11 free lectures, a community organization event and an artifact exhibit. These exhibits and presentations were open for employees, students, volunteers, community members, patients and their visitors. In addition, the OHSU Food and Nutrition Services Department served customized entrees portraying the featured cultures around the world.
Exploring health equity through dialogues. This program was piloted with 194 people in 11 group sessions within multiple missions at OHSU. The series presented information about health disparities and culture-specific needs among African Americans, Asian Americans and Pacific Islanders, Hispanic Americans/Latinos, LGBT populations, Native Americans and Persons with Disabilities. Feedback from participants was positive and most participants agreed that they could apply this learning in their role.

Providing tools for human resources. The “Intercultural Competence Skills for the Human Resources Professional” workshop was developed and piloted with OHSU HR employees in December 2010. The workshop focused on areas where HR professionals can use increased awareness of differences to navigate tough situations and make better, more informed decisions, including:

- improving diversity recruitment
- increasing employee retention and engagement among different diverse employee populations
- handling employee relations involving cultural differences and intercultural conflicts
- evaluating employee performance across cultures.
Increasing awareness through communications

Healthcare diversity and inclusion initiatives were shared with the OHSU community 37 times through internal communications including e-STAT, Staff News, the Diversity Calendar and the Diversity Newsletter. Diversity celebrations were marketed through a poster campaign that included 100 posters around the campus prior to events. In addition, CAT members highlighted events by directly disseminating information to their departments and professional networks.

The Healthcare Diversity and Inclusion website was designed and developed during FY11. The website illustrates the organization’s commitment to diversity and inclusion and shares information about different initiatives and services for patients, the community and staff.

The Healthcare Diversity and Inclusion website address is: www.ohsu.edu/xd/health/services/diversity-and-inclusion/

SERVICE EXCELLENCE AT OHSU HEALTHCARE

Jessy Infante
Custodian, Environmental Services
Golden Rose Recipient

Jessy is a housekeeper for the OHSU hospital. A patient had suffered extreme leg trauma as a result of being hit on his motorcycle. He went through bone grafts and other painful procedures in an attempt to save his right leg. After exhausting all other routes the decision was made to amputate his leg. The patient shared a story with his healthcare provider about Jessy. Jessy is a double amputee himself, and always has a smiling face around the hospital. A couple of days before the surgery this patient was in a very dark place and Jessy happened to come into his room and say a few kind words that impacted the patient positively. After a very successful amputation family members of the patient shared how “Jessy had become quite invaluable to us”.

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Supporting an employee resource group

Healthcare supported OHSU Pride, an employee resource group for lesbian, gay, bisexual, transgender and ally employees in their strategic development. Healthcare sponsored OHSU Pride during the Portland Pride Festival and during this event many new members joined OHSU Pride.

Reaching out to diverse communities

In a partnership with Central Services HR, Healthcare HR attended 31 community events that reached an estimated 23,000 people during FY11.

An example of a community outreach program sponsored by Doernbecher Children’s Hospital, was a partnership with Portland Community College and Virginia Garcia Memorial Health Center. During this program, nursing students delivered a culturally sensitive program aimed at Latino mothers and their partners, to support the breastfeeding of their new born babies. This program explored the obstacles and solutions from the perspective of these Latino families. The pilot resulted in enhanced partnership between OHSU and Virginia Garcia Memorial Health Center and the development of additional support for Latino families.
Sylvia Jung
Registered nurse, 7C Med/Intermediate Care
Golden Rose and the 2011 President’s Award Recipient

During the month of August, we had a comfort care patient on 7CIMC. On a Sunday afternoon, it became clear to staff that the patient’s death was nearing. Sylvia Jung, RN was caring for her own patient assignment when she heard the patient’s team of doctors discussing this patient’s imminent death. The patient did not have family at the bedside with her. When Sylvia realized that the patient was alone in her room, she went above and beyond offering to stay with the patient. After Sylvia completed her 12 hour shift, she clocked out and sat in the patient’s room talking to and praying with her. Sylvia was there in a time of need when one of our patients needed comforting and she offered a warm heart and a caring hand. The patient passed away peacefully on our floor and thanks to Sylvia her last moments were that of a caring, warmhearted nurse sitting by her bedside praying with her.
Contact us if you have further questions regarding diversity and inclusion at OHSU Healthcare or would like to get involved. Call Riikka Salonen, program manager, diversity and inclusion at 503 346-0781 or email: salonenr@ohsu.edu.