

A THREE-PART VIRTUAL SERIES



BEYOND DIVERSITY: INCLUSION IS THE SOLUTION

December 3, 2020 | 9:00 AM - 11:30 AM

INCLUDED
HEALTH

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HEALTH

Webinar Procedures



All lines will be muted



Please submit all questions using the “Q&A” dialog box



Email Diane Engel at dengel@nebgh.org with any issues during this webinar



The recording and a PDF of the slides will be shared



Q&A

You have no question.

What h

☐ Send Anonymously

Send

The Power of Inclusion: Driving Meaningful Action to Foster an Inclusive Work Environment



Manendra Bhugra

Manager of Learning and
Development
CCA

The Power of Inclusion

Managing Unconscious Bias

Manendra K. Bhugra, MA, LMSW



www.ccainc.com

Learning and Development

Goals for Today

- Understand the meaning of diversity & inclusion
- Build awareness of one's biases through examination of our behaviors and interactions
- Harness the power of inclusion

Diversity in the Workplace

Different people working together
toward a mutual objective

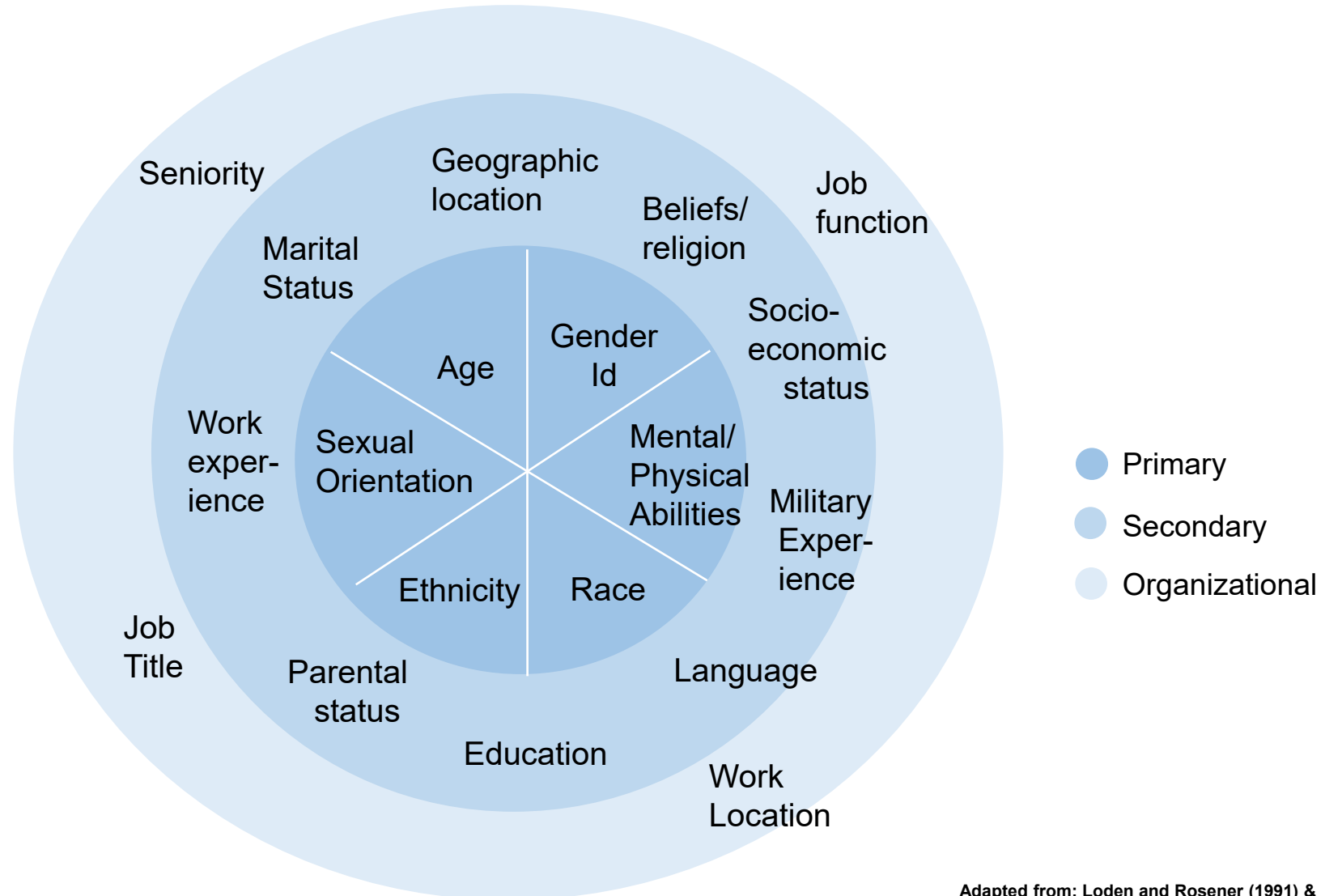


Visible and Invisible Differences



How Are We Different?

Dimensions of Diversity



Unconscious Bias

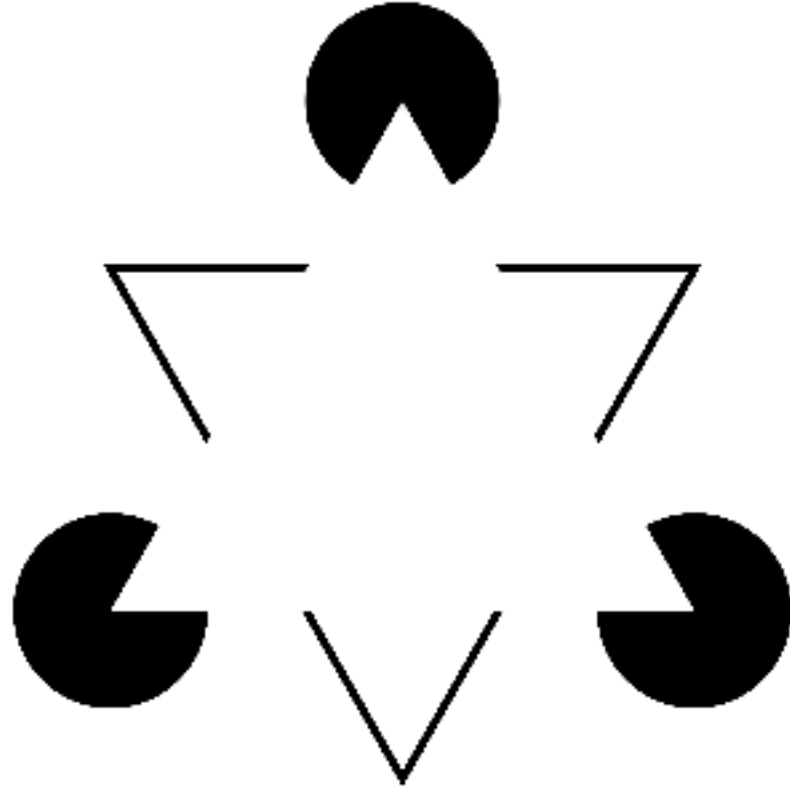
Are the filters through which we see
the world around us

Contribute to snap decisions that are
made about people

Manifests through our behaviors and
interactions (e.g. microinequities or
microaggressions)

Becomes amplified when we are
under stress





How many triangles do you see?

Slumber

Pillow

Dream

Night

Bed

Blanket

Quiet

Pajamas

Nap

Snooze

Activity

Unconscious Bias



It can affect:

- *The information you value*
- *What you hear and say*
- *How you interact with others*

Harness The Power of Inclusion

**“People will forget what you said,
people will forget what you did,
but people will never forget how you made them feel.”**

Maya Angelou

Every story deserves an audience...



Every voice deserves to be heard...

