

DEI in Healthcare Organizations: Three Dimensions of Excellence

Diversity, equity, and inclusion (DEI) apply to every healthcare organization, whether it is formally acknowledged or not. Organizations that dedicate intentional efforts to improving DEI will come out ahead in terms of:

Organizational Excellence

Staff recruiting, retention, and well-being

Patient outcomes



Organizational Excellence

A robust DEI program signals that your organization values inclusion, and most organizations across healthcare sectors now participate in DEI initiatives. Increasingly, public perception, independent ratings, and even funding sources consider DEI as a criterion of excellence. A common starting point is DEI training, which helps ensure a holistic approach to DEI throughout an organization. **How does your organization compare?**

DEI Initiatives



62% of healthcare and public safety organizations participate in diversity, equity, and inclusion initiatives

Training

Of organizations that have DEI initiatives, **90%** support them with training.

Of organizations that provide DEI training, **79%** have mandatory staff training, and **40%** have mandatory manager training.

For **22%** of organizations, cultural competence training was a priority to support their COVID-19 pandemic response.

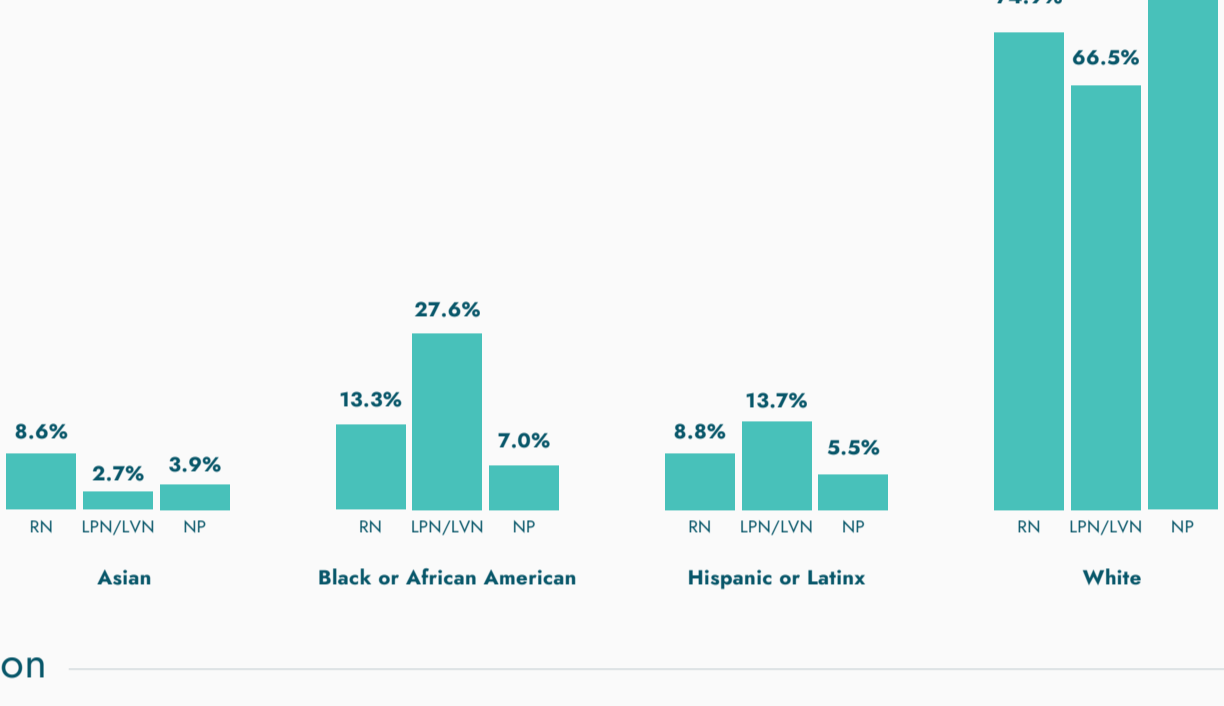


Staff Recruiting, Retention, and Well-Being

DEI plays an important role in staff recruiting, retention, and well-being. In a post-pandemic market that favors job seekers, developing and maintaining effective staff that will meet your organizational goals depends on what you provide for them. Different staff populations may have specific workplace needs. **Are you doing all you can to create a welcoming and inclusive environment?**

Representation

Demographic breakdown of nurses in the U.S.



