

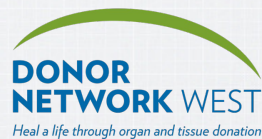


Championing Change: Breaking Organizational Barriers to Promote Workforce Diversity

TODAY'S PANELISTS



Donyale John, MSN, BSN
Director, Organ Operations



Kendra Mack
Vice President of DEIB



Kanarys
Work Where You Belong™

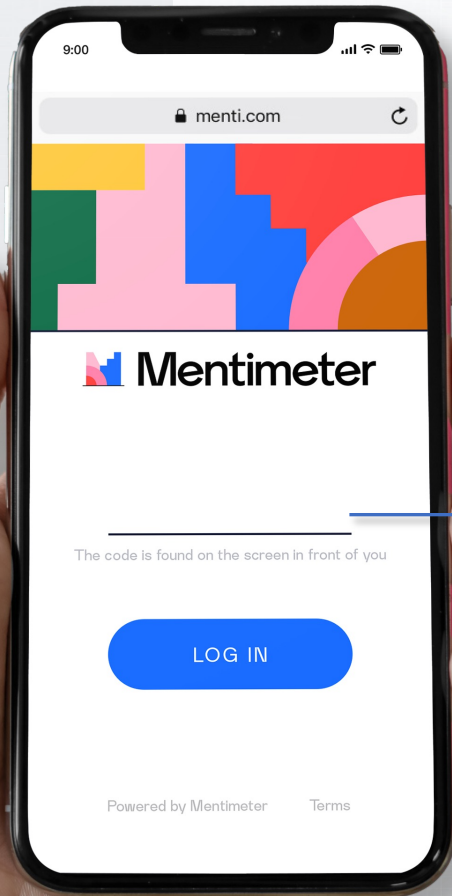


Jocelyn Phillips
Director, Education, Culture & DEI



Tuesday, August 29, 2023, 2:00pm – 3:30pm ET

Championing Change in the Workplace



Feedback through **Menti.com**

CODE: 1771 4189

**Having Problems?
DM via Zoom**



THE Alliance
DIVERSITY, EQUITY, INCLUSION

CONVERSATION SERIES

Advancing Equity to Save More Lives in the Latino Community Part II: Case Studies

Tuesday, September 19, 2023

2:00pm – 3:30pm ET | 11:00am – 12:30pm PT

Available Continuing Education Credits: 1 CEPTC Credit, 1 Nursing Contact Hour



SPEAKER

Salvador Guerrero, MD

Family Resource Coordinator
Donor Network West



SPEAKER

Ali Morales

Director of Family Support Services
We Are Sharing Hope SC



SPEAKER

Maria Isabel Veve

Family Services Manager
Donor Alliance



Advancing Organ
Donation & Transplantation

www.organdonationalliance.org

Continuing Education Information

Evaluations & Certificates

Nursing

The Organ Donation and Transplantation Alliance is offering **1.0 hours of continuing education credit** for this offering, approved by The California Board of Registered Nursing, Provider Number CEP17117. No partial credits will be awarded. CE credit will be issued upon request within 30 days post-webinar.

CEPTC

The Organ Donation and Transplantation Alliance will be offering **1.0 Category I CEPTC credits** from the American Board for Transplant Certification. Certified clinical transplant and procurement coordinators and certified clinical transplant nurses seeking CEPTC credit must complete the evaluation form within 30 days of the event.

Certificate of Attendance

Participants desiring CE's that are not being offered, should complete a certificate of attendance.

- Certificates should be claimed within 30 days of this webinar.
- We highly encourage you to provide us with your feedback through completion of the online evaluation tool.
- Detailed instructions will be emailed to you within the next 24 hours.
- You will receive a certificate via email upon completion of a certificate request or an evaluation
- Group leaders, please share the follow-up email with all group participants who attended the webinar.



Deanna Fenton

Senior Manager, Educational
Program Development &
Operations

Need Assistance?