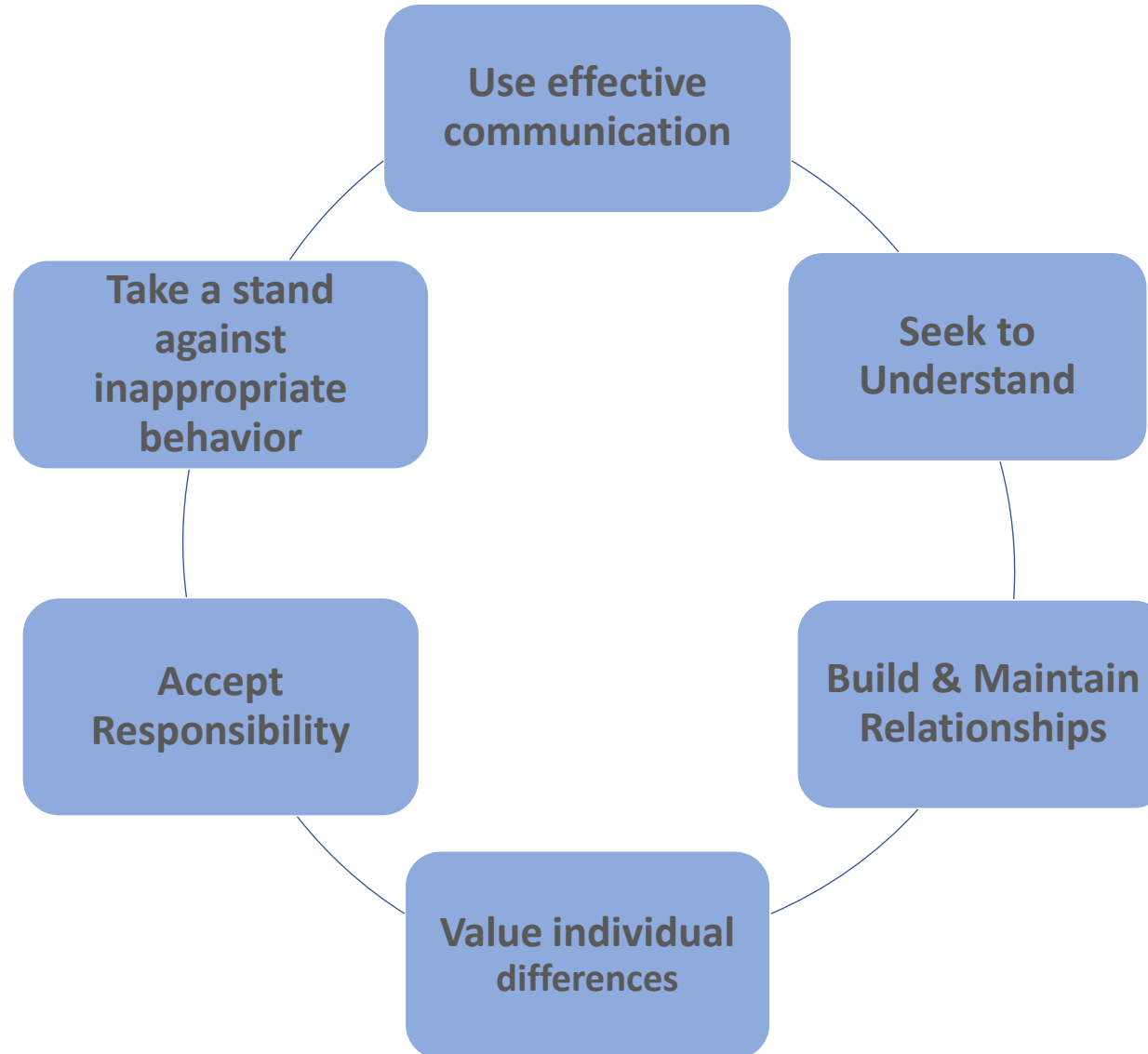
Inclusion is About...

Valuing differences
Actions

Making people feel seen & heard



Harnessing Inclusion



Inclusion and Inclusive Leadership

Inclusion is about:

- Interacting with people and groups in a fair and open manner
- Personalizing individuals; understanding and valuing the difference between accepting and including
- Leveraging the thinking of diverse groups for smarter ideation and decision making that reduces the risk of being blindsided



Key Take-Aways



- Diversity includes both visible and invisible differences
- Making assumptions is a natural human tendency, but our assumptions can be incorrect
- Everyone is responsible for doing their part in promoting inclusion
- Inclusion takes intention and action
- Everyone can promote inclusion and facilitate an inclusive culture

Thank You!

