



NWWA Caregiver Equity & Well-Being



Diversity, Equity, and Inclusion

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Welcome!

Over the past 5 years, Providence Northwest Washington Service Area has made a commitment to build stronger relationships and healthier, more equitable communities where health happens – out in our communities, where we live, work and play. Now, this commitment is intentionally extending to our own caregiver community and workplace environment.

We are excited to share the recent initiatives underway to support our own Northwest Washington (NWWA) Service Area Caregivers' equity and well-being. This NWWA Caregiver Equity and Well-being Annual Report is an opportunity to share our strengths, explore our challenges, link efforts, and extend an invitation to build a culture of self-care and belonging, together. This is journey work, and we all have a role to play. Self-care and equity are not optional, but all too often they are treated that way in our daily practices and in our community culture. Thanks to the passion and commitment of our leaders, this work is gaining momentum and finding its way into integral connections that will support how all caregivers are able to engage in ways

that support themselves, colleagues, patients and our broader community. Recently retired Chief Executive Officer (CEO) Kim Williams, was and still is a powerful advocate for improving our overall community's well-being and deeply committed that our community of caregivers engage in this well-being and equity effort, to make work/life better for ourselves, our co-workers, our families, and be role models in our own mission of 'health for a better world.' And, we are excited about the future of these efforts, with our new CEO Darren Redick, who also has a long history supporting our caregiver community and a deep commitment to continuing to build and sustain a culture of well-being and equity, together.



Report Objectives:

1. Propel support and engagement of this caregiver equity and well-being initiative to all our caregivers - core leaders and front-line staff.
2. Provide an overview and background of caregiver equity and well-being efforts with in the NWWA service area.
3. Share alignments and linkages with PRMCE and System DEI objectives that include patient, community and caregiver DEI strategies.
4. Provide transparency of data and caregiver feedback that is critical to programming engagement, success, and positive culture change.
5. Share progress of strategic frameworks, inclusive of 2020-2021 priorities and projects.

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1 Overview

Equity and Well-being are Interconnected

Covid-19 has exposed deep inequities.

First, we need to acknowledge that the COVID-19 global pandemic and heightened racial and social justice unrest over the past 18 months has further challenged our co-workers with burnout and anxiety, and exposed the depth of health and social justice inequities in our society. This also has direct effects on the health and well-being of our caregivers by presenting challenges around mental health, financial well-being and their sense of safety, as shown in our initial Caregiver Health and Well-being Monitor™ - see page 12. Our leaders and our team members are struggling with these major impacts, and for Black, Indigenous and People of Color (BIPOC) caregivers, this adds to what they have always faced on a regular basis – racial trauma. In addition, with the high percentage of women in our workforce, it is important to recognize that women and mothers are often dealing with an extra level of responsibility at home and at work.

DEI honors our humanity.

It has never been more apparent that equity is rooted in everyone's ability to be well and thrive. Diversity, Equity, and Inclusion honors our humanity and helps each of us live up to our full potential – rooted in a sense of belonging and care for one another. And we know that burnout and compassion fatigue put our well-being and our relationships at risk. Stress and exhaustion are at an all-time high, especially for those in helping professions; that is why for those working in all aspects of healthcare (mental health, medical, and

support services), it is particularly important to engage in preventive self-care practices and be in a supportive workplace culture. A culture where whole person well-being is a priority and recognized as a key driver for performance and quality, and contributes to and models our Mission and core values. It is also important for the health of our community, so caregivers feel a sense of belonging and feel valued, seen, and heard through welcoming, safe, healthy and healing environments that honor the humanity of all.

Collectively, our goal is to foster individual practices and a community culture that improves caregiver well-being and equity, together.



There is
no equity
without
well-being.

Background & Timeline: How did we get here?

Together with our partners, we are working toward a more holistic and equitable culture where local services better support all dimensions of well-being for every community member, with the purpose of making it easier for all communities to be healthier, including *our own caregiver community*.

