

HealthPartners commitment to diversity and inclusion



Message from Andrea

Being welcomed, included and valued. It's a simple human need, something we all want for ourselves and those we love, and important to our overall health and well-being.

At HealthPartners, a strong commitment to diversity and inclusion is part of our heritage and fundamental to our mission. We were founded more than 60 years ago to help people get the care they needed at a price they could afford. Serving all in our community was the right thing to do then, and it's the right thing to do now. And, as this report shows, diversity and inclusion is important for the continued strength of our organization and region.

Today our community is more diverse than ever. This means that fostering a culture of inclusion is essential to provide quality care and to ensure health equity for every member and patient. The strength of our organization and the vitality of our region depend on a commitment to diversity, inclusion and health equity.

We believe that this commitment calls us to understand and support each person for the experiences they bring and the qualities that makes them who they are. It might be race, ethnicity or gender identity. Or it might be diverse abilities, income, religious or political beliefs, or the neighborhood someone lives in.

Whatever differences we may have, there is so much more that unites us as people and as a community. And while there's more work to be done, we're making important progress every day. I invite you to join us on our journey in building a community where every person is welcomed, included and valued.

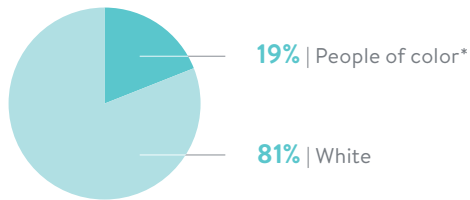
A handwritten signature in black ink that reads "Andrea Walsh". The script is fluid and cursive.

ANDREA WALSH

President and CEO

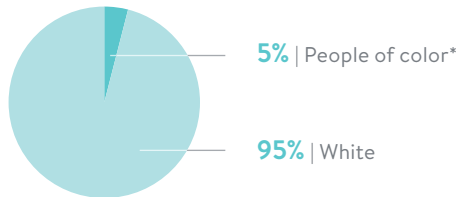
Diversity in Minnesota and western Wisconsin

Racial diversity in MN



Source: 2015 U.S. Census Bureau

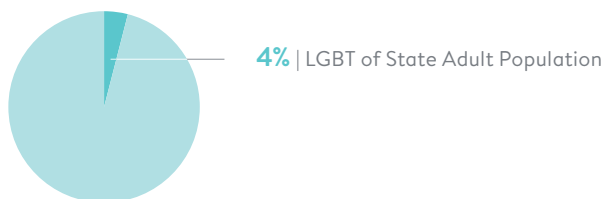
Racial diversity in western WI



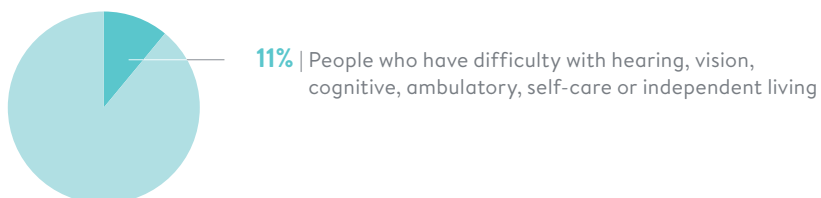
Source: 2010 U.S. Census Bureau, 2012-2016 American Community Survey

*African American, American Indian, Asian, Latino or other race

LGBT in MN



Disabilities in MN



The business case for diversity and inclusion

The number of people who are of working age is decreasing. To keep our economy thriving, we need to harness the talents of all Minnesotans.