Contact Us via Zoom Chat, or
info@organdonationalliance.org
786-866-8730

Meet Our Moderator



Connie Poshala

Customer Success Manager



Kanarys
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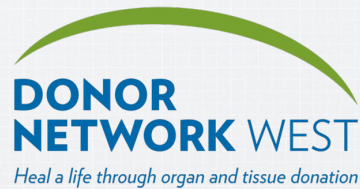
Meet Our Panelists



Donyale John

MSN, BSN

Director of Organ Operations – Bay Area



Kendra Mack

Vice President of Diversity, Equity, Inclusion, and Belonging



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Jocelyn Phillips

Director of Education, Culture, and Diversity, Equity, Inclusion





Diversity in the Workplace

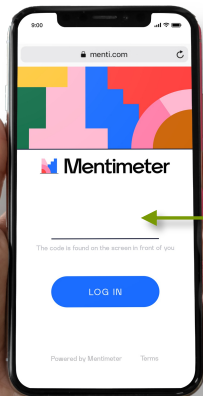
Donyale John, Director of Organ Operations, Bay Area

AUDIENCE FEEDBACK

Championing Change in the Workplace

QUESTION FOR CONSIDERATION

How do **you** define DIVERSITY?



Feedback through **Menti.com**
CODE: 1771 4189



How do you define DIVERSITY?

17 Responses

When a group consists of people from different backgrounds

Diversity refers to the differences among people and creating an inclusive environment that values and celebrates these differences

Different experiences and backgrounds

many perspectives!

Different backgrounds/communities

Difference

Difference

characteristics that make people unique

different is good. distinction is good. uniqueness is good.

How do you define DIVERSITY?

17 Responses

Difference in thinking & perception

A

People have what they need to be at the same level.

Equity is ensuring that all employees are treated fairly and have equal access to opportunities, resources, and benefits, regardless of their background or characteristics.

Having a voice. Hearing fairly & acting impartial

Equity means being treated fairly and have equal access to opportunities, resources, and benefits, regardless of their background or characteristics.

Hearing fairly & showing action

inclusion is about creating the conditions for belonging to happen

“

The practice or quality of including or involving people from range of different social and ethnic backgrounds and of different genders, sexual orientations, etc.”

