



Equity and Inclusion in Healthcare October 27 – 28, 2017

October 27, 2017			
7:00 a.m.	Registration and Networking Breakfast <i>Phillips Hall</i>		
8:00 a.m.	Welcome and Kick-Off Sharonne N. Hayes, M.D., John M. Knudsen, M.D., Cathy H. Fraser, M.B.A.		
8:15 a.m.	Equity and Inclusion in Healthcare: The Stakes are Higher Than Ever Sharonne N. Hayes, M.D.		
8:45 a.m.	Diversity and Inclusion Meets Quality and Safety: It's Not "Quality" Unless It's Quality For All John M. Knudsen, M.D.		
9:15 a.m.	The Journey to Equity at Kaiser Permanente Ronald L. Copeland, M.D., Chief Diversity Officer, Kaiser Permanente		
9:45 a.m.	Break		
10:00 a.m.	Racism in Healthcare: Evidence, Impact, Action Michelle van Ryn, Ph.D.		
10:45 a.m.	Supporting a Culture of Being Color Brave Kulleni Gebreyes, M.D.		
11:30 a.m.	Protecting Our Staff: Organizational Response to Biased Patients Sharonne N. Hayes, M.D.		
11:45 a.m.	Lunch Buffet		
12:15 p.m.	Diversity and Inclusion as Drivers for Institutional Excellence Moderator- Sharonne N. Hayes, M.D. Panel - John M. Knudsen, M.D., Michelle van Ryn, Ph.D., Ronald L. Copeland, M.D., Jennifer Mieres, M.D., Bruce Thao, MS, MA		
1:00 p.m.	Break/Travel Time		
	Equity and Inclusion in Health Care	Inclusion and Talent: Key to The Healthcare Workforce of the Future	Achieving Equity for Patients: Culture, Communication, Caring
1:15 p.m.	REaL+: Practical Guidance For Collecting and Using Enhanced Demographics To Improve Patient Outcomes John M. Knudsen, M.D. + data scientist	Healthcare Workforce of the Future: Innovations in Diversity and Inclusion Cathy H. Fraser M.B.A.	Innovations in Engagement of Diverse Communities for Research and Care Christie A. Patten, Ph.D., Mark Wieland, M.D., Joy E. Balls-Berry, Ph.D.
2:00 p.m.	Break/Travel Time		
2:15 p.m.	Making "Cents" Out of Social Determinants of Health Connie Yang, M.P.A	Maturation and Strategic Alignment of ERG/BRGs Jennifer A. Ingram, M.S., Alanna M. Rebecca, M.D., Lynda Christel	Culturally Sensitive and Medically Appropriate Care for Transgender Patients: Lessons Learned Caroline J. Davidge-Pitts, M.B., Ch.B., Todd B. Nippoldt, M.D.
3:00 p.m.	Break/Travel Time		
3:15 p.m.	Prepare Your Staff: Strategies To Improve Health Care Delivery to LGBT Patients. John M. Knudsen, M.D.	Employee Resource Groups (ERGs) in Healthcare: Good for Patients, Staff, and the "Business" Ann-Marie A. Knight, Lori A. Mickelson	Overcoming Stigma and Bias and Improving Health Outcomes in People with Obesity Sean Phelan, Ph.D.
4:00 p.m.	Break/Travel Time		
4:15 p.m.	Improving Culture, Safety, and Inclusion: High Impact Innovations From Nursing Alyssa Cottrell, R.N.	Overcoming Barriers: Strategies to Advance Women in Medicine and Science Sharonne N. Hayes, M.D., Alanna Rebecca, M.D., Jennifer Westendorf, Ph.D.	Practical Strategies to Optimize Your Work with Medical Interpreters Onelis Quirindongo-Cedeno, M.D. and Medical Interpreter
5:15-7:00 p.m.	Course Reception - Elizabethan Room, Kahler Grand Hotel		