For additional information,
please contact us:

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How Health Programs Support Diversity, Equity & Inclusion



Michael Garrett

Principal, Total Health
Management Specialty Practice
Mercer

How Health Programs Support Diversity, Equity, & Inclusion

December 3, 2020

welcome to brighter



Today's speaker



Michael Garrett, MS, CCM
*Principal, Total Health
Management and Inclusive
Benefits Practice
Seattle, WA*

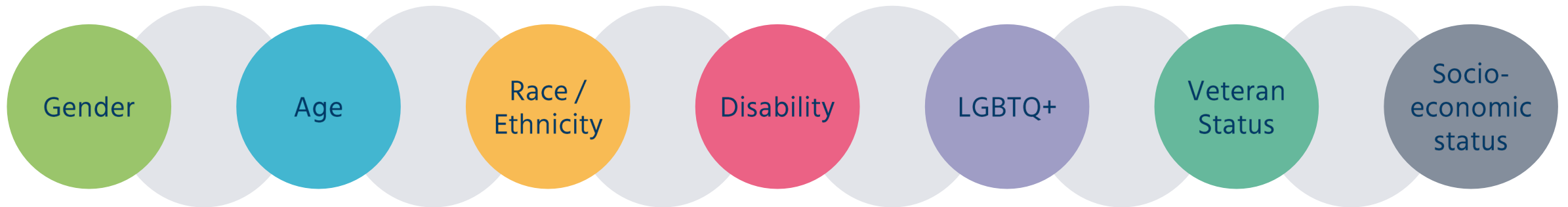
Pronouns: he/him/his

What does Diversity, Equity, and Inclusion Mean?

Diversity = Increasing representation

Equity = Designing to ensure equal access
to benefits, opportunity, experience, and pay

Inclusion = Fostering belonging



Accelerating Diversity, Equity & Inclusion in Health Programs



Diversity

Balanced representation



Equity

Designing to ensure access



Inclusion

Fostering belonging



Bridge the “say/do” gap and increase employee engagement

Support all unique employee needs

Understand the effectiveness of current benefits in meeting the unique needs of diverse employees, and take action to address any gaps

Ensure that benefits are inclusive

Across all benefit programs, the design, policies and experience are intentionally inclusive of all employees and family structures

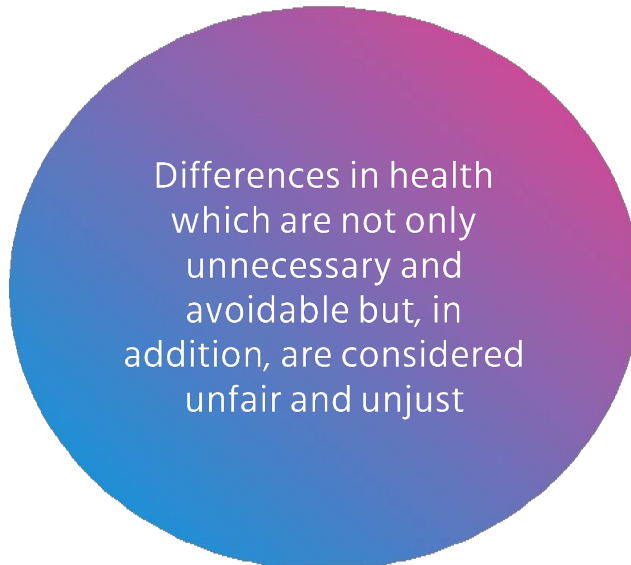
Link into HR initiatives

Take action in benefits to support other HR initiatives related to workforce diversity, pay equity, inclusive culture, etc.