An effort interconnected with NWWA Service Area’s commitment to building healthier communities. NWWA funded Providence Institute for a Healthier Community (PIHC) in 2015 and developed a vision of healthier people, healthier relationships, healthier communities, created together. People who are able to access resources needed not just to survive but thrive. Relationships that honor and value the importance of our shared humanity. Communities that collectively work together to build and support well-being in the spaces where we live, work and play. PIHC works closely with our community partners to bring innovative well-being tools and resources to the community. [Learn more about our efforts to create healthier communities together.](#)

A key community initiative through PIHC is listening to community voice. For six years, PIHC has conducted an annual countywide Health & Well-being Monitor™ - a longitudinal survey measuring the well-being of 800,000 Snohomish County residents. In addition, the HWBM™ is customized for employers and community groups who are taking an active role in fostering improved well-being. Our leadership is deeply committed that our community of caregivers engage in this community well-being effort and be leaders in our own mission of ‘health for a better world.’ Providence NWWA leaders asked, ‘What about our caregivers? Are they similar to our community? How can we as an employer better support our caregivers, especially those most under-represented, and contribute to a healthier community?’



In the fall of 2019, a well-being committee was re-launched and our own tailored Providence NWSA Caregiver Health and Well-being Monitor™ (HWBM) was developed.

For our caregivers, tailored question were centered around felt workplace discrimination, in part because our countywide survey trend data (2017-2019) was showing a both a downward trend in overall health and well-being and sustained increases in felt discrimination.*

Our leadership knew our caregiver community of more than 5,000 caregivers is representative of our broader Snohomish County community and was:

1. Concerned about the culture of equity, belonging, and well-being
2. Wanted to be part of the solution to make workplace culture better for our caregivers who serve so many in our community.



What is the Snohomish County Health and Well-being Monitor?

For six years, PIHC has conducted Health & Well-being Monitor™. Providence Institute for a Healthier Community’s Health & Well-Being Monitor™ began as a longitudinal survey measuring the well-being of 800,000 Snohomish County residents. Today this comprehensive measure of well-being is used locally and other U.S. states in three ways:

The Purpose of the Monitor is to create a standard measure of health & well-being for Snohomish County, defined by the people who live here. The Health and Well-being Monitor™:

1. Monitors & reports changes annually.
2. Offer unprecedented local insights.
3. Help Snohomish County flourish.

Timeline

Key

- Foundation
- Discovery
- Planning
- Actions

2015

- NWWA Service Area launches Providence Institute for a Healthier Community (PIHC)

2016

- PIHC launches 1st annual county-wide Health & Well-Being Monitor™ (HWBM)

2017 – 2019

- PIHC HWBM™ discovers increased levels of decimation (close to 30%) in countywide assessment leading Providence to ask, ‘What about our caregiver community? How do we compare with the community where we live, work, or play? What actions can we take to make it better for our caregivers?’

2019

- November – CEO re-instates wellbeing committee (WBC)

2020

- March – Launch NWWA Caregiver HWBM™ survey for all Caregivers w/focus on workplace discrimination and culture of well-being
- Aug–Sept. – PIHC Conducted HWBM™ Data Walks w/ WBC and Diversity Council (DC)
- Aug–Sept. – PIHC facilitated WBC and DC Early Priority Setting/ Action planning
- September – Executive Leadership Team (ELT) consulted with Tony Nabors to conducted Racial Bias Assessment

- October – 1.0 FTE NWWA DEI Manger Kaila Alvarez joins PIHC team

- October – Partner with Work Source to offer Financial Classes to empower Caregivers with financial literacy skills

- October – Tony Nabors led and facilitated Core Leader DEI Training

- November – DEI Manager Conducts DEI Audit (assessing holistic overview of NWWA’s Services cultural of belonging, diversity, equity and inclusion DEI practices and policies)

- December – Complete Racial Bias Assessment final report

- December – Launch of local NWWA Caregiver DEI Strategic plan to Embrace; Empower, Equip Caregivers

- December – Begin transition of combined DEI and WB committee

2021

- January – HEP Team develops and presents 1st Virtual All Caregiver Health Fair.

- January – NWWA elects to join Providence’s System Diversity Community of Practice

- January – Implicit Bias Training made available for all Core Leaders

- January – Launch Caregiver Equity & Well-being Hub

- January – Conduct financial interest survey w/ select departments

- February – NWWA joins BlackCaregiver Resource Group (CRG) Collaboration event for Black History Month

- February – DEI joins forces with Trauma Informed Care Leadership Committee (TILT)

- March – Present combined DEI Audit and Racial Bias Assessment results to ELT

- March – Partner with ELT to developing the Justice & Equity Council: Leadership team tasked to streamline Diversity, Equity, and Inclusion centered needs for patients, community, and caregivers.