Retention



63% of Black or African American nurses expect to change employers in less than two years.

The median salary for a male RN is **\$14,000** higher than the median salary for a female RN, but nurses who identified as male only comprised **9.5%** of all nurses in 2021.

Organizational DEI initiatives to strengthen staff recruitment, retention, and well-being:

- + Recruiting strategies
- + Inclusive policies and messaging
- + Leadership support
- + Assessments, surveys, focus groups
- + Goals and accountability measures
- + DEI training
- + Employee network groups
- + Mentoring
- + Pay and benefit enhancements



Patient Outcomes

There is a direct link from an organization's diversity, equity, and inclusion status to how well it serves its patients. When leadership, care teams, and individual staff members within your organization value DEI, the benefits translate to patients with improved health outcomes. **Diverse teams bring skills, knowledge, and lived experiences that enable them to better support patients from diverse populations.**

Social Determinants

The World Health Organization defines social determinants of health (SDOH) as **"the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life."**

Social determinants can account for up to **75%** of a population's health:

- Economic means**
insurance, location, family, resources, access
- Education**
skills, opportunities, employment, income, benefits
- Physical environment**
safety, living conditions, environment, housing, transportation
- Social support**
emotional, psychological, community, relationships, influences
- Health services**
preventative, restorative, trust, availability, access



Statistics

- + In a **2019** study, researchers observed that Black patients were **30-40%** less likely to receive needed coronary procedures, and Black women were **40%** more likely to die from breast cancer when managed by non-diverse care teams.
- + In **2017**, **8%** of lesbian, gay, and bisexual respondents in a national survey reported that a healthcare provider had refused to see them in the past year because of their sexual orientation or gender identity.
- + The maternal mortality rate for non-Hispanic Black women was **55.3** deaths per **100,000** live births in **2020**, almost three times the rate for non-Hispanic white women.
- + Black women with a college education die of pregnancy-related causes at five times the rate of white women with a college education.
- + In **2018**, nearly one-fifth of the U.S. spoke a language other than English at home.
- + By **2060**, just **36%** of all children will be single-race non-Hispanic white, compared with **52%** today.



Six Stages of Cultural Competence

- Cultural destructiveness**
Exclusionary or harmful practices
- Cultural incapacity**
Inequitable standards and resources, discriminatory practices
- Cultural blindness**
Ignoring cultural differences, blaming individuals for systemic failings
- Cultural pre-competence**
Being aware of diverse needs and aspiring toward inclusiveness
- Cultural competence**
Integrating respect for cultural differences into your mission, policies, and procedures — using evidence-based cultural and linguistic practices
- Cultural proficiency**
Valuing culture and using it to guide all endeavors, adding to the knowledge base of cultural and linguistic competence through research, new treatments, interventions, and approaches for health care through policy, education, and delivery of care

Cultural humility
Acknowledging one's own biases, encouraging learning and curiosity, and considering the multi-layered complexity of every individual's experience

Are you ready to learn more about how to improve DEI in your organization? Relias provides resources to help you achieve organizational excellence.

Create a more inclusive culture, strengthen staff recruiting, retention, and well-being, and improve patient outcomes with our DEI toolkit.

[ACCESS THE TOOLKIT](#)



Sources

Section 1:
2021 State of Healthcare Training and Staff Development Report: Navigating the Changing Landscape

Section 2:
2022 Nurse Salary Research Report: Promoting DEI in Healthcare, Overcoming Barriers to Diversity, Equity, and Inclusion in Healthcare.

Section 3:
Healthcare's Social Dilemma: How You Should Prioritize Diversity, Equity, and Inclusion Efforts. And Why You Must... High Costs of Poor Cultural Competency in Healthcare, How Cultural Humility Helps Create a Climate of Inclusiveness.