Minnesota population (working age)



Our workforce is becoming more diverse

People of color in Minnesota



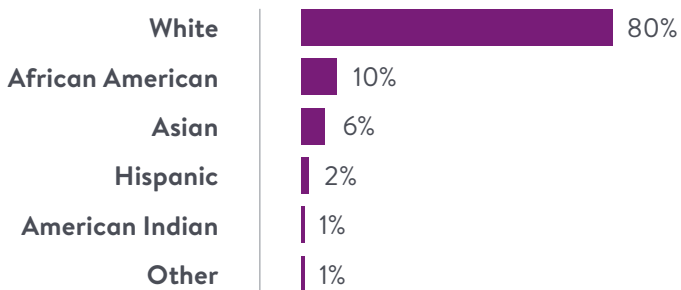
Source: [MN Compass](#)

■ Minnesota

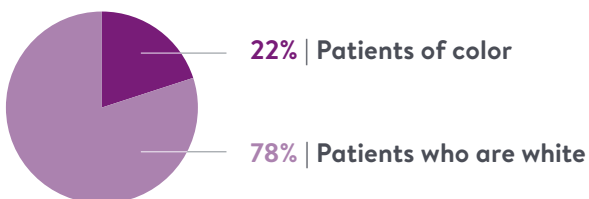
■ Twin Cities

There is growing diversity among the communities and customers we serve

HealthPartners members



Patients in our care group



*Self-reported race of patients in 2017



**SHAMAYNE
BRAMAN**

Director of Diversity
and Inclusion

Building a diverse organization

"Finding someone who could see me as a whole person was something I never thought I would find."
-Eli Coffin, HealthPartners patient and member

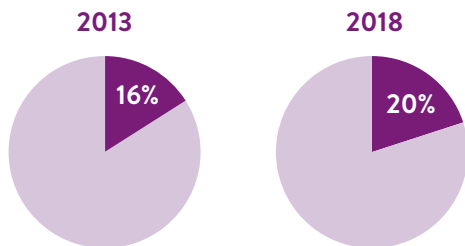


33%

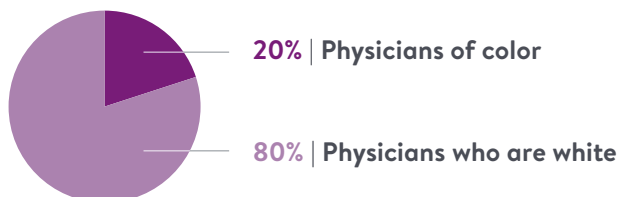
of transgender individuals who saw a health care provider had at least one negative experience related to being transgender, such as being verbally harassed or refused treatment because of their gender identity.
-2015 US Transgender Survey

More than 100 employees attended a discussion on gender and transgender identity

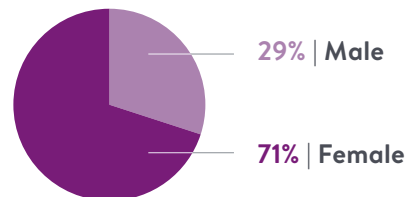
Racial and ethnic diversity in our organization



Diversity among physicians at hospitals and clinics across our organization

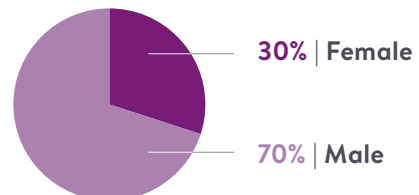


HealthPartners leaders*



*supervisors, managers, directors, officers

Physician leaders*



*medical director or department chair

Measuring progress

We measure inclusion in our annual engagement survey. The metrics include feeling free to voice opinions, feeling valued as an individual, and being treated with respect.



89% | Colleagues responded positively on diversity dimensions of employee engagement survey

Business Engagement Networks

Networks enable colleagues to have an impact on dimensions of diversity that are important to them. Our LGBTQ network helps foster an inclusive culture for LGBTQ colleagues and for the people we serve. Our Cross Cultural Leadership Network focuses on race, language and ethnicity.

Raising awareness in our organization



Stereotype

A belief (positive or negative) about a person or group that does not allow for individual differences.

Prejudice

A preconceived idea about a group or its individual members.

HealthPartners partnered with Pillsbury House and Theater to present Breaking Ice. The performance helped leaders understand biases, stereotypes and the impact on others.

Addressing unconscious bias

Bias can be automatic and not consciously recognized. Examining our biases is an important step in addressing stereotypes and prejudice in our community. To raise awareness about implicit bias, HealthPartners Board of Directors and senior leaders participated in a formal learning session.

Hosting open conversations

HealthPartners hosts employee forums across our organization that explore topics such as race, gender identity, disability and poverty. The forums are modeled after the YWCA's It's Time to Talk: Forums on Race™.

