

## **Global Diversity Awareness Transcript:**

### **0:09 Julie Wan**

Welcome back to another episode on The Nursing Station Podcast: Where All the Talk Happens. Global Diversity Awareness Month is celebrated in October in recognition of diversity of cultures, ethnicities, perspectives, and traditions around the world. In today's episode we will be talking about how diversity in healthcare empowers healthcare professionals and patients to have a voice in the care they deliver and receive.

Before we start, I want to let everyone know this session is eligible for contact hours and in disclosure in compliance with ANCC's commission on accreditation. This educational activity does not include any content that relates to the products and or services of a commercial interest that would create a conflict of interest.

So before we start today's discussion, we're gonna start off with some introductions. So hi, my name is Julie Wan and I'm the nurse manager for nursing quality over at the Brooklyn campus.

### **1:09 Jennifer Agatep**

Hi everyone, my name is Jennifer Agotepp I'm a nurse practitioner. I'm also the NP coordinator for our emergency department follow up and care transition center, which is part of the larger comprehensive care transition center where we help patients transition from the hospital back into the community. And lastly, I'm part of the larger DEI plus B system wide committee, where I help with our quarterly newsletter. I'm really happy to be here, so thank you for having me.

My name is. I am the senior director of nursing patient experience and engagement. I also serve as both.

### **1:38 Dewi Deveaux**

My name is Dewi Deaveaux. I am the senior director of nursing patient experience and engagement. I also serve as both the chair of the nursing diversity equity inclusion committee, and also the chair for the minority mentoring program.

### **1:52 Erin Gonzalez**

I'm Erin Gonzalez. I'm a physician assistant professor of emergency medicine. In Grossman Long Islands School of Medicine faculty DEI committee, and the member of the steering committee for the NYU Langone and Disability strong employee resource group.

### **2:09 Meg Van Name**

Hello, I am Meg Van Name. I am a bachelor's prepared registered nurse. I am the clinical resource nurse for KP2 PACU you at the TISH campus, we recover neurosurgery and orthospine patients here in our PACU.

**2:24 Julie Wan**

Nice to meet everybody. So to start off today's discussion, I want to ask what is the significance of Global Diversity Awareness Month?

**2:44 Dewi Deveaux**

Global diversity Awareness Month is significant as it highlights the importance of embracing and appreciating the world's diverse culture, background and really perspective. When I think about this month and every month, but as we continue to highlight it during October, it's about creating that cultural understanding, encouraging individuals to really learn about and respect different cultures. And one of the biggest part of that just being a part of the patient experience group is that empathy part, right? And reducing cultural bias and stereotype. It also helped us to understand that we need to promote inclusion and emphasize the importance of creating an environment in which all individuals regardless of race, ethnicity, gender, disability or background field valued and accepted. This month really encourages cross cultural dialogue and collaboration and strengthening the relationship between communities and nation. When I think about global diversity because as the chair of the diverse equity inclusion committee, we're thinking about every month what are some of the things that we need to increase and raise the voice across? It really reminds individuals and organization of the value of directive diversity in building connected societies. We all come together even on the group from different path, but coming together to kind of share that level of commonality and ensuring that when you walk outside that you really feel ok, that you feel a sense of belonging, that when we get on the elevator, we feel like we belong, and then when we're seen as equal when we walk through the halls. So when you think about global diversity, it's just what makes us an organization and how do we ensure that each moment we're creating that space for every individual and then highlight this in abundance during the month of October.

**4:27 Jennifer Agatep**

Just to piggyback off of off of what Dewi was saying is, to me it's really a time very much to celebrate each other's differences, celebrate our uniquenesses, and really embrace what makes us different. You know, I think it's also very much a time to remember or even become more knowledgeable of all the positive impacts that a more diverse and inclusive culture has both, in the workplace among teams, and then also when caring for our patients. We know the positive impacts of diversity. We know the positive impacts of a more diverse team, of a more diverse workforce.

We know that that helps drive innovation and growth and change. And in my opinion, as caregivers, it really allows us to provide, I think more comprehensive and complete care to our patients. It's a really important month and happy that we're celebrating it.

