IMAGINE INCLUSION

Candi Castleberry-Singleton
Chief Inclusion and Diversity Officer
IMAGINE a health care system that

- Provides all of its patients with access to quality health care and information to encourage a healthy lifestyle.
- Partners with suppliers and educational and community organizations to promote health care careers and economic development.
- Focuses on recruiting, developing, and retaining its most important asset—a diverse workforce.
- Fosters an inclusive workplace that values collaboration and professional development.
UPMC Inclusion Model

Our mission is to put inclusion at the core of what we do every day.
Inclusion begins with a core belief that everyone deserves **DIGNITY & RESPECT**.

Such a belief makes inclusion everyone’s responsibility.

Inclusion is not limited to our employees; it extends to our patients, our community, and our business partners.
CULTURAL COMPETENCY is about understanding differences, whether physical ability, gender, sexual orientation, ethnic, or racial; it is also thought of in terms of generational, religion, socio-economics, personal experience and even ideas.

With inclusion, differences are honored and everyone is treated with DIGNITY & RESPECT, because inclusion is also about acceptance.

Acceptance of others enables OPPORTUNITY for all.
Center for Inclusion in Health Care

Inclusion begins with a core belief that everyone deserves dignity and respect.

I, _______________________,
pledge to support inclusion by treating my colleagues, our patients and their families, our customers, and our business partners with dignity and respect.

I will do my part to ensure that inclusion is at the core of what I do every day.

UPMC

Dignity and Respect

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## Awareness Series

**Pocket Guides:**
- Dignity and Respect
- Disability Inclusion
- Generational Inclusion
- Religious Inclusion
- Racial and Ethnic Inclusion
- Gender Inclusion
- Gay, Lesbian, Bisexual, and Transgender (GLBT)

**15-Minute Web Modules:**
- Dignity and Respect
- Disability Inclusion
- Generational Inclusion
- Religious Inclusion
- Racial and Ethnic Inclusion
- Gender Inclusion
- Gay, Lesbian, Bisexual, and Transgender (GLBT)

**Health Care Best Practice Awareness Webinars**

## Learning & Education

(Partner with HR and BUs)

**Center for Inclusion Message Integration:**
- New Employee Orientation
- Unit Director Training
- Nursing Programs
- PSD Orientation Programs
- Leadership Development Institute

**Corporate Learning and Development**
- Managing Conflict in a Diverse Environment for Physicians (Instructor-Led, 4 hrs)
- Inclusion Awareness (Instructor-Led, 4 hrs)
- Generational Inclusion (Web-based)
- Manage ABILITY (Web-based)
Center for Inclusion Strategy

Imagine FY’09

Experience FY’10

Champion FY’11 & Beyond

Center for Inclusion in Health Care
IMAGINE a health care system that

- Focuses on Customers, Community, Company and Culture
- Is built on a foundation of dignity, respect, and cultural competency
- Puts inclusion at the core of what we do, every day.