Supporting colleagues who experience bias

HealthPartners developed resources such as videos and training sessions to help colleagues effectively respond to patients or members who show bias towards them. We have shared this work with organizations across the country.

Serving diverse communities

When serving diverse communities, it is important for care providers to be aware of how implicit bias can affect the quality of care and the experience of patients and members. We have the following health equity initiatives to help minimize the impact of bias and better serve diverse communities.

Community health workers bridge cultural gaps

In 2015, HealthPartners health plan launched a pilot project with a community health worker (CHW) to bridge language and cultural gaps in the Somali and Oromo (an ethnic group from Ethiopia) communities in St. Paul. Educating patients improved care and it reduced the number of unnecessary visits to the emergency room.



Culture Roots

Culture Roots provides information to colleagues on topics related to cross cultural care and health equity. Examples include cultural humility and advance care planning, health literacy, and addressing unconscious bias around dimensions of diversity such as race, language, socioeconomic status and weight.



Community partnerships

Make it OK

Our Make It OK campaign is working to reduce the stigma of mental illness among diverse communities. One partner is the Minnesota State Baptist Convention that includes 28 African American churches. We are also beginning to work with Minnesota's Hmong and Native American communities.



Saint Paul Promise Neighborhood

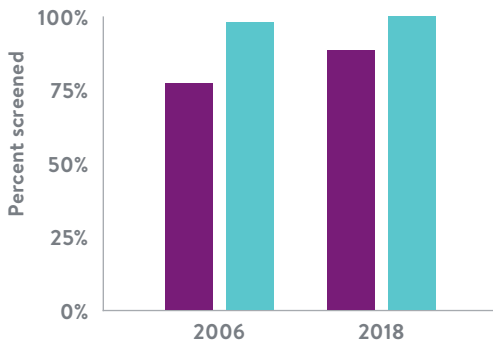
HealthPartners is a partner in this program to close the education gap and create pathways to opportunity to end multi-generational poverty.

Pioneers in reducing health disparities

In 2001, HealthPartners was among the first organizations in the nation to form a cross cultural care task force to reduce disparities in health care. We began by asking patients to voluntarily report their race, ethnicity and preferred language. We use this information to identify and implement strategies to reduce health disparities.

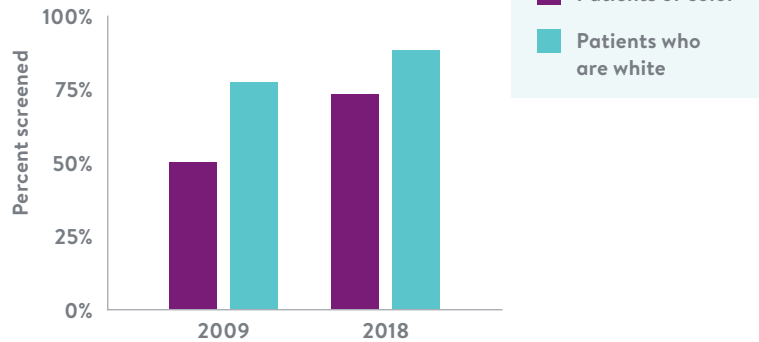
Closing the gap

Screening for breast cancer



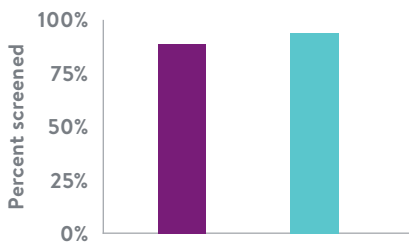
One strategy to increase access to breast screening was to offer same day appointments for a mammogram to women who were due for a mammogram and came to the clinic for a medical appointment.

Colon cancer screening



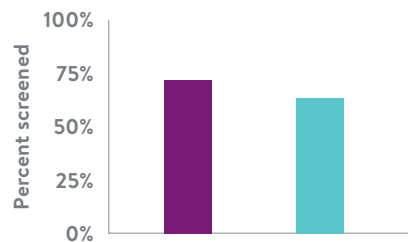
Colon cancer can be cured if caught early. That's why screening is so important.