October 28, 2017

7:15 a.m.	Networking Breakfast <i>Leighton Auditorium</i>		
7:55 a.m.	Welcome Sharonne N. Hayes, M.D. and Cathy H. Fraser, M.B.A., John M. Knudsen, M.D.		
8:00 a.m.	Delivering Patient Centered Care to Diverse Populations: The Importance of Health Literacy, Cultural and Linguistic Competency Jennifer Mieres, M.D.		
8:30 a.m.	Break/Travel Time		
	Equity and Inclusion in Health Care	Inclusion and Talent: Key to The Healthcare Workforce of the Future	Achieving Equity for Patients: Culture, Communication, Caring
8:45 a.m.	Increasing Research Participation Among Diverse Populations and Women: The Time is NOW! Carmen Radecki Breitkopf, Ph.D., Monica L. Albertie, M.H.A., Chara A. Chamie, M.P.H., Sumedha G. Penheiter, Ph.D.	The “New” Healthcare Workforce: Targeted Recruitment of People with Disabilities, Veterans, and the Under-Employed Guy J. Finne and Dawn M. Kirchner	Mental Health Considerations in Diverse Populations Cynthia O. Townsend, Ph.D., L.P.
9:30 a.m.	Break/Travel Time		
9:45 a.m.	Health Equity, Historical Trauma & Resilience Bruce Thao, MS, MA	Leadership Tactics to Build an Inclusive Work Environment: Nursing and Beyond Ryannon K. Frederick, M.S., R.N.	Addressing Disparities/ Cultural Competencies in Latino Populations Richard O. White, M.D.
10:30 a.m.	Break/Travel Time		
10:45 a.m.	Supplier Diversity in Health Care 101: Economic Inclusion Ronald L. Copeland, M.D. and Beverly Norman-Cooper	Making Diversity Work: Interdisciplinary Teams in Healthcare Michelle van Ryn, Ph.D.	Insights Into Culturally Sensitive Care for Muslim Patients Shakila P. Khan, M.D., Salma Iftikhar, M.D., Linda L. Peterson, R.N., Michelle K. Weisz, R.N.
11:30 a.m.	Lunch Break		
12:00 p.m.	Building Resilience Amit Sood, M.D.		
12:45 p.m.	Break/Travel Time		
1:00 p.m.	<p>Concurrent Work Shops – Select one to attend. Pre-Registration Required</p> <p>A. Recognizing and Mitigating Blindspots <i>Stacey Empson & Shannon Smith, PwC</i> An interactive session about how unconscious assumptions negatively affects decision making. Drawing on insights from academia, this workshop will explore how specific biases operate in the workplace and how one company incorporated blindspot training into its learning and development curriculum and even made the training required for promotion eligibility.</p> <p>B. Seeing and Addressing Invisible Actors: Unconscious Bias and Identity Threat <i>Sean Phelan, Ph.D., Michelle van Ryn, Ph.D., Richard O. White, M.D.</i> Over 500 studies have shown that stereotype threat, sometimes called identity threat, can have a profound effect on our behavior. It is created by our awareness (conscious or unconscious) that we may be judged according to a group stereotype and can lead to a cascade of negative effects, including poor performance and physiologic and psychological stress responses. This workshop will use a combination of interactive, reflective and didactic methods to help participants gain a deep understanding of the complex interplay of “invisible” factors that affect the diversity and inclusion climate at all levels of the organization.</p> <p>C. Career and Leadership Development and Mentorship for Minorities and Women in Healthcare <i>Priscilla Gill, Ed.D., Renaldo C. Blocker, Ph.D., Alexandra P. Wolansky-Spinner, M.D.</i> This session highlights unique considerations and concrete actions for organizations and individuals to develop effective professional development and mentorship environments for minority and women physicians and scientists. Those responsible for leadership development as well as women, minority and NON-minority healthcare professionals providing mentorship in health care settings are encouraged to attend.</p>		