**5:18 Julie Wan**

So, you know, just meeting all of you right now for the 1st time, I've heard so many different roles that you represent, so I do want to ask each of you, with your unique roles at NYU, how does that support globe wide diversity efforts for patients and staff?

**5:34 Erin Gonzalez**

In the United States, about 25 % of individuals have a disability, so that's our patients, but it's also our coworkers and our family members and friends. And individuals with disabilities face exclusion every day from other people's bias and in their daily activities and also in their healthcare encounters they face structural and financial barriers that all add up to significant disparities in the employment status and also in healthcare outcomes.

As healthcare providers, we already know that there's strength and diversity in gender and resource ethnicity, but now research is also showing that health care providers with disabilities and providers who have friends and family members with disabilities have less bias towards patients with disabilities, and the lived experiences of persons with disabilities often bring unique perspectives on problem solving and innovative solutions. And when companies intentionally foster a culture of inclusion, they, they cultivate a more positive and supportive work environment that leads to lower employee turnover and greater productivity. And I think it's fair to hypothesize that a health care workplace that advocates for its employees with disabilities is gonna be one with more innovative developments and better care delivered to patients with disabilities.

Our disability strong team is led by Dr. J R Rizzo, who is the health system director for disability inclusion. In the lab, Dr. Rizzo and his research team are engineering technological supports for people with blindness and low vision and the clinicians who care for them. They're in robust collaborations with counterparts in low and middle income countries including Thailand to translate their research findings into the community there. And they're also exploring joint efforts in Africa and India and Ukraine. At home across the health system, our group is championing inclusive policies and spaces and technological solutions from a central point at the leadership level.

#### **7:36 Erin Gonzalez**

On the patient side, the digital solutions team who are part of our IT department built a custom video call platform that's available to patients on their rooms my wall tablet. So in-patients can speak with their providers virtually and inclusive functionality like interpreter services, closed captions and large buttons for easier access to patients with lower mobility. Our data shows that the largest group of users on that device are over 80 years old. Right now the next thing our group is collaborating on here at work is with the office of Scientists and research where neuroscientists Dr. Ariel Height will host an in person an accessible event in the science building to raise awareness of the contributions and the challenges for scientists with disabilities. We're also happy to share a resource for digital accessibility software that can be downloaded by all employees, NO questions asked. That includes zoom text, jaw screen reader and equation math tools that's easily found on the inside health SharePoint by searching for accessibility software. For all employees, we've created virtual programming and online resources to share information like disability etiquette, inclusive language, and online trainings and webinar recordings, and we're giving voice to our employee resource group membership, employees with disabilities and their allies who are part of the NYU Langone and health community. We're building a culture where coworkers can bring the best of their skills and personalities to work.

#### **9:06 Erin Gonzalez**

One of our members reached out after a webinar and had a great idea for a project to create content that builds support for colleagues with attention deficit hyperactivity disorder, and that will be a video and a tip sheet that will publish very soon on our SharePoint site.

So we're always growing and giving space to our employees, our overall goals for the ERG are create a space for our members to share and find support and also to represent their perspectives to the whole institution so that it can be an inclusive and innovative place to work.

**9:38 Dewi Deveaux**

I think all of those things that is being done directly in the disability work group is just gonna create greater impact for even me as the chair of the diverse equity inclusion program here, committee here at NYU Langone and Health, and how does my position offer that space as well. Being as a chair of the DEI and B committee and also being a part of the patient experience, my position is really set up to kind of stand up all of these different phases. We all know and there's evidence and there's so many research that's out there that a real diverse culture improve patient outcome. It's written. It's there, we understand it, but it's also address health disparities. We know that. That the enhanced patient satisfaction, we know that as well, that it creates workplace innovation, that it really meeting the community needs.

**10:40 Dewi Deveaux**

For years, as far back as I can recall, even going to school, we've always been taught. About that we need to increase the diversity space in which we live on and there's folks and there's research and there's so many things that's out there. So as an organization, having a space in which we can think about how we can elevate elevate this organization and elevate the patients as well as the staff that we care for is dynamic.

