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# Fostering an Inclusive Workspace

Dr. Natalie Phillips

## Natalie Phillips, AuD

Dr. Natalie Phillips is the Senior Audiologist with Advanced Otolaryngology and Audiology in Fort Collins, Colorado. Dr. Phillips has served on the Board of Directors for the Colorado Academy of Audiology and on various convention committees for the American Academy of Audiology as well as the Support Personnel Task Force. Dr. Phillips has experience developing early hearing detection programs in various hospitals throughout the state of Texas. Her work then took her to Southern California, where she collaborated with a neurotologist, taking over the practice of Dr. William House. She has participated in research within the field of audiology, including cochlear implants, tinnitus devices and a fully implantable hearing system. Dr. Phillips is particularly interested in tinnitus and has been providing tinnitus and sound sensitivity therapy options to patients for the past 20 years. In addition to seeing patients and being involved in research and on clinical advisory boards, she continues to pursue opportunities to participate in humanitarian audiology and believes in connecting with people both inside and outside of the hearing industry to be able to make a bigger impact in the world.



- **Presenter Disclosure:** Financial: Natalie Phillips is the Senior Audiologist with Advanced Otolaryngology and Audiology in Fort Collins, CO. She received an honorarium for this course from Audiology Online. Dr. Phillips is the author of ACT Now: A Simple Guide to Take Action on Your Greatest Goals and Dreams, and is also a contributing author of 1Habit of the World's Greatest Leaders. She is co-Founder of ACT Now Consulting and Founder and CEO of Connect4Excellence, LLC. She hosts a podcast called Connecting A Better World. Non-financial: Natalie Phillips has no relevant non-financial relationships to disclose.
- **Content Disclosure:** This learning event does not focus exclusively on any specific product or service.
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# Learning Outcomes

After this course, participants will be able to:

- Define diversity, equity, and inclusion.
- Identify populations of individuals who have experienced inequalities in society along with the intersection within hearing healthcare environments and formulate appropriate responses to biased environments and scenarios.
- Describe resources that improve culturally competent care and foster diverse and inclusive workspace environments.

# The Changing Workplace

- Ways we communicate
- Culture
- How we do our jobs
- New/Updated technology
- Following a global pandemic

# DEI

Diversity – Equity – Inclusion

Interchangeable terms or a ‘catch-all’?

# What does Diversity mean?

- Meeting someone where they are and letting them teach you
- Character or physical traits that differ from someone else
- Not only in the skin tone, but what we are feeling and preferences because of the physical attributes
- Differences in upbringing, how we see the world, opinions
- Differences that you can't see
- Everyone is unique - - - TOGETHER



# Diversity

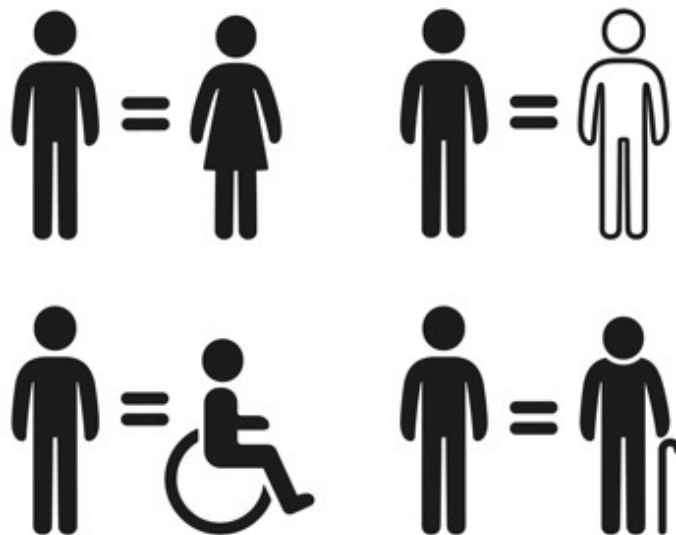
- All the ways in which people differ
- It is NOT a way to refer to people or a person as "diverse" – places the person outside a majority
- Perception of diversity is NOT the same (i.e. "workplace diversity" to millennials vs older generations)
- Less about what makes people different and more about understanding, accepting, valuing differences
- Embodiment of a group's composition

# Common Types of Diversity

- Race
- Age
- Nationality
- Ethnicity
- Culture
- Gender Identity
- Physical/Mental Ability
- Education
- Professional Experience
- Political Views/Opinions/Affiliation
- Spiritual/Religious Beliefs
- Citizenship
- Location
- Family/Marital Status
- Socioeconomic Status
- Job/Title/Role/Function
- Department
- Seniority
- Union Affiliation

# Equity

- Fair treatment, access, opportunity, and advancement for all people
- One's identity cannot predict the outcome
- Creating a fair playing field



# Inclusion

- Variety of people have power, voice, decision-making
- Various team members, employees, others feel a sense of belonging and value within an organization (i.e. women may be represented, BUT...)
- Common misconception = environments that support diversity and equity naturally have inclusion
- Need to evaluate an organization's inclusion with empathy
  - 48% of employees believe respect is most important (Quantum Workplace Report)
  - Inclusion from employee's point of view

# The Cost of Racism in the U.S.

- Forms of bias include:
  - Wage discrimination
  - Hiring discrimination
  - Discrimination based on price
  - Services discrimination
  - Capital investment discrimination

2 trillion dollars!!!