Oxford English Dictionary: The Definition of Diversity

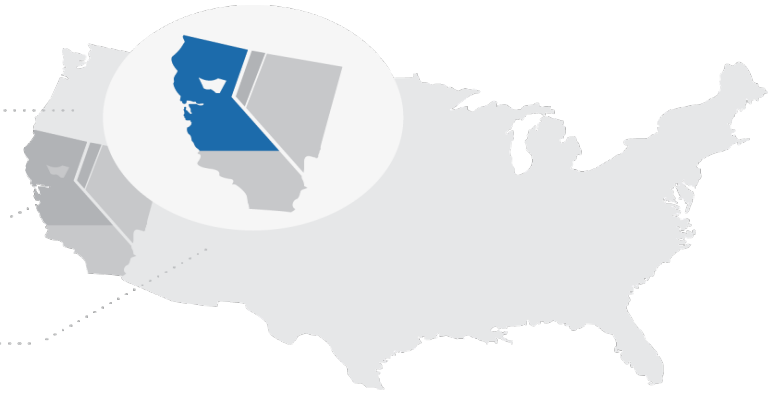


NORTHERN CALIFORNIA

13.3 Million
People Served

53%
Registered Donors

120k
Square Miles



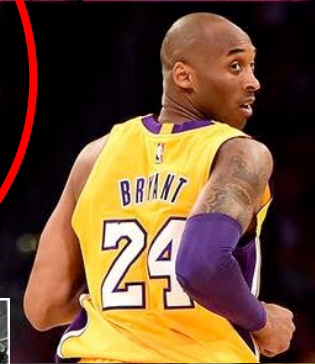
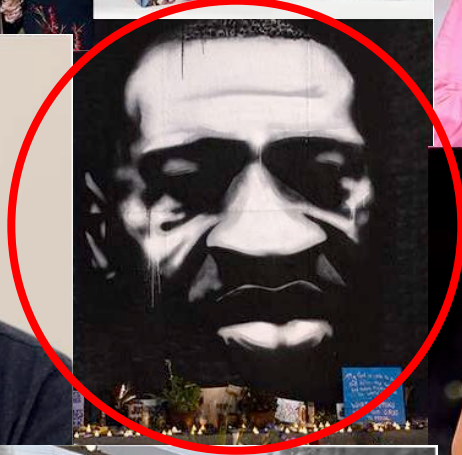
- Is the federally designated Organ Procurement Organization for northern California and northern Nevada
- A non-profit organization, Donor Network West recovers organs, eyes and tissues from deceased donors, working with hospitals, coroners and others to ensure the donor's decision to donate is realized
- Founded in 1987, Donor Network West has been working for more than 30 years to connect organs from deceased donors with patients on the waiting list

Diversity By US States 2022

Most & Least Diverse States in the U.S.

Overall Rank ↕	State	Total Score ↕	Socioeconomic Diversity ↕	Cultural Diversity ↕	Economic Diversity ↕	Household Diversity ↕
1	California	70.62	1	1	11	8
2	Texas	70.04	9	4	13	36
3	Hawaii	69.67	22	3	3	13
4	New Jersey	69.36	7	6	43	39
5	New York	69.19	6	9	41	4
6	New Mexico	69.17	42	7	4	2
7	Florida	68.70	26	5	33	3
8	Maryland	68.69	4	10	25	14
9	Nevada	68.62	27	2	36	1
10	Arizona	68.13	20	8	24	6

Source: <https://wallethub.com/edu/most-least-diverse-states-in-america/38262>





“

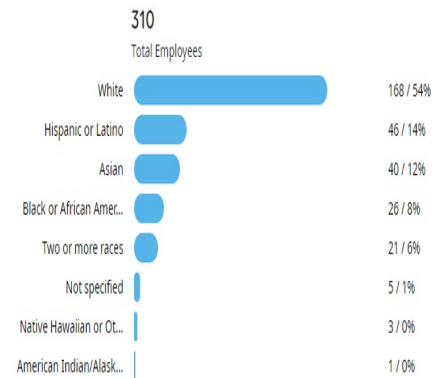
Team members respect & value people of all backgrounds, appreciate & celebrate differences in others & create an environment of equity & inclusion with opportunities for everyone to reach their potential”