Within the DEI and B program, what we do have is that we have mentoring program. We have information that is being shared through newsletter. We come up with different learning series that people can listen to to say yes, there's a space here that is directly for me. We have created so many different platforms that is like that guided light that you're coming into an organization, you don't know what you're walking into, but you, yes there's a space here for me to kind of sit and have a conversation with someone across the table.

**11:38 Dewi Deveaux**

So my position is so uniquely centered in the patient experience phase making sure that I'm working with the disability team to ensure that when we do have individuals walking to the organization that we have that resource that's available for them. The LGBTQ community, I'm working consistently with MCIT to make sure that gender, all of those things are being recognized. So, my position is so unique in so many different levels that I have to work across all different sectors to make sure that we're creating a space within our organization for everyone to be able to sit in that seat

**12:45 Jennifer Agatep**

Yeah both, it's hard to follow because it's so impressive and it's so, the work that you both are doing that we're doing together is so impressive. But yeah, when I think about my role and at NYU and how it supports global diversity efforts for our patients and staff for our patients. For our patients, I think the very 1<sup>st</sup> thing that comes to mind is what myself and my teammates and my department do on a daily basis. As I mentioned earlier, as my role as the NP coordinator in our emergency department follow up center, you know, I help lead a team of nurse practitioners, physician associates, registered nurses, and administrative assistance to help patients discharge from our emergency departments across our system transition back home, back into the community.

**12:57 Jennifer Agatep**

And we do this really by understanding and addressing their care transition needs, which oftentimes tie into and or are driven by social determinants of health, which many folks are very familiar with this, but they're essentially non medical factors that influence health outcomes. So things like access to healthcare, housing, food, different educational and socioeconomic backgrounds, different economic factors or factors such as racism and discrimination. You know on a daily basis, our team connects with hundreds of patients to assist them with these care transition needs. Some examples of some of the social needs that, that our team helps bridge the gap with, are things like inability to afford the medication that they were just prescribed from the emergency department. Maybe our patients are uninsured or lack insurance and they're not able to get that appointment with the specialist that they need to see timely. Maybe now they're home and they need home services, they need them quickly because they're unable to care for themselves appropriately in the home. And we want patients to stay at home, and how do we get them those services?

**14:01 Jennifer Agatep**

Or maybe it's something that the patients speak a language other than English and they're having difficulty navigating that post discharge health care environment of obtaining appointments, getting the care that they need. So we really aim to meet patients where they need to be met. We try to communicate with patients when and how they want to be communicated with and in their preferred language with the purpose really of enhancing post discharge communication with patients, helping bridge that gap, really to achieve better health outcomes for our patients.

**14:34 Jennifer Agatep**

And then just quickly, my role in supporting global diversity efforts for staff here at NYU, I think it's really the work that we're doing on our DEI plus B committee. And again, just shout out to, to my newsletter group because I help develop and write that, that quarterly newsletter that comes out and it's very much a team effort. But recently we've started to incorporate and feature some of the many DEI plus B resources that our hospital has for staff.

And I can't talk about those resources without really plugging and shouting out our workplace culture and inclusion team. Led by Marie Williams Lendore. Also a shout out to Scott Henderson who worked personally with with our department, but really great resources. They have a great website, our DEI plus B nursing committee. We also have a great website as well that has a bunch of resources on it, but just to share a little bit, we'll probably put some of these resources in the show notes for folks if they're interested, but what's really nice about the DEI plus B resources available to all of our staff at NYU is that it's really, it's available and it's appropriate for every position in the organization.

**15:38 Jennifer Agatep**

So if you prefer to attend a live virtual, or interactive class, we have those. If you prefer more like asynchronous learning where you maybe want to watch a recorded class or do a focus module, and I know sometimes we like cringe a little bit with like focus modules, but with that being said, there's quick focus modules that are 20 min or so, and then there's longer focus modules, but.

They're really geared towards all levels of the hospital, staff, leaders of others leaders of leaders, and then there's foundational resources, something is things like what is unconscious bias? What

are microaggressions, what is DEI plus B? And then there's more comprehensive of resources, like how do I build on that foundation now? Especially as a leader, how do I take that and now make it actionable? How do I transition that into culture? How do I change culture? Or just, support that culture on my department or or in my unit?