- March – Begin local advocacy for LGBTQAI+ sparking system wide initiative to normalize the use of pronouns and preferred names.

- March – Launch 1st live Financial Webinar “Budgeting”

- March – Diversity Council and Well-Being Committee join forced to become the Diversity and Well-Being Committee.

- April – Launch of 1st Diversity Ambassador and Department Equity & Empowerment Plan (DEEP)

- April – Launch of LGBTQAI+ Caregiver Resource Group (CRG)

- June – Launch of WA Latinx Caregiver Resource Group (CRG)

- June – Launch 2nd live Financial Webinar “Credit”

- June – Providence celebrates PRIDE month for the 1st time: created now PRIDE Walkway at Colby Campus, Pronoun and Preferred Name Initiative.

- June – NWWA joins WSHA Health Equity Collaborative – efforts to join state wide initiative to increase equity within health care.

- July – Launched Summer Financial Wellness Special

- July – Implicit Bias Training made available for all Caregivers

- July – Launch Justice & Equity Council (JEC), with robust interactive survey to target goals for patients, community, and caregivers.

- July – Launch 2nd Annual Caregiver Health and Well Being Monitor with expanded tailored section focusing on DEI

- July – Launch of WAHA Health Equity Collaborative

- August – Launch of DEI training for ELT, focusing on cultural competency and inclusion

- August – DWBC presented “Sustainable Work Culture” resource to Senior leaders and ELT

- August – DEI Manager partners with Residence and Medical Staff to launch robust DEI training Sept–December

2 Discovery

Getting to know and understand our caregiver community is of utmost importance. It especially requires a commitment to ongoing discovery and humbly acknowledging the reality and needs of underrepresented caregivers.

2020 Assessment & Data Review

Listening to Our Caregiver Community

As the HWBM got underway in the spring of 2020, getting to know and understand our caregiver community was of utmost importance. It especially requires a commitment to ongoing discovery and humbly acknowledging the reality and needs of underrepresented people like the BIPOC community, disabilities community (seen and unseen), immigrant community, LGBTQAI+ community, and many more. In this first year, care was taken to discover caregiver overall well-being, learn about specific needs, offer opportunities for storytelling, and get to know strengths and challenges first-hand by rounding with multiple departments and covering all shifts.

Two Avenues of Data

1. A Holistic NWWA Caregiver Community Health and Well-being™ survey based on foundational work of the institute in 2015, listening to and learning how communities define health and well-being. The survey covers six dimensions of well-being, inclusive of caregiver-tailored questions regarding perceptions of workplace discrimination and a culture of well-being. The NWWA caregiver

2020 survey represented a robust community sample of 1,424 respondents (over 1/3 of all caregivers), and the results are compared to our HWBM™ countywide surveys, providing powerful insights for planning and prioritizing.

The primary purpose of the survey was to provide insights to create a path to improve NWWA caregiver equity and well-being and help shape NWWA culture as one committed to well-being, inclusive of equity and belonging. The survey of Providence NWWA Caregivers was conducted in spring 2020 and was conducted online in two waves due to the emerging global COVID-19 pandemic [View the summary results here.](#)

2. A Racial Bias Assessment and Diversity, Equity and Inclusion Audit. The road to equity and belonging for our caregiver community begins with an honest assessment of own organizational practices. A qualitative assessment, the purpose of which was to provide a pathway to share and learn from the truth of our BIPOC caregiver experiences, provided insight into opportunities for healing and reconciliation, and informed practices and programming to support our caregiver community. The Racial Equity Assessment was conducted by DEI consultant Tony Nabors along with key leaders, and a DEI audit was conducted internally by DEI manager, Kaila Alvarez.

Our
caregivers
are our
community.



Relationships Matter

Key DEI finding:
Low Levels of Trust. Disparity of Workplace Experiences.

Healthy relationships are vital to health. Strong family ties, friendships, and partnerships can increase our sense of security, self-esteem, and belonging and provide a buffer against stress, anxiety, and depression. Low social connection is linked to declines in physical health, healing and mental health.

