Diversity in post-graduate training: It's not always what you think

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Objectives

At the conclusion of this session, participants will be able to:

1. Recognize that diversity and inclusivity extends beyond complexion, gender, religion and heritage

2. Leverage the complex and amazing diversity that currently exists within our residency training programs to promote professional and personal growth

3. Facilitate resident and faculty development of the skills to partner with colleagues and patients who possess diverse backgrounds and beliefs.
What are Nebraska & Iowa?
1.9 million people

White 78%, Hispanic 12%, Black 5%, Other 5%

200,000 sq. km.
3.2 million citizens

White 84%, Hispanic 6%, Black 4%, Other 6%

146,000 sq. km.
I'M WITH STUPID
Defining Diversity and Inclusion

- **Diversity** is the similarities, differences and opportunities inherent in the individual and organizational characteristics that shape our workplace.

- **Inclusion** means respecting and valuing our diversity. An inclusive organization is one that:
  - Utilizes diverse perspectives to broaden the scope of problem-solving
  - Encourages collaboration, learning from differences, flexibility and fairness
  - Embeds these values in organizational structures, policies and practices

*Citation: Random internet website*
Is this a diverse group?
Do you see diversity here?
How about this young man?
Do you see diversity here?
What are your reactions to this image?
Activity #1

How does “Hidden Diversity” exist in your residency program?
If you had 30-minutes to experience anything in the history of time, what would it be?
Insert slide highlighting why diversity is important to pers/prof growth (e.g., wellness)
## Activity #3: Leveraging the ‘Hidden Diversity’

<table>
<thead>
<tr>
<th>How can you better understand diversity in each of these population?</th>
<th>Resident</th>
<th>Faculty</th>
<th>Patient</th>
</tr>
</thead>
<tbody>
<tr>
<td>How can diversity be used to improve personal/professional growth or patient care?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Team-based Care

Teaming = Teamwork on the fly
• Functioning within a pickup basketball team
• Clinical teams are continuously teaming

What are we doing to address key components for effective teaming related to:
• Immediate & short-term team development
• Team use of task relevant resources
• Shared mental models
• Pragmatic agendas
• Intentional & serendipitous cross-boundary teaming

Amy Edmundson, PhD
Human Relations, 2018
Culturally Responsive Care

Practicing our humility and curiosity alongside our knowledge and skills can enhance our:

• Understanding and being respectful of a patient’s values, beliefs and expectations
• Awareness of our own assumptions, values and preferences (i.e., our ‘frame of reference’)
• In order to adapt care plans to be congruent with the patient’s experience and preferences
Humble Curiosity

To be culturally responsive means ...

“You hold a deep respect for cultural differences and are eager to learn, and you are willing to accept that there are many way of viewing the world.”

_OKokun O. Udo, PhD_
Leveraging the ‘Hidden Diversity’ (Examples)

<table>
<thead>
<tr>
<th>How can you better understand diversity in this population?</th>
<th>Resident</th>
<th>Faculty</th>
<th>Patient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stories / experiences</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recreation / interests</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Educational background</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Joys / stressors</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What tactics can you use with this population to leverage its diversity to promote personal and professional growth of residents?</th>
<th>Resident</th>
<th>Faculty</th>
<th>Patient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-awareness</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Respect</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Humble mindset</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Team development</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Huddles &amp; debriefs</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Time & Patience                                             |          |         |         |
| Hearing - not just listening                               |          |         |         |
| Seek understanding                                          |          |         |         |
| Tolerance & acceptance                                      |          |         |         |
| (within acceptable norms)                                   |          |         |         |
But wait! Change graphic to say “pause”

- What is our intended outcome?
- Is it diversity? Or inclusion?
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Citation: Random internet website
Closing Question: Can we “Celebrate” Diversity?

- To observe or commemorate
- To make known publicly
- To proclaim
- To honor or applaud / praise widely – with ceremonies or festivals

Celebration = Uninhibited Good Time
Thank you!

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Can this “Hidden Diversity” be used to promote personal and professional growth in our residents?
# Activity #2: Leveraging the ‘Hidden Diversity’

<table>
<thead>
<tr>
<th></th>
<th>Resident</th>
<th>Faculty</th>
<th>Patient</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How could you better understand diversity in this population?</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>