

How we work with each other

1st goal:
Strengthen our workforce diversity

2nd goal:
Increase diversity and cultural competency of leaders

Ultimately, we want to make sure the Legacy Health workforce represents the communities we serve. And that we recruit from our communities. To this goal, we have:

- Increased the diversity of our leaders
- Delivered cultural competency education to our entire leadership team
- Created employee resource groups and an annual diversity day across the system
- Increased our percentage of hiring people of color



Legacy's Diversity Statement

Legacy Health places a high priority on building a culture that values diversity in how we work with each other, how we deliver care, how we partner with our community and how we do business.

Diversity is a moral, social and business imperative for us.

We believe that if we do the right thing for our employees, our patients and our communities, then we are doing the right thing for our business.

For more, www.legacyhealth.org/diversity

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EMANUEL Medical Center	GOOD SAMARITAN Medical Center	MERIDIAN PARK Medical Center	MOUNT HOOD Medical Center	SALMON CREEK Medical Center	
RANDALL CHILDREN'S HOSPITAL Legacy Emanuel		LEGACY MEDICAL GROUP	LEGACY LABORATORY	LEGACY RESEARCH	LEGACY HOSPICE

Interwoven

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How diversity strengthens us



Diversity means different things
to **different people.**

A few years ago, Legacy Health took a serious look at diversity with an eye toward real change.

We came up with a comprehensive action plan, with four goals:

- Strengthen our workforce diversity
- Increase diversity and cultural competency of leaders
- Expand our engagement with diverse communities
- Deliver culturally responsive care

Why did we decide addressing diversity was important?

Well, we felt that by embracing diversity, we could do better in:

- Delivering exceptional care to all of our patients
- Supporting community partners to improve the health outcome for our community
- Improving our patient experience
- Encouraging innovation in our care setting

How we partner
with our community

3rd goal:
Expand our engagement with diverse communities

As we further our efforts in managing the health of populations, we have the chance to improve the health status of all the communities we serve. To this goal, we have:

- Increased involvement among our leaders and our diverse communities
- Enhanced programs with minority- and women-owned businesses, growing our diversity supplier program
- Engaged more than 120 community leaders in the dialogue on how to improve access to care and reduce health inequities
- Hosted and supported a number of culturally specific organizations and initiatives to improve the health of the community



How we deliver care

4th goal:
Deliver culturally responsive care

Cultural health beliefs and language barriers must be taken into account when providing quality health care. Understanding someone's cultural background helps in creating an individual and comprehensive plan of care for the patient. We believe that delivering culturally responsive care is important to the patient's experience and health. To this goal, we have:

- Become a national leader in health literacy by using teach-back and plain language with our patients and families
- Evaluated and made investments at all Legacy sites for accessibility and signage
- Trained front-line staff on how to sensitively and respectfully collect race, ethnicity and language information
- Created a toolkit to increase the use of our interpreter services
- Prioritized cultural competency education for our primary caregivers