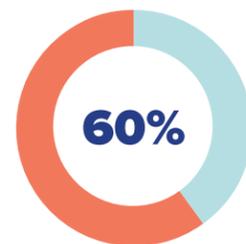
Discrimination & Health

Achieving good health requires more than just good health care or healthy behavior. And, while there have been expansions in health insurance coverage, greater access does not translate into 'health for all.' From an ethical and population health perspective, health is relative: a community is only as healthy as its least healthy member.

Being exposed to chronic stress has been shown to contribute both poor physical and mental health outcomes.



High levels
of a sense of belonging



60% of caregivers feel like they **are part of a community**, have a sense of belonging



Conversations with Caregivers

NWSA caregivers reported*:

- 27% Caregivers reported similar levels of perceived discrimination to the county overall
- About 1/2 or 13% of reported that they experienced discrimination in past 12 months in the workplace by either bosses, co-workers or patients were the most reported. Co-worker discrimination hurt the most.
- Discrimination affected mental and emotional well-being (29% more likely to re- port dissatisfaction with mental and emotional well-being), and also affected some caregivers' belief in NWSA's commitment to a culture of well-being.

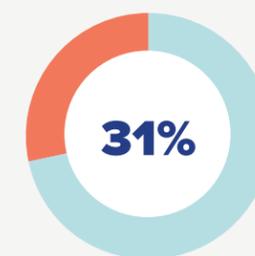
* 2020 NWSA Caregiver Community Health and Well-being Monitor™

Minority caregivers, especially BIPOC and LGBTQAI+ caregivers reported**:

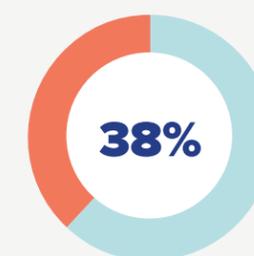
- Low levels of psychological safety. Caregivers often referred to gaslighting. Learn more: What is Gaslighting.
- Reluctance to share experience of bias felt by leadership, HR or other co-workers.
- Feel unsupported, underrepresented, and misunderstood within the work environment
- Impacts levels of organizational trust

**Racial Bias Assessment and Diversity, Equity and Inclusion Audit - see page 5

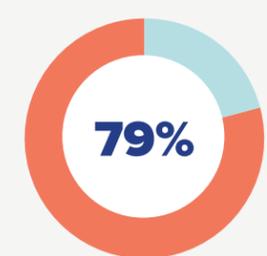
Providence Caregiver Demographics



People of Color



Women in Executive Leadership



Women



Mental Health Matters

Key DEI finding:
Biases in Patient Care Practices/Behaviors Impact Caregivers Well-being

Recognizing your own and others emotions and responding appropriately makes a difference. It is the ability to cultivate positive thoughts, practice self-compassion, express emotions and consciously choose your responses; including, engaging in support systems to help cope. A strong sense of spirituality provides important benefits to health. It is linked with a sense of meaning and purpose which offers a sense of direction, shapes goals, influences behavior, and provides comfort during life's challenges.



Conversations with Caregivers

Minority caregivers, especially BIPOC and LGBTQAI+ caregivers reported**:

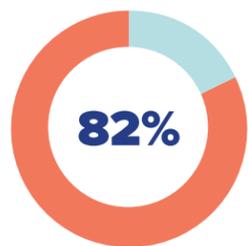
- Low levels of psychological safety.- Caregivers often referred to as gaslighting. Learn more: what is gaslighting?
- Feel unsupported to advocate or influence positive change for diverse patient's needs, or their own needs - (such as use of preferred pronouns)
- Feel an additional load of toxic stress and reduced sense of personal safety when exposed to unfair or culturally incompetent treatment of BIPOC patients by co-workers or by biased systemic practices.