Healthcare Dynamics and Challenges

Health Disparities and Health Equity

Health Disparities:

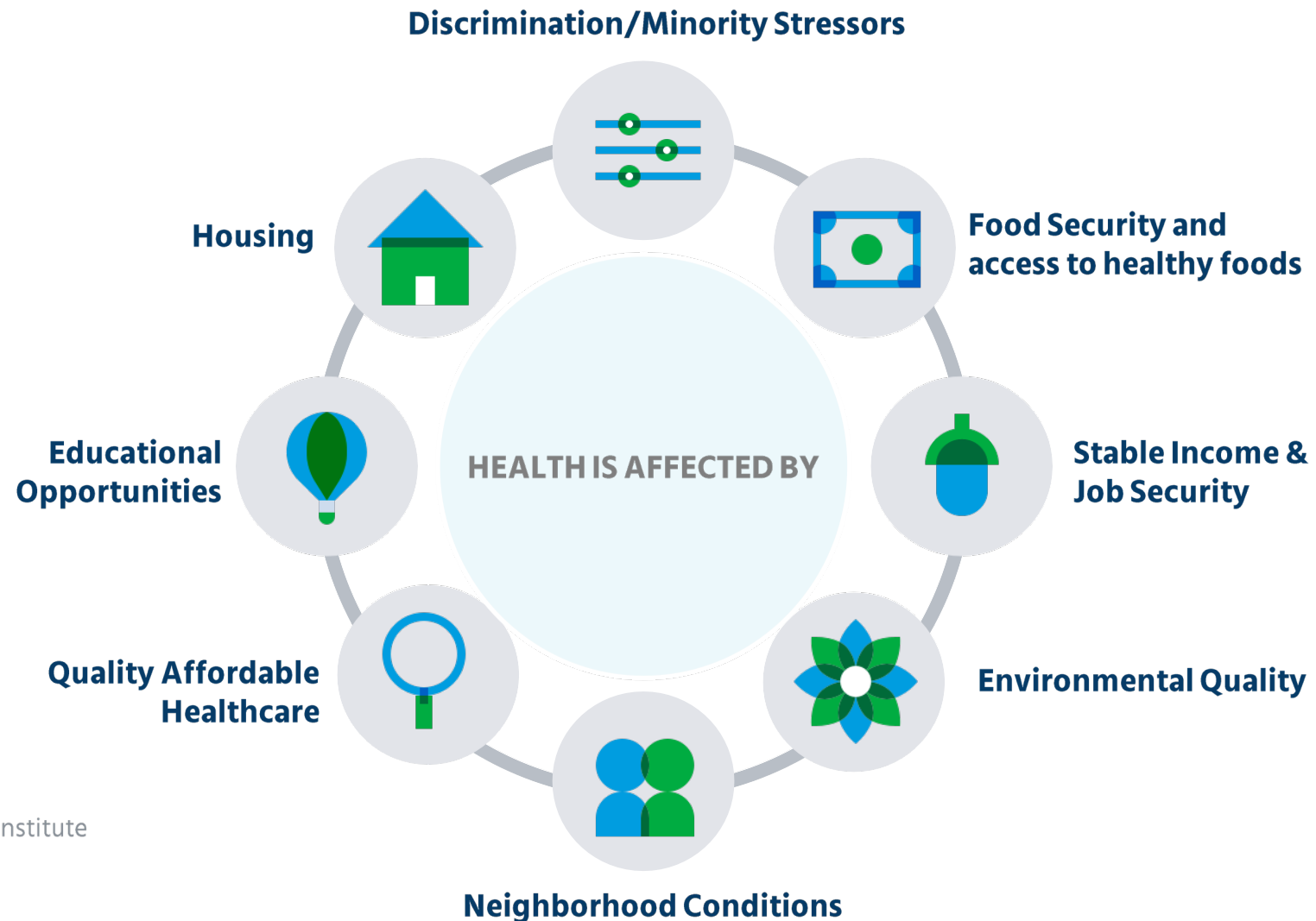


Health Equity:



Key Path to Achieving Health Equity: Social Determinants of Health

What social and economic factors must be addressed on the continued path to achieving Health Equity?



Source: The Health Equity Institute

Engage Key Stakeholders, including Leaders and Employees

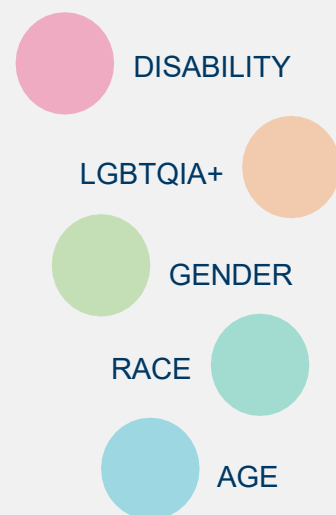
Define the DEI Opportunity and Metrics

How do you define the DEI opportunity and success metrics?

