

March 10, 2022

# “We ARE” PennState – Our Diversity, Equity & Inclusion Journey

This session will examine Diversity, Equity and Inclusion efforts and PennState’s journey for staff, patients and families

# Learning Objectives

- Examine how to use patient demographics in comparison to physician demographics to create cultural awareness for all
- Understand how to create diverse representation on Patient & Family councils pre and post pandemic
- Define ways to infuse DE&I efforts into your Patient Experience programs

# Who “We ARE”

## Penn State Health Hospitals

- Milton S. Hershey Medical Center (464 beds)
- Penn State Health Children’s Hospital (146 beds)
- St. Joseph Medical Center (204 beds)
- Holy Spirit Medical Center (312 beds)
- Hampden Medical Center (110 beds)
- Lancaster Medical Center (Fall 2022 – 129 beds)
- Rehabilitation Hospital (Joint venture – 98 beds)
- PA Psychiatric Hospital (Joint venture – 89 beds)



## Six Institutes

- Penn State Cancer Institute
- Penn State Heart & Vascular Institute
- Penn State Bone & Joint Institute
- Penn State Neuroscience Institute
- Penn State Institute for Personalized Medicine
- Penn State Clinical & Translational Science Institute



### 94 outpatient locations

Primary & specialty care, located across 10 counties

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### 17.1K Employees

2,450+ physicians & advanced practice providers

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### 1,700 Learners

Students, fellows and residents through Penn State College of Medicine

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# Mission



**Our mission is to continually improve the health and well-being of the people of Pennsylvania, and beyond...**



We provide patients with excellent, compassionate, culturally responsive and equitable care



We educate and train healthcare professionals



We advance evidence-based medical innovation through research and discovery

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# Vision



Our vision is to be  
Pennsylvania's most  
trusted healthcare  
organization



Delivering excellent care, combining the most advanced and innovative techniques in medicine with compassionate and culturally responsive service for patients, families and communities



Ensuring the availability of affordable, appropriate and comprehensive localized care by integrating an extensive community-based provider network with our sub-specialized academic-based programs

