



Equity, Diversity and Inclusion

How to drive change inside our own organizations?



Five goals of the National Partnership for Action NPA

1. Awareness- Increase awareness of the significance of health disparities, their impact on the nation, and the actions necessary to improve health outcomes for racial, ethnic, and underserved populations.
2. Leadership- Strengthen and broaden leadership for addressing health disparities at all levels.
3. Health system and life experience- Improve health and healthcare outcomes for racial, ethnic and underserved populations.
4. Cultural and linguistic competency- Improve cultural and linguistic competency and the diversity of the health-related workforce.
5. Data, research and evaluation- Improve data availability and coordination, utilization and diffusion of research and evaluation outcomes

The NPA has identified **five top priorities for action:**

- Strengthening access to quality health care
- Supporting the implementation of the National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care
- Educating youth and emerging leaders about health disparities and the social determinants of health so that they become champions for health equity. The NPA seeks to increase the knowledge of young adults through practical learning opportunities, including internships at the regional and national level
- Strengthening the nation's network of community health workers, who play a key role in disease prevention and health promotion
- Promoting the integration of health equity in policies and programs

The PacificSource Mission

To provide better health, better care, and better cost to the people and communities we serve.

PS values related to the concepts of Diversity Equity and Inclusion.

- Four of the six PacificSource values define our company as an intelligent group, where every employee contributes to the achievement of our mission. Our culture recognizes that we strive to bring the best services to our members, in an ever changing environment and recognizes the value of continuous learning and innovation to benefit our internal and external communities. In this context diversity, equity and inclusion are powerful tools for change.
 - We are committed to doing the right thing.
 - We are each responsible for our customers' experience.
 - We actively participate in efforts to improve our communities—internal and external.
 - We encourage creativity, innovation, continuous improvement, and the pursuit of excellence.

Four factors for changing our behavior

- **Awareness:** First understand what and why; change needs a broader perspective. **(5%)**
- **Motivation:** Change can't happen without making it a personal quest. **(30%)**
- **Skills:** New skills need to be learned for sustainable change. **(25%)**
- **Opportunity:** Make the transformation permanent by practicing what you learn. **(40%)**

Ready to make equity and inclusion a strategic priority?

1. Enlist leadership support.
2. Develop a structure and processes to implement.
3. Make a plan.
4. Train all the team; change requires ongoing C.C Education.
5. Develop partnerships with community organizations.

Thank you

Any questions?