	<p>D. Cross Cultural Communication Workshop (1) <i>Siebens 2-02</i> Target audience: Physicians engaged in direct patient care <i>Onelis Quirindongo-Cedeno, M.D., Darryl S. Chutka, M.D. (limit 20)</i> Effective communication leads to improved health care outcomes, greater satisfaction, improved adherence fewer complaints and is essential for the delivery of high-quality, safe patient care. Effective communication involves skills for relationship building and for sharing bad, sad, or unexpected news. This session, <i>aimed at physicians involved in direct patient care</i>, will address barriers to effective communication in health care including differences in language and culture, clinicians not listening to or considering other perspectives, and low health literacy.</p> <p>E. Cross Cultural Communication Workshop (2) <i>Siebens 2-03</i> Target audience: Nurses, allied health professionals, interdisciplinary teams, HR professionals <i>Jarrold M. Leffler, Ph.D., L.P., Jyoti Bhagia, M.D., and Connie A. Luedtke, R.N., RN-BC (limit 20)</i> Effective communication within and across teams and professions, as well as with patients, leads to improved organizational and team effectiveness, greater satisfaction, and is an essential component for innovation and the delivery of high-quality, safe patient care. This session, will address barriers to effective communication in health care including issues related to interprofessional teams, roles and individual and organizational culture.</p> <p>F. *MERC and Department Diversity Leader Retreat For Mayo staff only-full afternoon-Both sessions (1:00 – 4:15 p.m.) - DAIC <i>James T. Li, M.D., Jennifer A. Ingram, M.S., Kaia C. Yngve, M.P.H., Emily P. McLaughlin</i></p>
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2:45 p.m.	<p>Repeat Concurrent Work Shops - Select one to attend. Pre-Registration Required</p> <p>A. Recognizing and Mitigating Blindspots <i>Stacey Empson & Shannon Smith, PwC</i> An interactive session about how unconscious assumptions negatively affects decision making. Drawing on insights from academia, this workshop will explore how specific biases operate in the workplace and how one company incorporated blindspot training into its learning and development curriculum and even made the training required for promotion eligibility.</p> <p>B. Seeing and Addressing Invisible Actors: Unconscious Bias and Identity Threat <i>Sean Phelan, Ph.D., Michelle van Ryn, Ph.D., Richard O. White, M.D.</i> Over 500 studies have shown that stereotype threat, sometimes called identity threat, can have a profound effect on our behavior. It is created by our awareness (conscious or unconscious) that we may be judged according to a group stereotype and can lead to a cascade of negative effects, including poor performance and physiologic and psychological stress responses. This workshop will use a combination of interactive, reflective and didactic methods to help participants gain a deep understanding of the complex interplay of “invisible” factors that affect the diversity and inclusion climate at all levels of the organization.</p> <p>C. Career and Leadership Development and Mentorship for Minorities and Women in Healthcare <i>Priscilla Gill, Ed.D., Renaldo C. Blocker, Ph.D., Alexandra P. Wolansky-Spinner, M.D.</i> This session highlights unique considerations and concrete actions for organizations and individuals to develop effective professional development and mentorship environments for minority and women physicians and scientists. Those responsible for leadership development as well as women, minority and NON-minority healthcare professionals providing mentorship in health care settings are encouraged to attend.</p> <p>D. Cross Cultural Communication Workshop (1) <i>Siebens 2-02</i> Target audience: Physicians engaged in direct patient care <i>Onelis Quirindongo-Cedeno, M.D., Darryl S. Chutka, M.D. (limit 20)</i> Effective communication leads to improved health care outcomes, greater satisfaction, improved adherence fewer complaints and is essential for the delivery of high-quality, safe patient care. Effective communication involves skills for relationship building and for sharing bad, sad, or unexpected news. This session, <i>aimed at physicians involved in direct patient care</i>, will address barriers to effective communication in health care including differences in language and culture, clinicians not listening to or considering other perspectives, and low health literacy.</p>

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