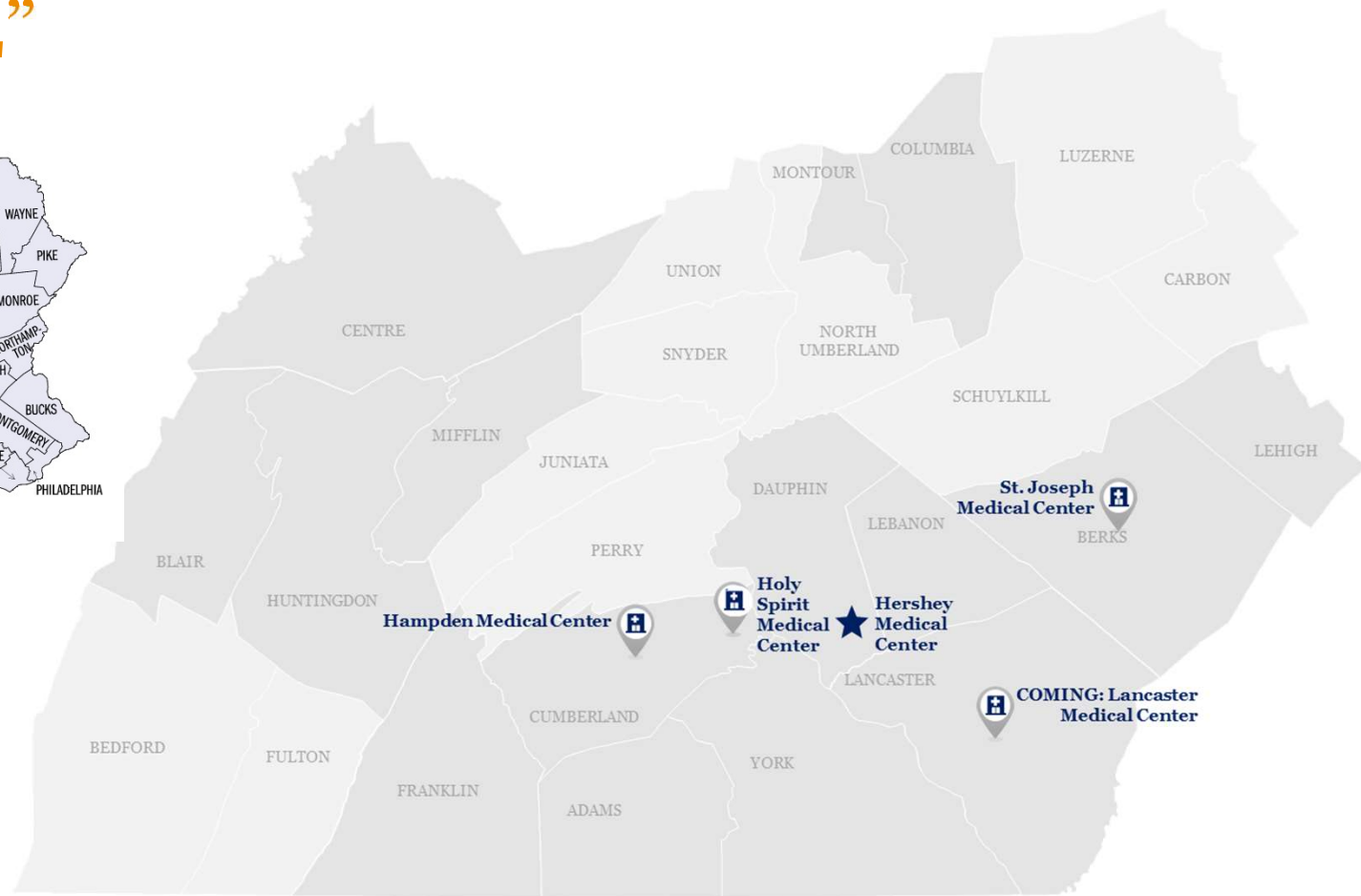
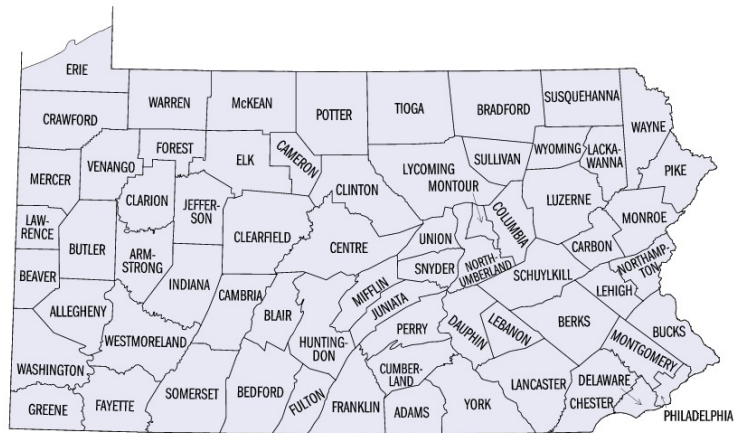


Cultivating a professionally fulfilling environment for our caregivers, educators, innovators, researchers and staff