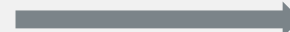
What are the multi-dimensions of DEI that need to be considered?

Who are the stakeholders and how to you communicate with them in the DEI process?

Diverse Workforce:



Focused and deliberate
**change
management**

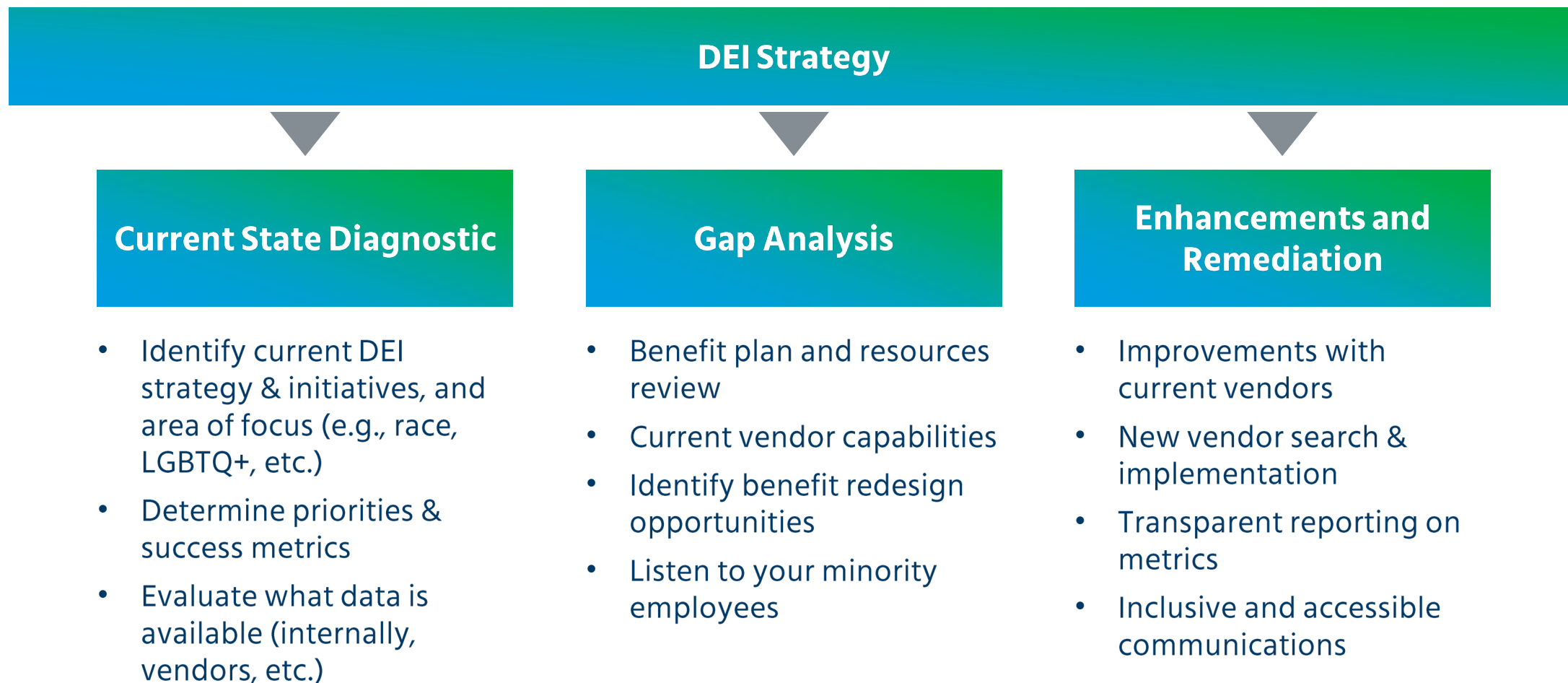


Inclusive Workforce



Pathway to Developing and Implementing DEI Strategic Benefits

Health and Benefit Lens



Things to Do to Develop and Implement DEI Benefit Strategies

- Align your DEI benefit strategies with the organizational DEI strategies
- Buy-in from senior leaders for inclusive benefits
- Communicate with BRGs , ERGs, or diversity councils about identifying and addressing benefit gaps
- Work with your benefit carriers and vendors for their active participation in enhancing DEI capabilities
- Analyze your data to identify health disparities, then create action plans to address those gaps
- Be transparent in your DEI strategies and metrics



