

Creating Belonging for Everyone

Framing

This document will share key goals from your New Employee Orientation session:

- An introduction to our foundational competency of social impact and belonging
- A high-level overview of our efforts and opportunities
- An opportunity to engage with our work
- A foundation for providing remarkable health care

Post-Session Learning

Key Reflection Questions:

1. How will I cascade what I learned back to my team? (e.g., sharing a high-level overview of the session, a key takeaway, or some action steps)
2. How can I interrupt behavior that does not align with Respect for People in my role?
3. What opportunities do I have to engage with this work?
4. What online learning can I embed into my environment?
5. What further support do I need? How can I embed a social impact lens into practices, policies, and processes?

Key Web-based Resources:

1. [Responding to Discriminatory Behavior or Requests: Policy 1.2.22](#) web-based training
2. [Learning Opportunities on U-Learn](#)

Tools for Cultivating Self-Awareness

Understanding your Growth Zone

Identify habits, situations, attitudes, skills, people, roles in the:

- Comfort Zone—where you feel comfortable
- Growth Zone—where you feel slightly uncomfortable or challenged
- Stress Zone—where you feel overwhelmed or highly unnerved

Key Terms

- **Belonging—**
The extent to which people know and feel that they are valued, respected, included, and celebrated for their individual and unique contributions and identities
- **Social Impact**
 - Social Impact refers to the effects of policies, practices, and interventions on the well-being of individuals and communities.
 - This includes improvements in outcomes, access to care, and overall quality of life.

Important Policies on The Pulse (UW Health intranet site)

1. **Interpreter Services and/or Language Assistance Policy 3.3.4—**

This policy provides equal access to and equal participation in health care activities for persons who are Deaf or hard of hearing, and for persons with limited English proficiency.

- Requesting an interpreter for clinic visits:
 - UW Health Interpreter Services has a centralized scheduling system. We receive **automatic notification of all outpatient appointments** for any patient whose demographic profile indicates that they need an interpreter and assign interpreters to the appointment in advance. Interpreters are assigned:
 - In-person
 - Via phone: Calling 1-800-272-7442 access code: 231019
 - Via video: Using the interpreter iPad designated for your clinic
 - Please call the Interpreter Services Department at 608-262-9000 with questions or concerns.
- Requesting an interpreter for Emergency Department or inpatient visits:
 - Call 608-262-9000/Pager 5455 OR enter an interpreter consult order in HealthLink
 - Weekends and after-hours:
 - In person Interpreter
 - For Spanish: page on call interpreter – pager 2030
 - For all other languages: call paging at 608-262-2122
 - Phone or video interpreters:
 - Via Phone: Call 1-800-272-7442 access code: 231019
 - Via Video: Use the designated Interpreter iPad for your area or request an interpreter iPad through ServiceNow

2. Patient, Family, and Visitor Discriminatory Requests and Behavior Policy 1.2.22—

The purpose of this policy is to ensure safe, timely, culturally competent, and quality patient care while protecting staff from bias, discrimination, and disrespect.

- Except as outlined in Section II D, patient/family discriminatory requests or demands for a specific type of staff member based on characteristics of the staff member will not be accommodated.
 - Section II D: Scheduled ambulatory situations, request for providers based on
 - desires for concordant, culturally, and linguistically appropriate care will be respected. In all other situations, requests for gender-related accommodation may be considered if the request is due to cultural beliefs regarding modesty or for victims of sexual assault or other trauma.
 - The Key Responses tool introduced at New Employee Orientation is linked in the New Employee Orientation materials you received via e-mail.
3. Gender Inclusive Staff, Patient and Visitor Restroom Use Policy 14.05
 4. Discrimination, Harassment, and Retaliation Policy 9.27
 5. Resident Grievances Related to the Learning and Working Environment Policy 43.8
 6. Workplace Violence Reporting and Investigation Policy 9.57
 7. Guidelines for Professional Conduct of Physician Faculty in the Clinical Setting Policy 108.009
 8. Patient Rights and Responsibilities Policy 1.2.21

The Pulse (intranet) Social Impact and Belonging

- Apply for an Employee Resource Group (ERG).
- Request a confidential employee support check-in.
- Request learning for your team.
- Request a consultation on using an equity lens in hiring, interviewing, policy review.
- Order Key Responses posters or badge backers.
- Order a pronoun pin to wear next to your badge.

UW Health Scenario

- Adrian walks into a UW Health ambulatory clinic and isn't sure where to go...
- They approach an employee who appears very busy.
- The employee sees Adrian and says in their direction very quickly, "Just a minute."
- When the employee is free, they approach Adrian and say, "You must be in the wrong building since you don't know our way?"
- As Adrian starts to clarify for them who they are, the employee interrupts Adrian and says "I'm having a hard time understanding your accent. Where are you from?"

Discussion Questions:

1. How does this scenario impact Adrian's sense of belonging?
2. What assumptions are being made about Adrian and why?
3. How can you interrupt these behaviors and contribute to a sense of belonging?