**Racial Bias Assessment and Diversity, Equity and Inclusion Audit - see page 5



High levels

of a sense of purpose and meaning



reported a **sense of purpose and meaning in life**

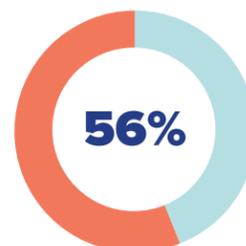


High levels

of individual & community efficacy (belief in capacity to change or make a difference)



feel they can be doing a **lot more or a little more** to maintain or improve health'

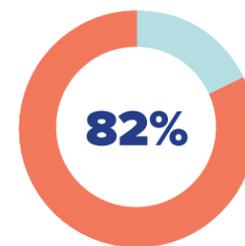


somewhat or exactly feel they like can **influence decisions in community**



Low Rates

of mental and emotional well-being

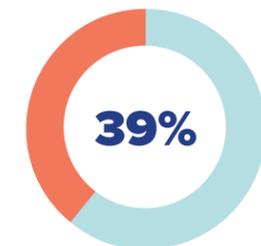


are either **not or only somewhat satisfied with emotional well-being**



High Levels

of poor and debilitating health days



reported **3 or more debilitating health days** in the past 30 days



Workplace Experiences Matter

Employment, education and opportunities for personal growth are bedrocks of well-being.

Using available resources to develop and create opportunities that resonate with your unique gifts, skills, and talents contributes to meaning and purpose, and helps you remain active and involved throughout life. Education is deeply connected with well-being.

Opportunities for ongoing growth brings a sense of purpose and meaning. A work life or career consistent with your personal values, interests, beliefs, and a balance in both, can contribute greatly to all six dimensions of well-being.

Key DEI finding:
DEI Knowledge Gaps & Unconsciousness Bias within Policy and Practices.



Conversations with Caregivers

NWSA Caregivers reported*:

- Nearly half (46%) do not feel that NWSA is committed to a culture of well-being. This was correlated with low satisfaction with opportunities. For learning and growth, and particularly among those worried about access to basic needs like jobs, bills and food.
- Caregivers reported a high level of interest in opportunities for well-being learning or engagement (from physical activity, to work/ life balance and mindfulness and meditation).

* 2020 NWSA Caregiver Community Health and Well-being Monitor™

Minority caregivers, especially BIPOC and LGBTQAI+ caregivers reported**:

- Minority caregivers expressed a desire for tools and training for self-empowerment.
- Willingness for resources, desire and capacity for caregivers to help education themselves and teams.
- Majority culture caregivers, including leadership, requested resources to learn about systemic injustices, how to become an active ally, and how to build a culture of belonging.

**Racial Bias Assessment and Diversity, Equity and Inclusion Audit - see page 5



Physical Health Matters

Physical health is both a state of being and a practice. Behaviors such as diet, exercise, sleep and stress have a profound effect on disease conditions and well-being. Physical health is also directly linked to: hygiene routines; use of tobacco, alcohol and other drugs; use of personal protective equipment; workplace safety and following safety guidelines; not taking unnecessary risks; and the wise use of healthcare resources, including regular checkups and recommended screenings.

Key DEI finding:
 Lower scores for evening and night shifts and lower income groups. If discrimination was experienced, respondents reported 5% to 36% less favorable scores on physical health indicators. A bright spot: people of color, who did not report discrimination, did better.



Basic Needs Matter

Key DEI finding:
 Those most affected (those with a greater intensity of needs) are:

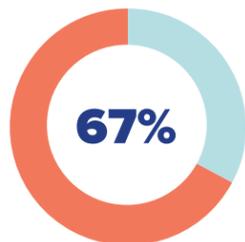
- Caregivers who work evening shift
- Younger caregivers
- Singles with children, who reported lower education & income
- People of color
- Those who identified any type of personal discrimination (race, gender, sexual orientation, or other) in the past year

Having enough, and freedom from worry. We need enough money for food, rent or mortgage, health care, medical bills and basic expenses of daily living. Lack of access to basic needs and personal safety are linked at all stages of life to physical and mental illness, post-traumatic stress, shorter lifespans and poorer quality of life. The experience of others affects you. 2019 Monitor™ research found that overall community well-being was measurably lower for ALL where rates of homelessness are higher. Research shows that ‘extras’ don’t really contribute to our well-being-unless it is for fun activities and friends, or expenses that match our values.



