

# Access Characteristics

## High Demand

- ▶ Leave a Message
- ▶ Long Hold Time
- ▶ Cultural incompetence, insensitivity
- ▶ Bring ID/Proof of Income
- ▶ Call weekly while on wait list
- ▶ Reviewing rules for participation (initial contact)
- ▶ Multiple contacts prior to disposition
- ▶ Administrative process delays care
- ▶ Stigma and Discrimination

## Low Demand

- ▶ Real time, human answers 1<sup>st</sup> call for help, accepts walk-ins
- ▶ Multi-Cultural Competence, multi-lingual
- ▶ Clinical triage vs. financial
- ▶ Low (less than 3 days) or no wait times
- ▶ Providing what is tolerable
- ▶ Availability to troubleshoot barriers-Transportation, childcare, tx., or medication assistance and Technology
- ▶ MAT and Medication 1<sup>st</sup> processes

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## Addressing one's professional biases

▶ **I**ntrospection: Explore and identify your own prejudices by taking implicit association tests or through other means of self-analysis.

▶ **M**indfulness: Since you're more likely to give in to your biases when you're under pressure, practice ways to reduce stress and increase mindfulness, such as focused breathing.

▶ **P**erspective-taking: Consider experiences from the point of view of the person being stereotyped. You can do this by reading or watching content that discusses those experiences or directly interacting with people from those groups.

▶ **L**earn to slow down: Before interacting with people from certain groups, pause and reflect to reduce reflexive actions. Consider positive examples of people from that stereotyped group, such as public figures or personal friends.

▶ **I**ndividuation: Evaluate people based on their personal characteristics rather than those affiliated with their group. This could include connecting over shared interests.

▶ **C**heck your messaging: As opposed to saying things like "we don't see color," use statements that welcome and embrace multiculturalism or other differences.

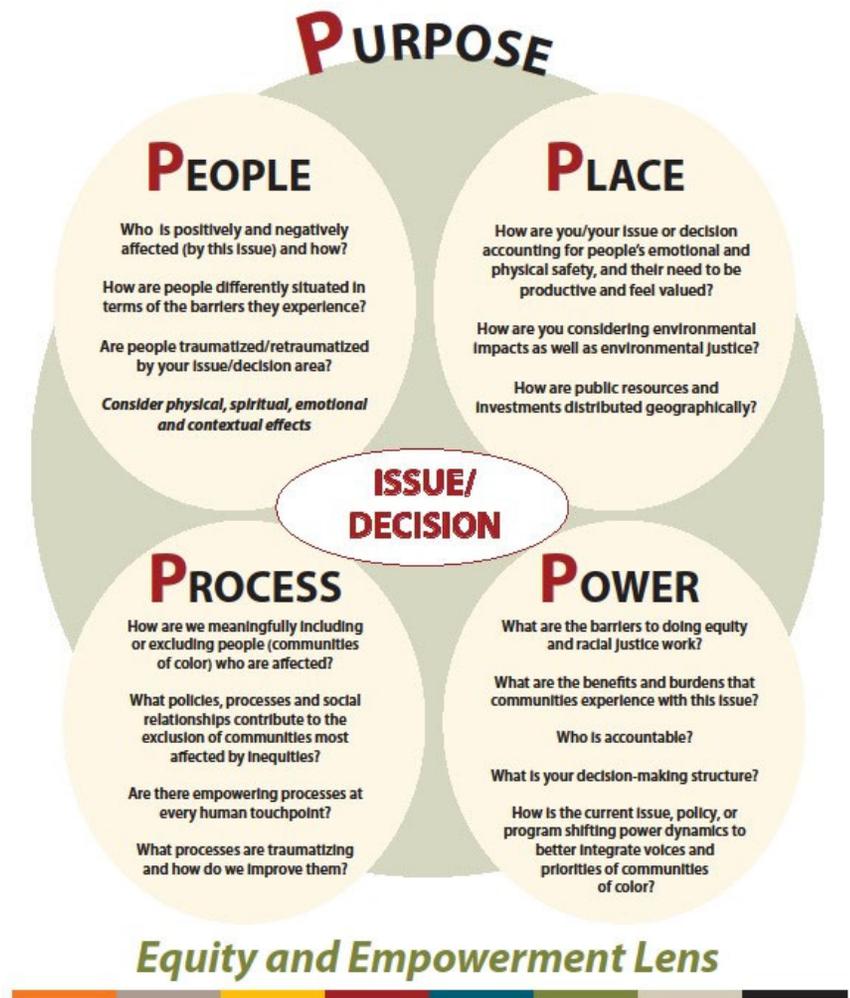
▶ **I**nstitutionalize fairness: Support a culture of diversity and inclusion at the organizational level. This could include using an ["equity lens" tool\(multco.us\)](http://multco.us) to identify your group's blind spots or reviewing the images in your office to see if they further or undercut stereotypes.

