

**Human Experience (HE) and Diversity Checklist**

**Human Experience** marries **quality, safety, and process improvement** with a relentless focus on building innovative care processes that allow patients, caregivers, and clinicians **to connect and address emotional, communication, and relationship needs (empathy)**.

**Human Experience in Healthcare** is the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care, and the employee’s engagement throughout their professional careers.

Please use the following questions to assess your D&I program in relation to the HE.

Areas of Focus	Questions	Options
<b>Systemness</b>	<ol style="list-style-type: none"> <li>Does your diversity and inclusion strategy work for employees, leaders, and customers?</li> <li>What is the relationship between your leader of diversity and the customer relations and/or experience officer?</li> </ol>	Y/N Observations  Y/N Observations
<b>Structure</b>	<ol style="list-style-type: none"> <li>Do you have a D&amp;I Council? Who are the members and how aligned is it to business strategy?</li> <li>What is the relationship between HR, Business Leaders and customer experience?</li> <li>How often do you meet and share observations across experiences and process strengths and areas of opportunity (Employee &amp; Customers)</li> </ol>	Y/N Observations Diversity report to HR Diversity reports to business Other Observations
<b>Performance Measures</b>	<ol style="list-style-type: none"> <li>How many dashboards do you provide to your business leaders and what are the key performance indicators?</li> <li>Do you set targets across the organization and translate specific goals to your department heads?</li> <li>How much does your Board oversee goal setting and progress?</li> <li>My organization review’s HR related metrics (Grievances, Disciplinary actions, Retention, Absenteeism) by demographics and correlate trends with customer satisfaction and feedback?</li> </ol>	1, 2, 3, - One dashboard for Diversity, One for HR  System Y/N Department Specific Goals Executive Oversight Y/N Board Oversight Y/N  Y/N Observations
<b>Learning and Competencies</b>	<ol style="list-style-type: none"> <li>Do you have a Diversity Learning strategy and provide classes per topic (Diversity Concepts, Spirituality, etc.)?</li> <li>Is Diversity and Inclusion part of your leadership development classes?</li> <li>Does your organization provide customer satisfaction training?</li> <li>My organization’s customer satisfaction training addresses the need to understand cultural differences and language needs when delivering services?</li> </ol>	Y/N Observations
<b>Empathy and Connection</b>	<ol style="list-style-type: none"> <li>What interventions are you implementing to address the communications, relationships and empathy between employees and customers?</li> </ol>	Explain

What are the benefits do you see in integrating Diversity work with the Human Experience?

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