Low Levels

of perceived access to medical care and health information



are either **not or only somewhat satisfied with access to medical care & information**



High Levels

of gaps in recommended levels of exercise and nutrition intake

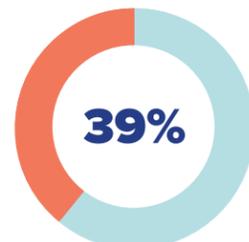
3.7 Days

vs the **recommended 30 minutes** 7 days/week or 150 min/week



High Levels

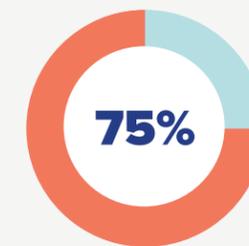
of poor and debilitating health days



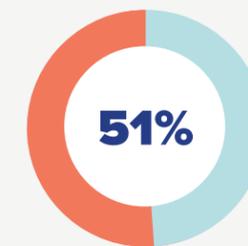
reported **3 or more debilitating health days** in the past 30 days



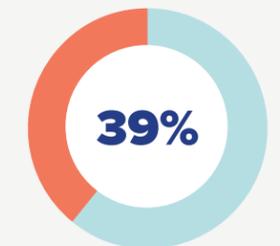
High Levels of worries about finances, job loss, housing, & food insecurity



do not or only somewhat feel **secure about their financial future**



were **not satisfied or only somewhat satisfied** with ability to meet basics needs – food, housing, transp., safety



reported at **least one of these basics were unmet**, currently. And 1 in 5 report 2 of more basic unmet needs

“We will always reproduce who we are.”

- Kaila Alvarez, DEI Manager

3 Strategic Framework and 2020-2021 Projects

Mindful of our Providence mission to create ‘heath for a better world’, and the PIHC strategic pillar to create a sustainable organizational model that encourages social justice and health equity, we acknowledge that well-being must start with our own caregivers. We must ‘be the change.’

Utilizing the data, stories and feedback from our NWWA caregiver community, an initial pathway emerged to help guide our efforts. A pathway in alignment with the framework of our Providence Mission and in partnership with our caregivers, and nested within our NWWA service area community work through PIHC.

Mindful of our Providence mission to create ‘heath for a better world,’ and the PIHC strategic pillar to create a sustainable organizational model that encourage

social justice and health equity - well-being must start with our own caregivers. **We must ‘be the change.’**

Linked to PIHC partnership strategy to engage community in design and delivery of innovation solutions and tools through equitable approaches to shared health challenges, we are developing partnerships with our leaders and caregivers, especially inclusive of our minority communities, so we can embrace, empower, and equip each other to equitably create a culture of well-being and belonging.



Vision, Purpose and Goal

» Vision

Caregivers feel comfortable at work, including being treated fairly and respected by their colleagues, and supported by meaningful policies and practices; feel connected to the people they work with and the teams they are part of, and feel empowered to engage and contribute to meaningful activities and the use of available well-being tools and resources.

» Purpose

To work in partnership with caregivers and community to promote NWWA caregiver equity, belonging and well-being.

» Goal

To mobilize NWWA caregivers, teams and departments to improve well-being, reduce workplace discrimination and strengthen a workplace culture of equity and belonging. Collectively, foster individual practices and a community culture that improves caregiver well-being and equity, together.



Embrace

Improve practices and policies that support safe spaces, and meaningful engagement for caregivers, creating an environment where all caregivers feel like they belong.

Statistically, 2/3 of every employee in the nation feels like they have to hide a part of who they are, and Providence is committed to changing this reality. We believe that people are fearfully and wonderfully made, and therefore Providence is on mission to produce a culture where all our caregivers can come as they are to work.

Key Initiatives

1. **Caregiver Recourse Groups:** Community Groups dedicated to uniting voices, building community, and connecting each our caregivers through shared experiences.
 - Events: Lead and initiated by the CRGs, Diversity & Well-Being Committee, the Justice & Equity Council, etc. (Examples; Black History Month, Pride Month, Juneteenth, etc....)
2. **Develop Networks and Supportive Partnerships:**
 - NWWA Diversity & Well-being Committee: A united diverse caregiver community that seeks to unify all diversity & well-being efforts across the system from a grassroots disposition. This committee intentionally seeks to embrace the voice of our caregivers and to give them opportunity to advocate and voice their own needs, concerns, and solutions
 - Communication & Branding: Normalize DEI conversations, Highlight & Honor Caregivers, especially work of minority caregivers, lift-up stories on projects that support patient, caregiver and community DEI or well-being needs.

