

# 2021 Roadmap

## Diversity, Equity and Inclusion Pillars

Diversity	Inclusion	Community	Quality CARE
<p><b>Objective:</b> Increase diversity within the company to promote diversity of thought, varying perspectives, and innovation.</p> <p><b>Actions for 2021:</b></p> <ul style="list-style-type: none"> <li>• Diversity, Equity, and Inclusion Training</li> <li>• All employees: Setting the foundation for diversity, equity and inclusion</li> <li>• Leadership, Human Resources, &amp; Security: Unconscious Bias training</li> </ul> <p><b>Measurement:</b></p> <ul style="list-style-type: none"> <li>• Press Ganey Diversity Survey</li> </ul>	<p><b>Objective:</b> Continue an inclusive culture where everyone feels welcomed, respected and heard because people are welcoming, respectful and listening. The practice of these behaviors will enhance innovation, maximize each employee's potential and increase retention of employees.</p> <p><b>Actions for 2021:</b></p> <ul style="list-style-type: none"> <li>• Establish four system-wide Employee Resource Groups: Race and Ethnicity, LGBTQ, Veterans, and Working Parents/Caregivers</li> <li>• Develop a Mentorship Program</li> </ul> <p><b>Measurement:</b></p> <ul style="list-style-type: none"> <li>• Press Ganey Employee Engagement Survey</li> <li>• Employee Focus Groups</li> </ul>	<p><b>Objective:</b> Utilize our vision to become a leader for diversity, equity, and inclusion in the Western New York community.</p> <p><b>Actions for 2021:</b></p> <ul style="list-style-type: none"> <li>• Participate and partner with community members and providers to address health equity and the social determinants of health.</li> </ul> <p><b>Measurement:</b></p> <ul style="list-style-type: none"> <li>• Press Ganey Patient Satisfaction Survey</li> <li>• Community Focus Groups</li> </ul>	<p><b>Objective:</b> Strengthen Kaleida Health's core values to CARE: remain centered around the patient, be accountable to patients and each other, show respect and integrity, and provide excellence in all we do.</p> <p><b>Actions for 2021:</b></p> <ul style="list-style-type: none"> <li>• Review and analyze patient and employee data as it relates to diversity, equity and inclusion.</li> </ul> <p><b>Measurement:</b></p> <ul style="list-style-type: none"> <li>• Press Ganey Diversity Survey</li> <li>• Press Ganey Employee Engagement Survey</li> <li>• Press Ganey Patient Satisfaction Survey</li> <li>• Employee Focus Groups</li> <li>• Community Focus Groups</li> </ul>

### Vision Statement

To be a model healthcare provider by valuing, fostering, and leveraging diversity and inclusion to advance the health of Western New York, within a work environment that is safe, inclusive, positive, and representative of our greater community and beyond.

### Year One Milestones

1. Train all employees on diversity, equity and inclusion
2. Establish four Employee Resource Groups focused on Race and Ethnicity, LGBTQ, Veterans, and Working Parents/ Caregivers
3. Develop a Mentorship Program