# The Cost of Bias on Diverse Populations

- Feeling of being the “token” anything when living in a predominant environment
- Affected professional – low self-esteem and acceptance
- ODD PERK – “affirmative action” can be in favor due to race/gender of getting into an educational program

# The Cost of Bias on Diverse Populations

- Code-Switching
  - Definition
  - Mentally draining – always “on” and “aware”
- Why do people code-switch?
  - Increase perception of professionalism and leadership
  - Increase likelihood of being hired
  - Increases chance of promotions due to perceived similarities

# The Cost of Bias on Diverse Populations

- What can an inclusive workspace do?
  - Evaluate company culture
  - Look for under-representation at all levels
  - Consider inclusion separately from diversity and practice inclusive behaviors
- Education and awareness
  - Office/staff/provider education
  - Do not need to see EVERY person that represents that diverse population, but they need to know someone is available



# Are There Healthcare Disparities?

For Patients:

- Lesser Quality Healthcare for Patients
  - Based on insurance?
  - Proactive prevention ?

# Are There Healthcare Disparities?

For Professionals and Service Providers:

- Hiring and Employment Opportunities
- Business Culture – Why is it SO important to innovate policies surrounding DEI?
  - Inclusivity
  - Innovation

# Thank you Fellow Professionals



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**Dr. Jocelyn Tubbs**

Audiologist  
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**Anthony Waite**

Naval Officer and Active Duty Nurse  
Resilience Leadership Speaker & Trainer

# Case Experience

- Patient comes in and openly talks about politics with other people in the waiting room as well as asks them and you about your political stance.
- RECOMMENDATIONS:

# Case Experience

- Patient continuously compliments the women at the front desk about their dresses and skirts, so much that it makes them uncomfortable and they have to look ahead on the schedule to make sure they wear slacks that day.
- Patient asks for female doctor to do “otoscopy” so he can smell her. Supervisor chalked it up to the patient’s age and adjusted schedules to accommodate so female doctor did NOT have to see him.
- RECOMMENDATIONS:

# Case Experience

- Patient is a POC and you are not sure what color to choose for a RIC or earmold. You have another colleague who is a POC and you run and ask him/her to give you advice on which color would look best.
- RECOMMENDATIONS:

# Case Experience

- POC is a student and struggles to decide whether to apply for a placement/job and list his/her race. This decision is because as a student, they were told that they were accepted to the program because of the "diversity quota" that had to be filled.
- RECOMMENDATIONS:

# Case Experience

- POC is a professional and a patient walks in and says they see the “oriental” or “colored” doctor.
- RECOMMENDATIONS:



# Case Experience

- Patient has a habit or hijab that needs to be removed for your evaluation.
- RECOMMENDATIONS:

## Case Experience

- One of your staff went through some changes in his/her life and no longer has their own transportation to work and will have to use public transportation, a carpool, or possible uber/taxi.
- RECOMMENDATIONS:

# Case Experience

- During the election, a professional was told that depending on how the results turn out that day, to consider leaving early to pick up the kids “if they look anything like you” as she heard a lot of people may be upset and are heading to obtain guns that day.
- RECOMMENDATIONS:

## Resources

- Drs for America – national 501© organization promoting advocacy and education
- Inclusion for Disabilities – Because of Sam video

# Resources

- Ideas and Solutions for Improvement in Office Protocol (and Inclusion)
  - Interview Questions / Application Process
  - Resume Building (i.e. [profiler.happierdentist.com](http://profiler.happierdentist.com)) – front office staff, back office, manager, other specialties coming
  - Brochures/Website – make sure photos of providers
  - Intake forms
    - ask if prefer male/female provider
    - identity pronouns (or say by first name) – but make sure bill insurance how you need to
    - APSO standards

# Resources

- Ideas and Solutions for Improvement in Office Protocol (and Inclusion) - Continued
  - Don't push opinions or agendas
  - Ask questions, don't assume
  - Answer very direct, informative, and respectfully
  - Create scripts and responses for staff for continuity of message
  - Make sure you are careful NOT to engage in EXCLUSIVITY by giving special treatment to diverse populations or doing the opposite of excluding others
  - Within the office – staff solutions
  - Working with patients – transition training

# Resources

- Ideas and Solutions for Improvement in Culture and Profession
  - Read and research
  - Have open conversations with people who do not share the same values and views
  - Change verbiage of what you think you know
  - Connect to the other person – focus on similarities vs seeing the differences when having a conversation
  - Audiology roundtable discussions at conferences

# Resources

- Books

- *White Rage: The Unspoken Truth of our Racial Divide* by Carol Anderson, Ph.D.
- *The New Jim Crow: Mass Incarceration in the Age of Colorblindness* by Michelle Alexander
- *White Fragility: Why It's So Hard for White People to Talk about Racism* by Robin DiAngelo
- *Pride Against Prejudice: Transforming Attitudes to Disability* by Jenny Morris
- *Fundamentals of Disability Inclusion: Unveiling Stereotypes, Unleashing Opportunities* by Linda Fitzpatrick



Thank you!

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