2021 Programming Goals

1. **Stand Up Initial NWWA [Caregiver Resource Groups \(CRG's\)](#):**
 - BIPOC @Prov: Black/Indigenous/People of Color Caregivers and Allies
 - PRIDE @Prov: LGBTQAI+ Caregivers and Allies
 - WA. Latinx
 - Other Pending CRGS: Interfaith, Working Parents, Night Shift, Womxn Provider CRG
2. **Develop Networks and Supportive Partnerships**
 - Lead & Facilitate Re-launch of combined Diversity & Well Being Committee.
 - Member of Justice & Well-Being Council: advising at monthly.
 - Member with TILT Committee
3. **Launch of Diversity, Equity, and Inclusion Calendar” and partnering with different communities to support events/holidays/traditions important to our own caregivers.**
 - LGBTQAI+ CRG: PRIDE Month celebration, new rainbow crosswalk
 - Latinx CRG: Hispanic Heritage Month Celebration
 - Diversity Well-Being Committee: Suicide Awareness, Sustainable Work Culture Toolkit during Covid
4. **Develop and Promote Marketing and Communication Plan**
 - Publish 1st Annual Equity and Caregiver Report: inform and engage caregivers in discovery, strategy/goals, and action plan to build trust through transparency.
 - Establish ‘Regular’ Communication Cadence.



Empower

Listen and lift-up voices to guide diversity, equity and inclusion effort; provide opportunities for self-care, healing and reconciliation in a cultural majority environment, and access to resources.

Empowering our caregivers begins with an active plan to close the gap between those who face systemic marginalization. By empowering our Caregivers with resources like Financial Stability, Equitable Benefits, Opportunities for Upskilling, & Strategies for better Physical & Mental Well-being, we not only increase the probability of a longer life but a more equitable life. In order to overcome injustices that hinder marginalized Caregivers from equal access, opportunity, and outcome Providence must work towards naming and addressing the systematic and systemic issues hindering those Caregivers.

Key Initiatives

- Caregiver Community Health and Well-being Monitor and other integrated assessments** provide accountability, develop new and improved ways of measuring our caregivers' well-being, identifying bias- cultural insensitivity, and work towards identifying areas of growth/opportunity.
- LEEP and DEEP Plans:** Leadership Equity Actions Plans (LEAP) and Department Equity and Empowerment Plans (DEEP) are action plans intentionally designed to guide leaders/ departments in building a DEI and belonging culture. Leaders and departments will begin their plans by investing into their own data & research in order to understand and identify the current

culture and climate. Then will utilize that research to build their own unique action plan to fit their own communities' specific needs.

- Caregiver Resource Hub:** Access to Information & Resources brings together key tools, resources and programs offered within the NWWA service area, and throughout the Providence System to support well-being, including with equity-filled resources to aid our caregivers in overcoming systemic injustices

2021 Programming Goals

- Assess and Monitor Success (continued discovery):**
 - Lead and Facilitate Annual Health and Well-Being Monitor & add a DEI section
 - Partner/Integrate with Value Stream goals: Collaborate in constructing a DEI value stream section within present value streams.
- Pilot Department led LEAP & DEEP Plans:** Outline framework for an annual department DEI dashboard which includes but not limited to the following areas: demographics of caregivers/ leaders, demographics of talent potential, hiring & promoting strategies, summary of key incidence reports, etc., inclusive of comparison patient demographics.
- Pilot Diversity Ambassadors:** LEAP and DEEP plans require an ambassador who will lead and guide efforts. A Diversity Ambassador will be a cross trained department DEI specialist who is trained and equipped to guide these DEI efforts while still being rooted in their own department. Core Leader must approve their Diversity Ambassadors.
- Develop, maintain and promote Caregiver Well-being and DEI Resource Hub Develop and Promote Marketing and Communication Plan .



Equip

Knowledge is POWER. Equip core-leaders with the tools, resources, and measures that ensure movement towards a culture of well-being belonging.

We cannot change what we do not understand. In order to propel our caregivers in strong Diversity, Equity, and Inclusion (DEI) skills, Providence has partnered with LinkedIn Learning and Microsoft to equip our caregivers with different training programs and learning pathways to increase their DEI knowledge. In order to increase the overall DEI and belonging culture of Providence, the NWSA will invest into formal and informal educational tools and training.