Panel I:

Creating Inclusive Family Planning Strategies

Employer Panelists



Linda Nilsen

Assistant Vice President
Princeton University



Chris Kim

Global Head of Benefits
KKR

Moderator



Michael Garrett

Principal, Total Health
Management Specialty Practice
Mercer

Panel II:

Empowering the LGBTQ Community: Healthcare Navigation Support

Navigating Health in LGBTQ Populations



Colin Quinn

Founder and CEO

Included Health

A Better Healthcare Solution for your LGBTQ+ Employees.

CONNECT.

EMPOWER.

ADVOCATE.

CARE EQUALITY.

**INCLUDED
HEALTH**

CONFIDENTIAL



Research Study Results

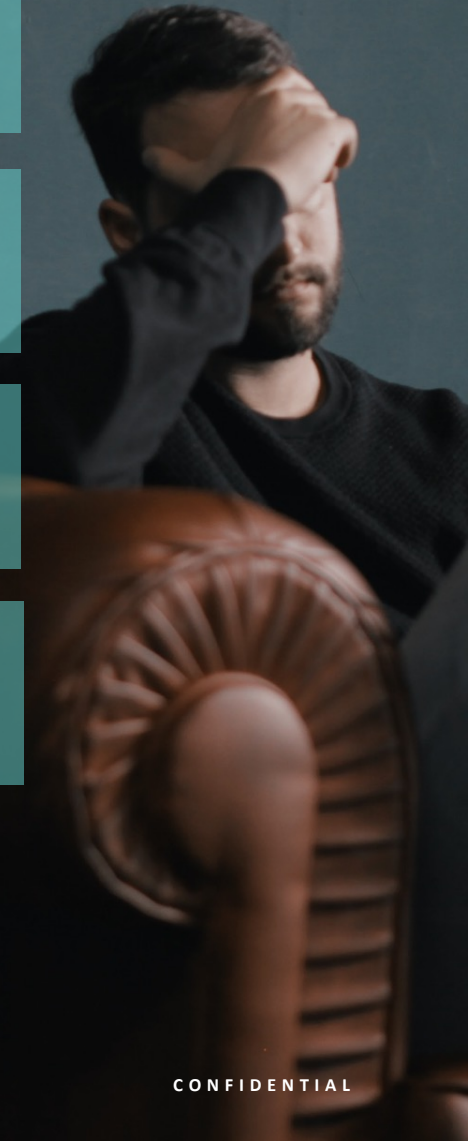
40% of the LGBTQ+ community has
had a negative experience

This results in greater care avoidance.
3 – 4x higher than non-LGBTQ+ patients

45% difficulty finding a PCP
60% difficulty finding a Mental Health Provider

LGBTQ+ members are *already at risk*
for a range of health issues

Bottom Line: *People* are not getting the care they need



Our Solution

Included Health is the first comprehensive platform for your LGBTQ+ employees.



1) Connect to affirming providers

- We identify quality & affirming providers in your network
- We connect members to the best provider based on their preference and needs



2) Empower to Close Gaps in Care

- Member education
- Focus on preventive care & screenings



3) Advocate for members

- Transgender services
- Care Navigation
- Advocacy & Support

Member Example 1

Member details:

- Lesbian female
- Dallas, TX
- Looking for LGBTQ knowledgeable therapist
- Aetna PPO
- Open to Telehealth, but prefers in person
- Struggled to find an in-network therapist

- 1 Member fills out intake form via web portal



- 2 IH care coordinator gathers and confirms member info, provider criteria, and preferences



- 3 Care Coordinator provides member with options:

- 1) EAP provider 6 free sessions
- 2) AbleTo
- 3) 3 in-network therapists in local area



- 4 Member selects provider and care coordinator helps schedule the appt per member request