Diversity, Equity & Inclusion

Donor Network West Core Values

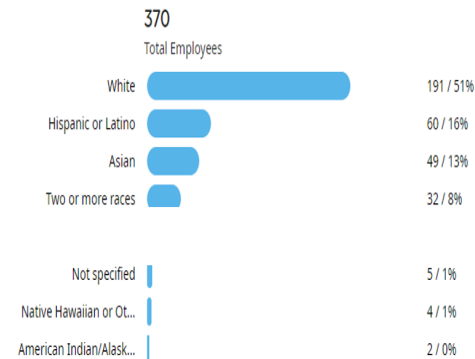
Employees by Ethnicity 1/1/21-8/22/23

Employees by ethnicity



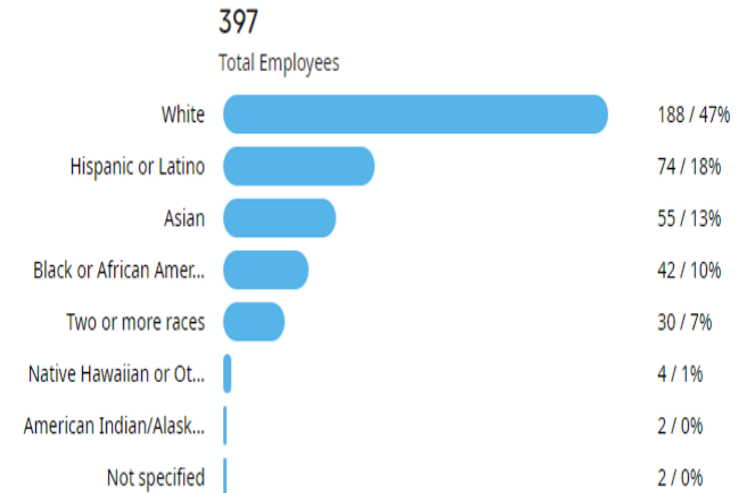
2021

Employees by ethnicity



2022

Employees by ethnicity



2023

Employees by Gender 1/1/21-8/22/23

Employees by gender



● Female: 196 / 63%
● Male: 114 / 37%

2021

Employees by gender



● Female: 239 / 60%
● Male: 158 / 40%

2023

Employees by gender



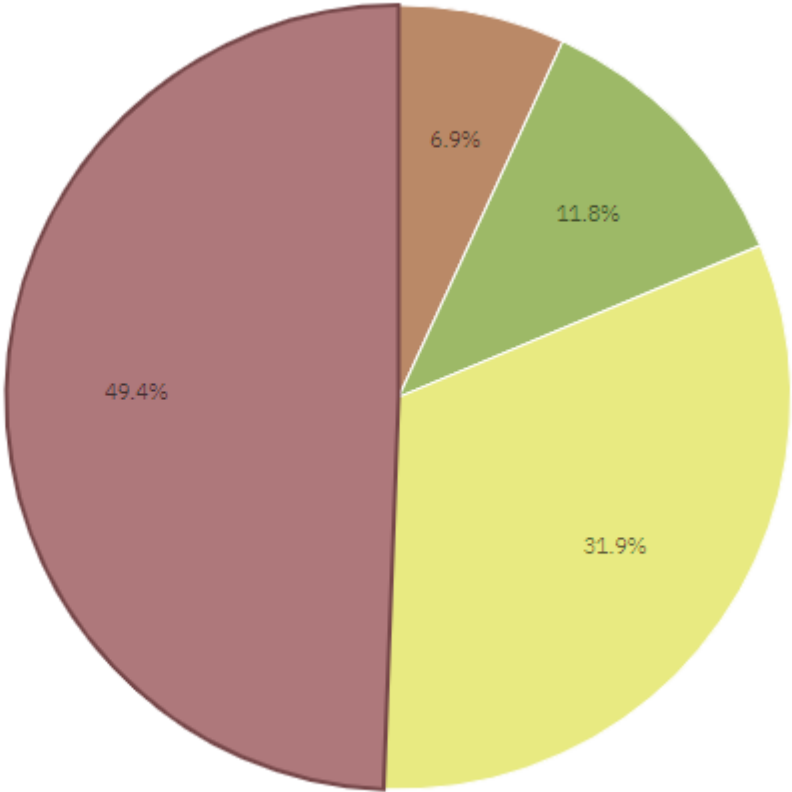
● Female: 233 / 63%
● Male: 137 / 37%

2022

Employees by Age 2023

All Employee Count by Generation

- Generation Z
- Baby Boomer
- Generation X
- Millennial



Age group – 20 to 30 – 82 EEs
Age Group- 30-40 – 163 EEs
Age group – 40-50 – 112 EEs
Age Group -50-60- 57 EEs
Age Group – 60-70- 29 EEs

“

Diversity is like being invited to dinner;
inclusivity is eating at the same table with
the same offering of food and tableware;
belonging is being able to eat as if you were
in your own home”

What is Diversity? Sabah Servaes, Priyam Choudhury & Ashishkumar K.
Parikh

Why is Diversity at Work Important?

A Diverse Workplace

=Diverse thoughts

=Diverse ideas

=Diverse skills

“

As a leader or a manager, you must ensure your workforce is diverse and inclusive as it promotes equality, enhances employee engagement, builds positive workplace relationships, and employee job satisfaction.”

Guatam Gayan –Vantage Circle

Thank You



The Art of People

Diversity, Equity, and Inclusion

Jocelyn Phillips

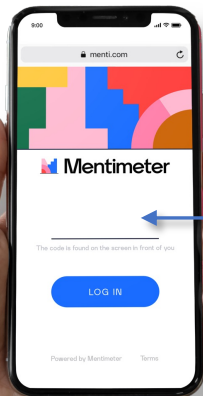
Director of Education, Culture, and DEI

AUDIENCE FEEDBACK

Championing Change in the Workplace

QUESTION FOR CONSIDERATION

How do **you** define EQUITY?