Key Initiatives

1. **Playbooks, Toolkits:** Utilizing the [caregiver resource hub](#), ALL caregivers will have easy access to DEI and Well-being Education, available to use anytime, anywhere and at their own pace.
2. **Education and Training:**
 - ELT and Core Leader: Tailored education plan to specifically increase our Core Leaders/ Senior Leaders cultural competency and humility skills.
 - Caregiver: Tailored educational plan to specifically increase a department specific DEI educational need. (Combined with DEEP)
- Minority Empowerment Pathways: The road to equity looks very different for those who have been dis-empowered. Their journey often requires resources on how to heal from racism/sexism/historical trauma, how to overcome situations of gaslighting/white fragility. Or systemic inaccessibility.
3. **Access to Information and Resources:** DEI, Financial, Stress Management (Burn-Out and Compassion Fatigue) internal and external information and resources

2021 Programming Goals

1. **Playbooks, Toolkits**
 - DEI Toolkit A manual of creative ideas, initiatives and actions to develop a culture of belonging within a department.
 - LGBTQAI+ Playbook
 - Sustainable Well-Being Playbook addressing self-care and burn-out
 - Financial Well-being Toolkit
2. **Education and Training**
 - Pilot Core Leaders DEI Pathway:
 - Executive Leadership Cultural Competency and Inclusion Training, Intercultural Development Inventory Assessment (IDI)
 - Core Leader Bias Assessment Training (Health Stream)
 - Pilot Caregiver DEI Pathways:
 - Caregiver Bias Assessment Training (Health Stream)
- Pilot Minority Empowerment Pathways:
 - Diversity Ambassadors
 - Minority Experience Processing Groups
 - Sponsoring caregivers to attend conferences for self-improvement and DEI development
3. **Access to Information and Resources**
 - Facilitate and promote 1st Live Virtual and Recorded Caregiver Health Resource Fair – in partnership with PRMCE and PIHC Health Education Outreach Team
 - Facilitate and promote Financial Class and Video Series in partnership with Workforce Snohomish
 - Five Video Series Available on Hub
 - 2021 Live and Recorded Quarterly Class Series
 - Promote and leverage existing local and system resources and benefits

Looking Forward

This past year been a reminder of how deeply connected we are. Collectively we hope to mobilize efforts to improve practices that make it possible to truly support ourselves and each other to thrive. Please join us!



Links and Alliances

Striving for equity and well-being are long term movements with many interlinking and overlapping connections. An important part of our work will be to bridge and build sustainability with existing, new, or complimentary efforts. These include strategic connections internally within our local service area and larger system for caregivers and patients, and efforts externally within our community. It is impossible to list all these partnerships or even fully be aware of all potential connections, however the following alliances have emerged as strategic and foundational:

- Diversity and Well-Being Committee: A open caregiver committee, that works in partnership with caregivers and community to promote, implement and sustain practices that strengthen a workplace culture of DEI and well-being.
- Patient Engagement Team: Highlighting the intersectionality of how Caregiver well-being impacts patient care and how patient interactions also impact our Caregivers well-being
- Health Education & Outreach (HEP) Team: draws from a variety of service lines each with their specific focus and area of interest. Collectively promoting key priority public health, health education, and prevention messages for our diverse communities.
- Providence Institute for a Healthier Community. Health and well-being equity is at the heart of PIHC work. By connecting the community to health resources, bridging clinical and community access to prevention & care, and by measuring the well-being of our community - we're working to make well-being accessible to everyone in the community.
- Social Justice and Equity Council: A leadership-initiated group which seeks to unify all areas of justice and equity across the region, utilizing their power and position to drive change for individual patient and community population health outcomes, and caregiver well-being.
- System Caregiver DEI Strategy: Inclusive of Communication, Workforce Learning/Development, Events/Networking, and Caregiver Resource Groups (CRGs)
- TILT Committee: Trauma Informed Leadership Team (ADD): Aligns on key Trauma-Informed Care (TIC) best practices to implement and sustain long lasting behavioral and cultural changes within the NWSA.



Get Connected

Please [share your feedback](#) with Kaila Creamer (kaila.creamer@providence.org) so we can spread good ideas, share success stories and bring new tools to help you feel energized and be your best.

Find Information and Resources on the
[Caregiver Equity and Well-being Hub](#)



Stay Informed

[In Our Circle](#) is a one-stop communication site for events, news and personalized channels. NW Caregiver News includes information about Providence Northwest Washington.

Learn More About NWWA
[Equity and Well-being Initiative](#)