

## BACKGROUND

- It is imperative for healthcare organizations to prioritize diversity, equity, and inclusion (DEI) in any policies and procedures which affect patient care and staffing.<sup>1</sup>
- In the last two years, Lynn Community Health Center (LCHC) has made concerted efforts to implement anti-racist policies.
- The leadership and the CORE committee are curious to discover where the staff identifies the greatest deficits in diversity, equity, and inclusion (DEI) at LCHC currently.

## OBJECTIVES

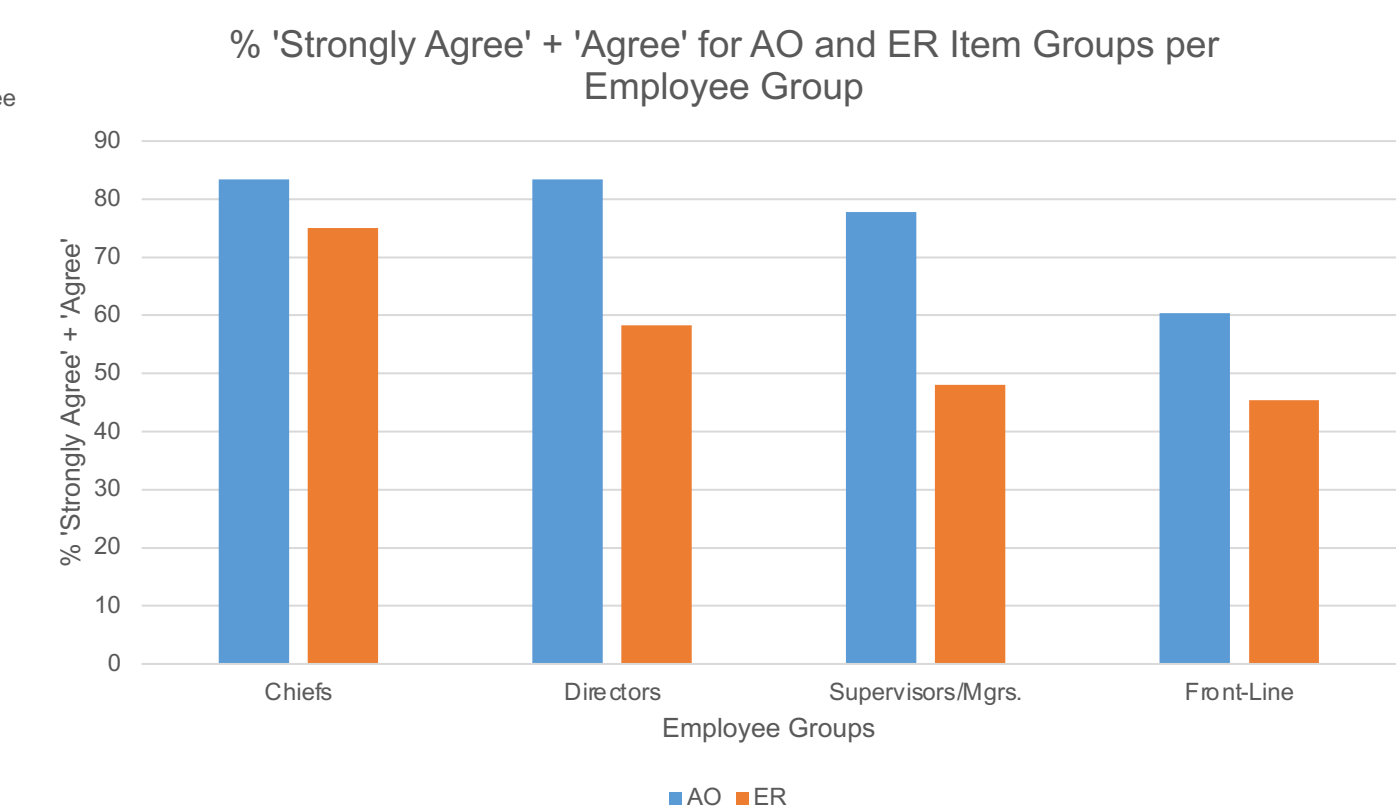
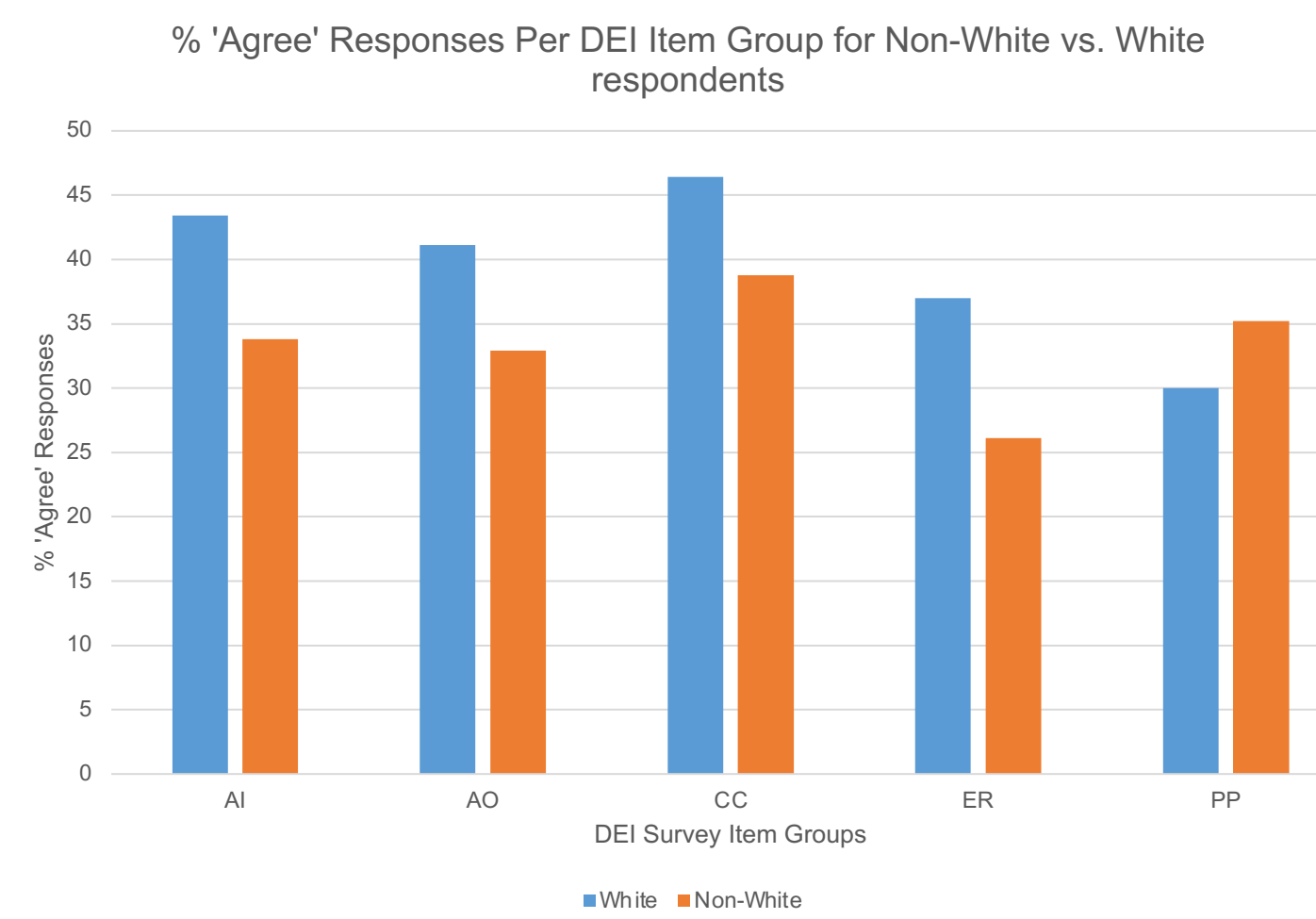
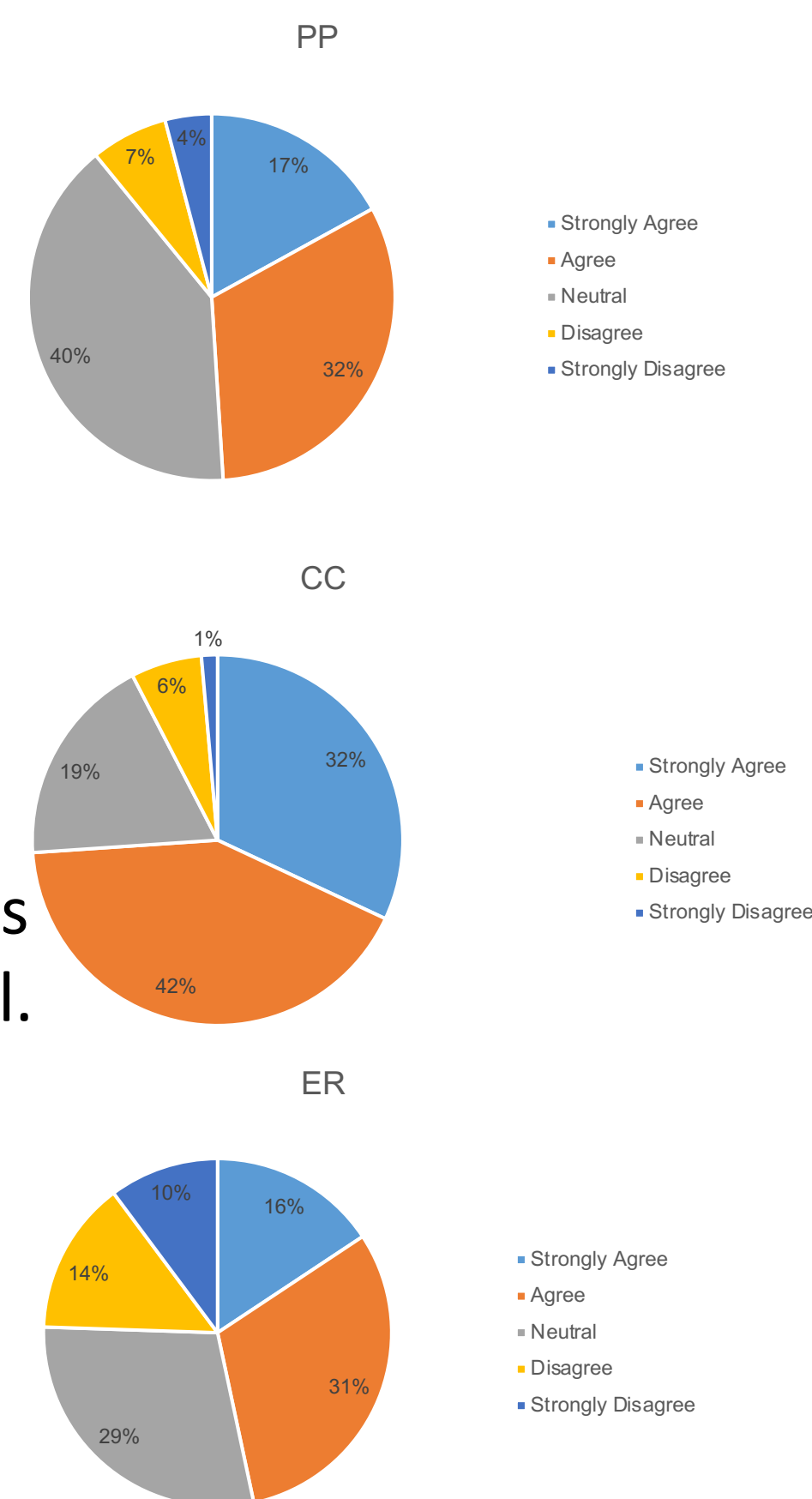
- Survey LCHC employees at all levels to evaluate their current perceptions of anti-discrimination culture and policies at LCHC and how these affect their career success, comfortability, and longevity at LCHC.
- Interview CORE committee members to obtain qualitative data on LCHC DEI initiatives and culture.

