



Office of Diversity & Inclusion

The office provides strategic leadership for creating an inclusive organizational culture for patients, caregivers, business partners and the communities served by Cleveland Clinic. Initiatives focus on workforce demographics, education, pipeline development, economic initiatives/supplier diversity and cultural competence learning.

KEY INITIATIVES AND PROGRAMS

Organizational Culture and Inclusion

Affirmative Action Plans (AAP)

This programming aims to improve the patient experience through workforce development and recruitment of caregivers that reflect the patient population, and those communities in which we serve.

Cultural Competency

Office of Diversity and Inclusion provides **education and training** required for caregivers serving the needs of increasingly diverse patient and Caregiver populations.

The Diversity Tool Kit is an on-line, Enterprise-wide resource for Caregivers to use in enhancing patient satisfaction and improving interpersonal relationships.

The Diversity Calendar is a compilation of ethnic, religious, cultural, national and international holidays and occurrences. Both the Toolkit and Calendar can be accessed and printed through the Office of Diversity & Inclusion's webpage at www.clevelandclinic.org/diversity.

Language Enrichment Programs seek to improve and enhance patient relationships and provides professional development opportunities for caregivers. Courses include Spanish for Healthcare Professionals, Vocational English as a Second Language and the Accent Modification program.

Enterprise based Employee Resource Groups (ERGs) and facility based Diversity Councils encourage discussions of diversity issues and explore ways to identify growth opportunities for Cleveland Clinic Caregivers. The ERGs are:

- African American
- Circle of Healers - *Native American*
- ClinicPride - *LGBT employees*
- Global
- Interfaith Network
- Military/Veterans
- Minority Physicians
- Pan-Asian
- SALUD - *Hispanic/Latino*
- WISE - *Women in Search of Excellence*

Pipeline Talent Development

Clinic Solutions is a think tank program for minority students attending Ohio colleges where teams can earn scholarships through their analysis of issues affecting health care policy leaders.

The MD/PhD Project is a multi-faceted program designed to increase the number of underrepresented physicians, research scientists and dentists. Programs target high school, and undergraduate students through:

- Charles R. Drew Saturday Academy
- Aspiring Physicians & Research Scientists Conference

Cleveland Clinic Young Business Leaders Program is a summer internship for rising high school juniors and seniors designed to increase the number of under-represented minorities in management at Cleveland Clinic.

Strategic Partnerships

Supplier Diversity

- These programs and initiatives increase the number of underrepresented vendors doing business with Cleveland Clinic and assist in workforce development of local residents to learn skilled trades on our construction projects.

Community Outreach

- Health literacy community and faith-based forums that educate and empower individuals to make well-informed health care decisions and become active participants in their care.
- The Martin Luther King Jr. Holiday Celebration that annually recognizes Cleveland Clinic employees' commitment to service and volunteerism.