Universal screening for pregnant women



Healthy Beginnings promotes drug, alcohol and tobacco free pregnancies by universally screening all pregnant women and offering non-judgmental support.

Screening for postpartum depression



One in seven women experiences depression after the birth of a child. Screening mothers at infant well-child visits helps identify women who need care.

Equitable Care Champions

The [Equitable Care Champions](#) program includes about 150 HealthPartners colleagues who work to raise awareness among staff and clinicians about health equity issues. A recent topic included how to talk to families and patients with limited English or non-English speaking about end-of-life planning.

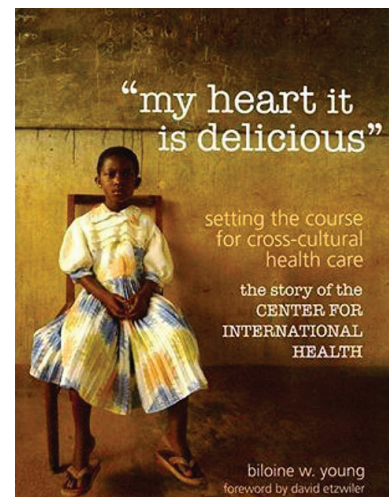
Serving diverse patients

110 staff interpreters serve patients in **11 languages** in our hospitals and clinics

Top language services provided are **Spanish, Somali, Hmong, Vietnamese, Oromo (Ethiopia), Karen (Burma)**

Language services were provided in **102 languages** in 2018

About **5.7 percent** of patients at our eight hospitals have limited English proficiency



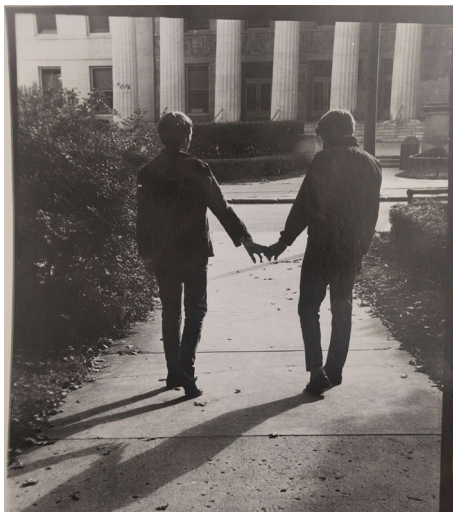
HealthPartners established the Center for International Health in 1980 to care for refugees from Southeast Asia after the end of the Vietnam War. It now serves patients from more than 30 countries.



Serving LGBT patients and members

DEB THORP, MD, is Director of the Park Nicollet Gender Services Clinic. OutFront Minnesota awarded her the 2018 Equity Innovator Award for advancing equity in unique and innovative ways. OutFront Minnesota is a LGBT rights organization.

Park Nicollet has been providing care for transgender health for more than 25 years. Today, the Park Nicollet Gender Services clinic in Minneapolis serves more than 500 patients every year.



HealthPartners is proud to be a sponsor of OutNorth, the first film to honor Minnesota's LGBTQ history. It debuted in 2017 on Twin Cities Public Television.



HealthPartners and Park Nicollet have participated in the Twin Cities PRIDE event for more than 20 years. In 2018, HealthPartners was honored with the Corporate Champion of PRIDE.

HealthPartners Provider Search

[Search](#)

Name, specialty, location, gender, etc.[New search](#)

Results for *mental health lgbt* (52)

Culturally sensitive care for mental health

An online tool identifies mental health providers by language, ethnicity, gender and/or sexual orientation. Care givers are available who speak 19 languages. The cultural searches used most are LGBT, Southeast Asian, Spanish and African-American.

About this report

For more than 20 years, HealthPartners has been tracking progress on achieving its mission to improve health and well-being. We do this by establishing specific goals about every three to five years. Called Partners for Better Health Goals, they identify opportunities to improve health and well-being not just for individual patients, but for all of the people we serve. This report is one strategic initiative to improve health and well-being for our patients, members and community.

Learn about other initiatives at [healthpartners.com](https://www.healthpartners.com).