▶ **T**ake two: Resisting implicit bias is lifelong work. You have to constantly restart the process and look for new ways to improve.

# Tools to Assess, Address and Change Implicit Bias, Discrimination And Racism

## What Is The Equity and Empowerment Lens?

- ▶ The Equity and Empowerment Lens (with a racial justice focus) is a transformative quality improvement tool used to improve planning, decision-making and resource allocation leading to more racially equitable policies and programs. At its core, it is a set of principles, reflective questions and processes that focuses at the individual, institutional and systemic levels by:
  - deconstructing what is not working around racial equity;
  - reconstructing and supporting what is working;
  - shifting the way we make decisions and think about this work; and,
  - healing and transforming our structures, our environments and ourselves.



# Defining An Individual's Purpose:

- ⇒ What is my purpose towards achieving racial equity?
  - ⇒ What gets in the way of maintaining my purpose towards racial equity?
  - ⇒ What do I need to maintain my purpose?
  - ⇒ Purpose towards racial equity is also further clarified by our positions in the hierarchy.
1. If you are a manager or other type of leader with positional authority, how can you further clarify your purpose so that you are leveraging the power you have?
  2. If you are at a lower level in the organization, what do you need from leadership in order to feel valued and a key contributor to the organizational purpose?
  3. How does your role and your purpose influence and align with racial equity and organizational purpose?

# Defining An Institution's Purpose:

- ⇒ What is our institution's purpose towards racial equity?
- ⇒ How are we clearly defining that purpose, and where and how do we communicate that?
- ⇒ How can we ensure that our purpose is integrated into our policies, procedures and practices?
- ⇒ How can we give our employees a greater sense of meaning in what they do around racial equity, so they feel more enthusiastic and hopeful about their work?
- ⇒ In what practical ways can our institution add more value around racial equity and do less harm?
- ⇒ Is racial equity the central theme in your recruitment and retention efforts?
- ⇒ Do you have the right people around you to achieve your purpose? If not, how can you move towards this reality?
- ⇒ How do you ensure individuals work together with leaders to align to the institution's purpose towards racial equity?

# Define Purpose Toward Racial Equity

In a purpose-driven system, all partners at all levels align around transformative values, relationships and goals moving towards racial equity, integrating an emphasis on doing less harm and supporting actions that heal and transform.

	Six Outcome Areas	What steps can we take to create the conditions to better understand equity, and apply this lens to our work?
1	Shift in social norms (values, beliefs and behavior)	
2	Strengthened Organizational Capacity (diversity in staffing, leadership, structure, finance, & planning)	
3	Strengthened Alliances (improve access, coordination and collaboration among traditional & nontraditional system partners)	
4	Strengthened Base of Support (diversity in breadth, depth and influence of support)	
5	Improved Policies (any or all stages of policy change)	
6	Changes in Impact (improved social, emotional, physical, and environmental conditions for affected populations)	

To Obtain More Resources, Logic Model, Tools, Strategies and Examples Visit:

- ▶ <https://multco.us/diversity-equity/equity-and-empowerment-lens>