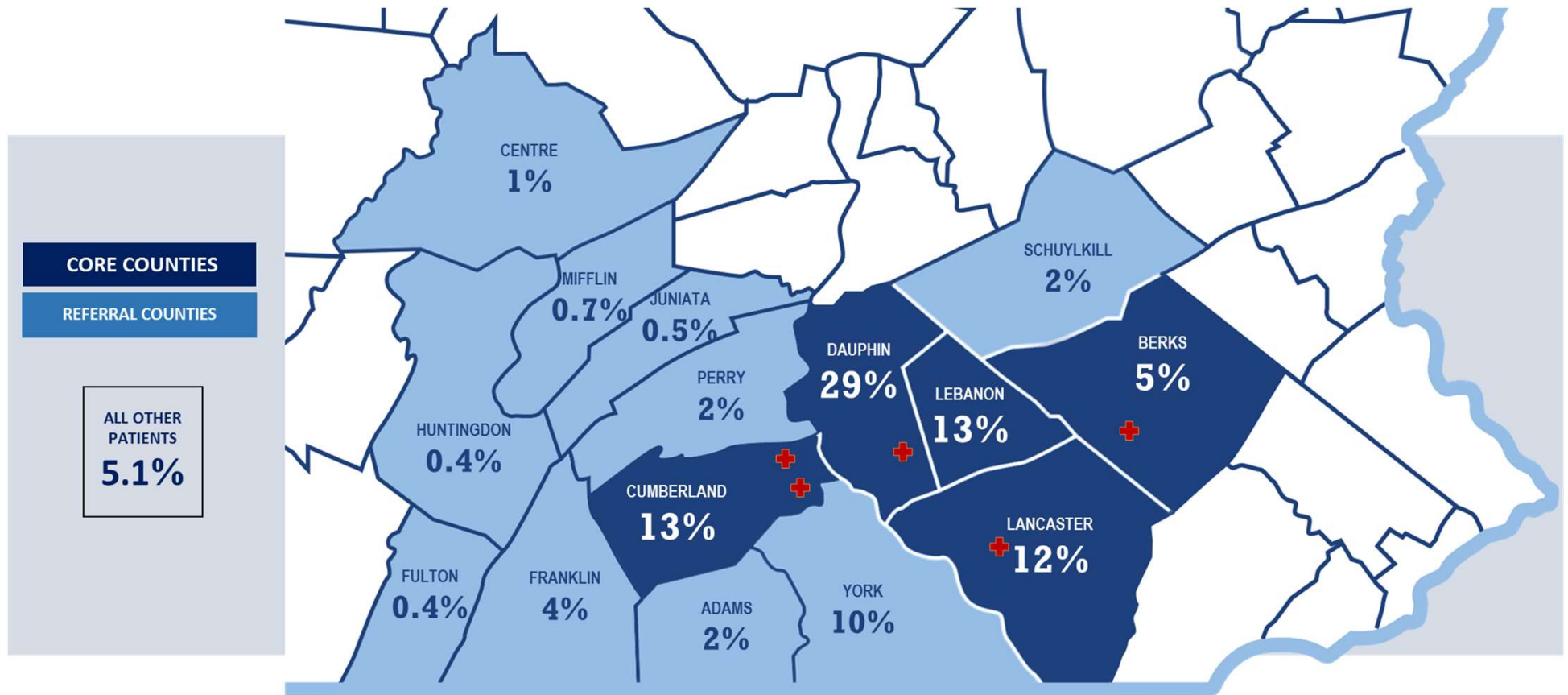


Advancing the science of medicine, and disseminating knowledge to the world-as we have done for more than a half-century