**16:35 Jennifer Agatep**

So there's a ton of resources and I'd love to put some in our show notes for everyone, but I think that's, that's really sort of how we share that and we've been incorporating that within our newsletter to really share spread that awareness and, and spread that knowledge.

**16:49 Julie Wan**

Yeah, I'm glad you shared more about those resources. We can definitely add those in our resources for our listeners. And what I like that you stress is that it's really available and accessible in a variety of ways and it's for everyone in our organization and easy to access. And I just wanted to add a little bit more to what you mentioned about Jennifer, in terms of patient language, their preferred language, something that I just wanted to share that, with the group was just that I've definitely heard patients just I'm gonna say from Brooklyn because that's where I'm working and that's where I'm from. Patients say, you know, they're able to connect with the staff because the staff look like the community and it definitely helps the patient open up like especially if there's a patient a nurse or a physician that can speak Russian or Arabic or the same language as the patient, it really makes such a difference, you know? I, we all use interpreter services whenever we need to, but what's really great is that we do have a lot of staff that speak different languages that reflect the community that we care for. So I think that's great. I also wanted to ask, why is diversity in healthcare workforce important to you and, and your patients? We kind of touched upon this, but with but if anybody wants to talk a little bit more about it?

**18:09 Meg Van Name**

Diversity in health care is extremely important to me and my patients. A diverse team brings a variety of perspectives and experiences which enhances the problem solving and the innovation that we use in patient care. When we have health care providers who are from different backgrounds, we're better equipped to understand and address the unique needs of our diverse patient populations and different providers bring different tools to the table which help us to better patient outcomes. Representation also matters. When patient see providers, who look like them or share a similar cultural background, it can foster trust and improve communication. And just like what was discussed with sharing a language with a patient or a patient's family member, it, it creates a, a smoother area for patients and providers to understand each other and can create again better patient outcomes. This is particularly crucial in healthcare where effective communication can significantly impact treatment outcomes. Patients feel more comfortable discussing sensitive issues, which leads to more accurate diagnoses and better adhesive to treatment plans. If you understand what your provider is asking of you, whether it be a home regimen or a medication, the chances of you being compliant at home increase. And it goes for, for all different types of diversity. Being a female, having a female provider is often extremely important to our patients and that alone can impact how, how a patient takes in their medical information.

**19:58 Meg Van Name**

Moreover a diverse workforce can help produce health disparities by understanding the cultural factors that influence health beliefs and behaviors, we can provide more personalized and effective care. So when we are looking to improve what we're doing at the bedside, for example, when we update patients families while the patient is in surgery, we created a text message updating system to tell them what's going on while they're worried and in the waiting area, but this system was only in English. And in the last several months, we've expanded this system to be available in both Spanish and Russian, and it has increased patient and family satisfaction with the information that they're getting from their providers while their loved one is being cared for.

**20:51 Meg Van Name**

So ultimately, the diversity that we see in healthcare not only enriches the workplace in which we work, but also ensures that all these patients are receiving equitable care and that they're getting the same updates that the patient next door to them is getting in their own language. And this just helps to create a more compassionate care system here at NYU.

**21:14 Erin Gonzalez**

I think there are similar impacts for our workplace where healthcare providers with disabilities are supported because they're gonna give us insights into the experience of patients with disabilities and really create a system where those patients feel comfortable and accepted and not only that, but they just find it easier to have physical access to our healthcare spaces and information.

**21:46 Julie Wan**

So I think what you both just touched upon is really making sure that our healthcare workforce and our patients really have that sense of inclusion and belonging. When we understand each other from different diverse ethnic backgrounds, if we understand each other from a disability standpoint, you know, how difficult that maybe to receive care or to get access to care, things like that, I think it does really circle back to how we care for our patients and ourselves. So I really want to thank you all for participating in today's episode and talking about the importance of globally diversity and its impact on healthcare. It was really great to hear about all the different efforts that we do have to support our patients and staff. So as a reminder, this session is eligible for .5 contact hours. A survey will be posted with the recording, please access and complete the evaluation to obtain the certificate.