

Obtaining Leadership Buy-in for the Office of Inclusion & Health Equity



Our Mission

To promote inclusion & equity for all children & families who receive care through Vanderbilt University Medical Center in an environment that is known to respect & welcome by ensuring that faculty, staff, & learners receive appropriate education & training to deliver effective, high quality health care

Securing Leadership Buy-In



Key Strategy: Conduct buy-in interviews & assessment process

Result: Broad advisory support from 21 leaders across the institution



Key Strategy: Develop a model for the OIHE & present to the Executive Medical Center Board

Result: Broad advisory support from 21 leaders across the institution



Key Success Factors



Success Factor 1

Hospital-wide cultural competency e-learning program



Success Factor 3

Inclusion and health equity communicate hospital culture



Success Factor 2

Data work group to study REaL and other data with patient satisfaction



Success Factor 4

Leader on cultural competency for enterprise-wide and community

Current Initiatives

- 1. Workforce development** (faculty, house staff, residents, learners, nursing, clinical & non-clinical staff) to ensure high quality, culturally aware & competent care
- 2. Ongoing evaluation & improvement** of patient satisfaction in cross-cultural communication
- 3. Expansion of activities** through strategic planning & development of new programs & initiatives
- 4. Research** to identify & eliminate racial & ethnic disparities in collaboration with the Department of Pediatrics