# Where “We ARE”

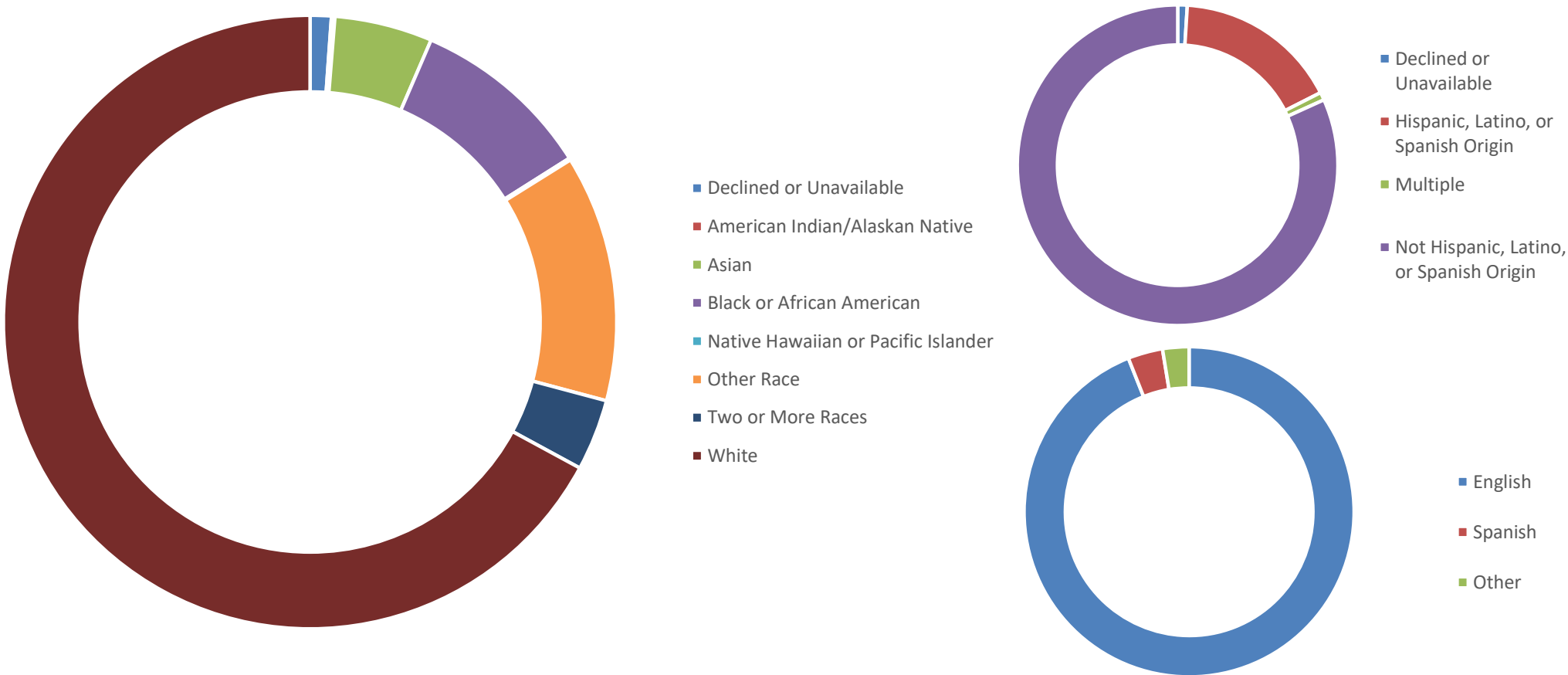


# Where Our Pediatric Inpatient Population Comes From





# Pediatric Inpatient Population Demographics

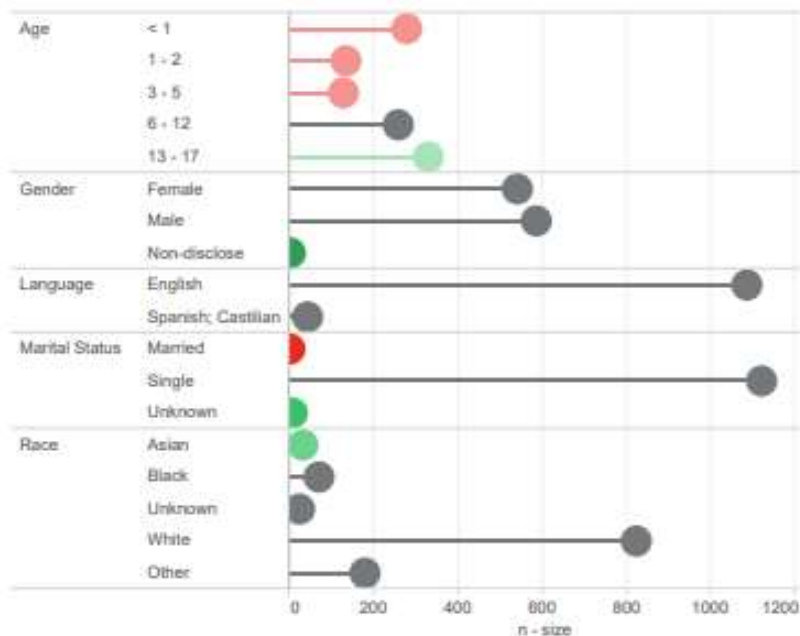




# Our Commitment to Our Staff

- Expectation of mutual respect
- We will not accommodate a patient's or patient family member's bias-related request for caregivers or other medical staff that is based on that individual's race, ethnicity, religion, sexual orientation, gender identity or other characteristics of diversity

# Patient Demographics and Patient Experience



- How many/what percent of our patients are returning their surveys?
- Are our results representative of the patient population?
  - If not, why?
  - If not, how can we improve?
- What can we learn from the data we have?

# Patient and Family Advisory Councils

- Adult
- Pediatric/Women & Babies
  - NICU
  - Teen
- Medical Group
- Population Specific
  - Spina Bifida
  - Sickle Cell
  - Bereavement

Sexual &  
Gender  
Minorities

Disability

Veterans



# Diversity, Equity and Inclusion Efforts

- Language Services
- Inclusion Academy
- Upstander Café
- Internal Partnerships



# Our Legacy



The 1948 PennState football team plays the first interracial football game at the Cotton Bowl against Southern Methodist University.

Photo credit: African American Chronicles – Black History at PennState.