Establishing a Welcoming and Inclusive Environment at Sindecuse Health Center

Director: Lisa Marshall, M.D.

Diversity and Inclusion Committee Members: Sarah Good (chair), Will Abarogag, Genni Gersh, Li Cheng, Chelsea Haas, Kris Hanice, Erin Leen, Amber Merley, Tara Palmen, Nicole Schumacher, Julie Tofanac, Lacey Troup, John VandenBos, and Jo VandenBos.

Student members: Daniel Baker, Kathryn Davis, Robin Luo, Chris Robinson, and Jordan Teachout.

Sindecuse Health Center was awarded two grants in 2014 from the Office of Diversity and Inclusion. The first grant was to conduct an assessment of the environment at the health center in relation to diversity and inclusion, including accessibility. $3,000 was awarded and helped fund a graduate student employee who assisted with composing a questionnaire and conducting the data collection and analysis. This grant was completed in January 2015.

The second grant was for implementation of the assessment findings up to $15,000. Improvements are underway and are planned to be completed by May 2015.

Why We Assessed
The health center identified a need to make improvements regarding diversity and inclusion. Prior to committee formation in spring 2014, there was not regular assessment practice or unified planning around diversity and inclusion. With the grant made available, the health center sought to:

- Improve the center’s ability to meet the needs of a diverse campus population
- Create effective and meaningful change around inclusion and accessibility
- Enhance professional development across disciplines

How We Assessed and What We Learned
Assessment was overseen by a multidisciplinary committee at Sindecuse Health Center composed of staff, faculty, and Student Health Advisory Council members. Three measurement tools were used:

- Exit survey emailed to all visitors accessing services within Sindecuse Health Center
  - Surveyed visitors from Oct. 31 through Nov. 28, 2014
  - Respondents included students, staff, faculty and retirees
  - 19.9% response rate
  - Descriptive statistics, chi-square analysis
  - Respondents reported positive experiences overall with room for improvement
  - Ethnicity of patients had no significant influence on satisfaction
  - Room for improvement identified in relation to care providers including patients in decisions about treatment as it relates to their identity

- Focus group tour of health center followed by a discussion to assess current décor and environment with regard to diversity and inclusion
  - Three groups of students
  - 15 volunteer participants
  - Participants suggested improvements to representation of diversity in décor

- Health center employee survey
  - 56.6% response rate
  - Employees reported a need for increased knowledge and improved skills around diversity and inclusion issues

Assessment Survey Results
- Respondents rated each department from 1 to 5.
- "5" indicates the respondent thinks the care providers are doing well.
- "1" signifies a need for improvement.

Table 1: Average Score of Environment Issues for Each Department.

<table>
<thead>
<tr>
<th>Department</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care</td>
<td>4.375</td>
<td>4.375</td>
<td>4.409</td>
<td>4.375</td>
<td>4.409</td>
<td>4.375</td>
</tr>
</tbody>
</table>

Average of each issue:
- Accessibility: 4.375
- Health information materials: 4.375
- Images (TV or monitor): 4.375
- Marketing materials: 4.375
- Office furnishing: 4.375
- Signage: 4.375
- Seasonal decor: 4.375
- Wall decor: 4.375
- Waiting room furnishing: 4.375

Table 2: Average Score of Each Department for Respecting Diverse Identities.

<table>
<thead>
<tr>
<th>Department</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care</td>
<td>4.375</td>
<td>4.375</td>
<td>4.409</td>
<td>4.375</td>
<td>4.409</td>
<td>4.375</td>
</tr>
</tbody>
</table>

Average of each department:
- Accessibility Health information materials: 4.375
- Images (TV or monitor): 4.375
- Marketing materials: 4.375
- Office furnishing: 4.375
- Signage: 4.375
- Seasonal decor: 4.375
- Wall decor: 4.375
- Waiting room furnishing: 4.375

Why We Assessed
The health center identified a need to make improvements regarding diversity and inclusion. Prior to committee formation in spring 2014, there was not regular assessment practice or unified planning around diversity and inclusion. With the grant made available, the health center sought to:

- Improve the center’s ability to meet the needs of a diverse campus population
- Create effective and meaningful change around inclusion and accessibility
- Enhance professional development across disciplines

Next Steps
- Review recommendation list and set priorities. Recommendation areas include:
  - Express diversity and inclusion throughout the health center
  - Diversity magazines in waiting rooms
  - Change bathroom signage on single bathrooms to “unisex”
  - Add pictures depicting diverse populations similar to primary care waiting rooms
  - Focus on increasing professional diversity among new hires
  - Enhance website, marketing materials, campus knowledge of providers who speak different languages, trainings attended, etc., focusing on areas of competence in diversity and inclusion
  - Promote inclusion by increasing accessibility for diverse populations
  - Replace, remove or rearrange furniture to improve accessibility, mobility and sensibility
  - Change layout in the Pharmacy to increase privacy, improve accessibility
  - Add directory for better navigation throughout health center – can be done with new/additional signage or on kiosk
  - Add kiosk for patients using wheelchairs
  - Expand exam rooms and small bathrooms
  - Improve Counseling Services door (too heavy)
  - Pipe calm music throughout health center to foster a calming, welcoming atmosphere
  - Increase health center staff knowledge and skills
    - Make professional resources available to providers throughout health center
    - Conduct Intercultural Development Inventory with all staff and faculty, conduct individual and group feedback sessions
    - Provide training around issues of diversity and inclusion– guided by results of IDI and based on assessment
    - Develop training module for new hire orientation and annual renewal

Utilize the implementation grant of $15,000
- Replace bathroom signs to improve inclusion (unisex)
- Diversity publications offered in waiting rooms, based on informal survey in waiting rooms and input from other campus departments
- All employees to complete the Intercultural Development Inventory in response to employee assessment results
- Create professional development opportunities based on results of the IDI
- Enhance décor throughout the health center to be more reflective of the diverse populations served
- Represent diversity and inclusion in printed, electronic and displayed materials