

# Building a Culture of Empathy to Advance Diversity & Equity

Wright Lassiter III, President & CEO

January 18, 2021



ALL FOR YOU

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## WHO WE ARE



ALL FOR YOU

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The Governance Institute Leadership Conference – Virtual Event  
January 18–19, 2021

**“Culture eats strategy for breakfast.”**  
- Peter Drucker

Henry Ford HEALTH SYSTEM ALL FOR YOU

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### COLLABORATIVE & MATRIXED MODEL

Henry Ford HEALTH SYSTEM ALL FOR YOU

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## THE STARTING POINT OF OUR CULTURE JOURNEY



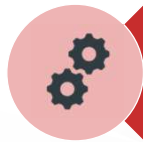
Transparency



Co-Creation



Courage and Candor



Trust



Curiosity



Positive Intention

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## WE

improve people's lives through excellence in the science and art of health care and healing

### Through Our Values Of

#### Compassion

We provide a heartfelt experience to every patient, member and each other.

#### Innovation

We continuously pursue what's possible through research, education, clinical and operational excellence.

#### Respect

We honor the commitment to our communities by acting with integrity, courage and inclusion.

#### Results

We reliably deliver on our promise to be leaders in safety and affordability, ensuring the health of our communities.

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## TRUST AND COURAGE: IT STARTS WITH US

Set a bold course for themselves and their organization

Be willing to take on tough challenges

Act with integrity and respect

Be decisive in times of uncertainty

Have real, sometimes difficult, conversations

Choose hope and possibility over fear

Possess curiosity and willingness to fail

Allow for continual growth and evolution

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## WHAT'S YOUR WHY?



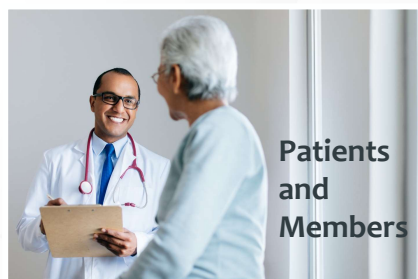
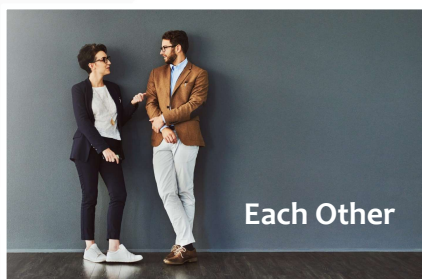
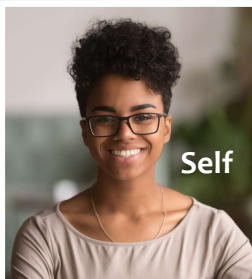
Deeply connect to purpose

Capture heads and hearts

Commit to our values and behaviors

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## COMPASSION IN ACTION - 2020



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## UNCOVERING OUR BIASES



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## THEN THIS HAPPENED...



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## THEN THIS HAPPENED...



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## OUR VALUES & COMMITMENT TO OUR TEAM MEMBERS



**“I have reached a point in my life where I understand the pain and the challenges: And my attitude is one of standing up with open arms to meet them all.”**

- Myrlie Evers-Williams,  
American civil rights activist & journalist

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## A COMMITMENT TO ANTI-RACISM & SOCIAL JUSTICE



Anti-Racism &  
Social Justice  
Advocacy



Diverse  
Workforce &  
Inclusive Culture



Community  
Empowerment



Healthcare  
Equity

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## OUR FUTURE DEIJ ROADMAP



- From “programs” and “initiatives” to **foundational in everything we do**
- **Everything is connected:** when one fails, the whole outcome can fail
- Keys to Impact:
  - It starts with **governance**
  - The **right resources & investments**
  - **Diverse & empowered workforce**
  - **Listen & advocate**

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## COMMITMENT TO A LIVING WAGE



- October 2020
- 3,000 frontline team members
- \$15 per hour
- More than 100 job classifications
- Early effects on recruitment and retention in key areas

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## REMOVING EMPLOYMENT BARRIERS



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## EMBEDDING DIVERSITY AND EQUITY IN PARTNERSHIPS



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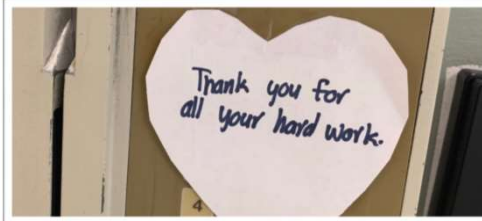
## COVID-19: NAVIGATING OUR VACCINE JOURNEY



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## COVID-19: RESTORING OURSELVES



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Ask an Expert: How can healthcare leaders support compassion in the workplace?

by Liz Entman May 5, 2020, 3:40 PM

09-15-20 | HOW TO BE A SUCCESS AT EVERYTHING

**To come out ahead of a crisis, lead with compassion**

The most savvy leaders will embrace—and encourage—more focus on emotional intelligence as we enter a “compassion revolution,” the author writes.

**4 Ways to Cultivate Inclusion and Compassion In the Workplace**

In the times we're living in, more and more people are experiencing stress, unhappiness, and anxiety in the workplace. The more your staff can feel supported, acknowledged and understood, the more they can positively contribute to your business.

Jan 15, 2021, 12:13pm EST | 66 views

**Brands Need To Be Change Agents In 2021: Make It The Year Of Empathy And Kindness**

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**“Of all the forms of inequality, injustice in health care is the most shocking and inhumane.”**

*- Martin Luther King Jr.*