## METHODOLOGY

- Data collectors included two medical students who designed and analyzed all components of the study.
- The 16-item Diversity, Equity and Inclusion (DEI) Survey was curated to LCHC and sent to all (approx. 650) staff via email.
- Survey response was voluntary and incentivized via \$10 VISA gift cards; 147 responses were obtained.
- LCHC Committee on Racial Equity (CORE) members were interviewed regarding DEI culture and initiatives to date.
- Data from survey and interviews were analyzed to determine greatest need of DEI improvement at LCHC.

## RESULTS

- Cultural Competency (CC) items had the highest 'Strongly Agree' and 'Agree' rates.
- Policy & Procedure (PP) had the highest 'Neutral' rate.
- Equitable Reward & Recognition (ER) items had the highest 'Strongly Disagree' and 'Disagree' rates.
- Percentage of non-white respondents who 'Agreed' was approx. 10% less than white respondents for Appreciation of Individual Attributes/Inclusion (AI), Access to Opportunity (AO), CC, and ER item groups.
- Front-line employees responded 'Strongly Agree' or 'Agree' 17-23% less to AO items than chiefs, directors, and supervisors/mgrs.
- Front-line and supervisors/mgrs. responded 'Strongly Agree' or 'Agree' 10-29% less to ER items than chiefs and directors.



## CONCLUSION

- Data suggest employees desire s greater emphasis on individual reward and recognition practices.
- Data suggest LCHC performs well regarding cultural competency.
- Open-ended responses indicate employees enjoy training and discussion of competency skills, management, and social equity, yet desire training beyond anti-racism and suggest several more thorough DEI initiatives.
- CORE members desire broader involvement of LCHC employees in committee actions and DEI events.

## RECOMMENDATIONS

- Hire a DEI Officer
- Offer broad equity training (anti-racism, LGBTQ, gender, weight-sensitive care, mental health, ableism, etc.).
- Expand CORE Committee to include front-line employees.
- Ensure accessibility of DEI activities via time-blocked trainings.
- Offer more integrative, interactive, incentivized DEI events.
- Implement annual Intrinsic Assessment Tests (IAT).

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References  
1. Aysola, J., Harris, D., Huo, H., Wright, C. S., & Higginbotham, E. (2018). Measuring Organizational Cultural Competence to Promote Diversity in Academic Healthcare Organizations. *Health equity*, 2(1), 316-320. <https://doi.org/10.1089/hec.2018.0007>