- 5 Care coordinator calls provider office to schedule appt



- 6 Care coordinator confirms appt with member



- 7 Appt. reminder sent to member 2 days before



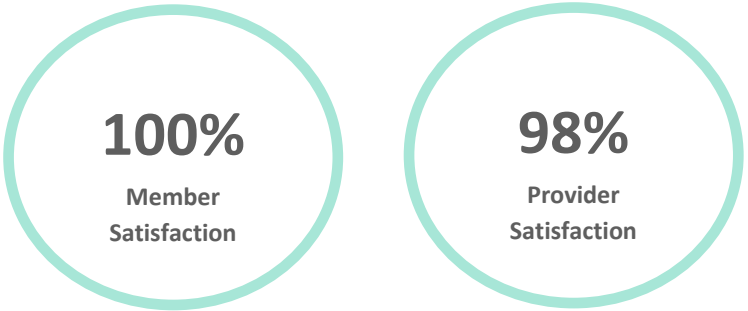
- 8 Post Appt, feedback message sent to member to gather experience and review



“This was such a useful resource and I am very appreciative. I’ve spent hours and days before searching for new providers, and you made everything incredibly easy. Thank you so much.”

Creating Positive Experiences

Satisfaction



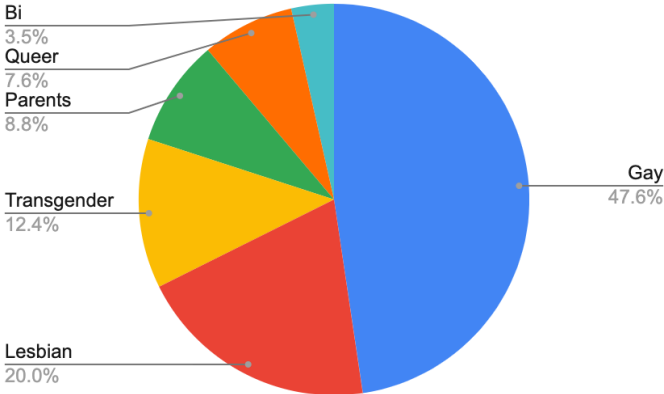
Testimonials

"My wife and I are absolutely thrilled with the options you have presented. The service you have provided and the care we received have far surpassed our expectations. Thank you so much!"

"I've already recommended Included Health to multiple coworkers. I am extremely pleased with this service and amazed at how quickly I received a response with recommendations..."

"This was such a useful resource and I am very appreciative. I've spent hours and days before searching for new providers, and you made everything incredibly easy. Thank you so much."

Member Data



Breakdown of Care Request:

- 85% General Care Coordination
- 15% Transgender COE

Provider Search Requests:

- 45% PCP
- 30% Mental Health

Top Member Preference Criteria for Providers:

- LGBTQ+
- Gender
- Race/Ethnicity

70% of members specifically request a provider who is LGBTQ+ or a confirmed ally

Panel II:

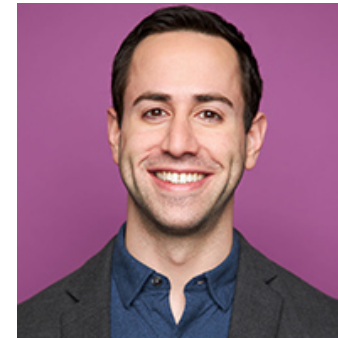
Empowering the LGBTQ Community: Healthcare Navigation Support

Panelists



Sandi Stein

Senior Vice President, Global
Head of Benefits
Brown Brothers Harriman



Allon Meizlik

Managing Director, Tech Advisory
Accenture



Colin Quinn

Founder and CEO
Included Health



**Moderator
Michael Garrett**

Principal, Total Health
Management Specialty Practice
Mercer



Have a question? Use the Q&A box!

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Thank you sponsors!



DIVERSITY INCLUSION:

Walking the Talk in Your Health Programs

A THREE-PART VIRTUAL SERIES:



**BATTLING RACIAL HEALTH DISPARITIES
IN EMPLOYER-SPONSORED HEALTHCARE**

January 21, 2021



**"SAFE SPACE"
EMPLOYER ROUNDTABLE**

February 11, 2021