Feedback through **Menti.com**
CODE: 1771 4189



How do you define EQUITY?

19 Responses

Equal opportunity

Equal opportunity, fairness

Fairness

Access

fair access

Objectivity

Same accesses as everyone - inclusive of individual needs

Adjustments based on need

Being given the same resources or what is needed to be equal

How do you define EQUITY?

19 Responses

Impartial

People have what they need to get to the same level.

not equal, but equally set up for success

Equal opportunity for success

Fair access despite varying needs

Justified treatment and access to opportunities and resources.

Justified treatment and access to opportunities and resources.

equal access to opportunities

Belonging is individual results of inclusion

How do you define EQUITY?

19 Responses

Providing psychological safety and helping people feel wanted and respected for their authentic self.



How STA defines Equity

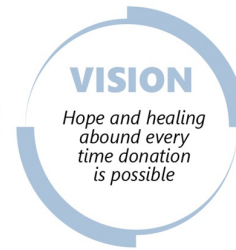
Equity means fairness. It is creating opportunities for everyone regardless of background.

We strive to look at everything with an equitable lens.

We are devoted to an **equitable** environment:

We are committed to employing the best business practices, policies and procedures that are unbiased and fair.

We advocate for a more accessible and equitable healthcare system.



STRATEGIC ANCHORS

- Our People
- Our Purpose
- Our Possibilities

GUIDING PRINCIPLES

- You Matter
- Speak Up
- Embrace Accountability

STRATEGIC GOALS

- We will create a **CULTURE OF JOY**, informed by our guiding principles, where all may build a personal legacy of saving lives.
 - We will be a workplace where team members feel valued and heard.
 - We will be a diverse, equitable, and inclusive organization.
 - We will grow and develop our team members, recognizing and leveraging their strengths to realize their unique and full potential.
- We will act as a **CATALYST FOR DONATION** at every opportunity.
 - We will promote and build a community of donation for all.
 - We will lead our community to save over 1,600 lives each year through the gift of organ donation.
 - We will honor the gift of donation for over 1,000 tissue donors each year.
- We will be a **CENTER OF EXCELLENCE** built on the hallmarks of continuous improvement and innovation.
 - We will operate as one of the most efficient donation organizations in the country, focused on quality assessment and performance improvement.
 - We will foster an innovative spirit, leading to what's next in donation and maximizing opportunities for donation.
 - We will serve as a resource to others in the donation and transplantation community.

Using our
Strategic Goals
as our Guide

Lessons along our **DEI**
journey





We will create a
Culture of
Joy

- STA is committed to creating a Culture of Joy, informed by our guiding principles, where all may build a personal legacy of saving lives. Recognizing the need to support employees in growing their skills, abilities, and improving the employee experience, Employee **Engagement Committee** was formed.
- In addition, a **Diversity, Equity, and Inclusion Council** was formed as STA recognizes the importance of ongoing opportunities to become a more diverse and successful organization.
- Committees and council are **voluntary** and employee-led to foster inclusivity, connectedness, and support employees throughout the organization.

EQUITY in
organ donation
AND
transplantation

“More diversity in the donor pool helps everyone on the waitlist. Multicultural communities need to say **YES to donation now more than ever.”**

- Christina Macias,
STA Regional ORC Supervisor



ONE YES
SAVES LIVES

NFORD



Bianca Chow- Kanarys DEI Consultant

- Diversity, Equity, Inclusion, and Wellbeing Leader
- Disability Inclusion Champion
- Mental Health Advocate
- Asian American and Pacific Islander and Community Activist
- Purpose- Driven and Innovative Sustainability Thought Partner



Diversity, Equity, and Inclusion Council

Meet The Council Members



Jocelyn Phillips	Andrew Bogue
Heather Cloward	Katie Sauce
Tyler Strout	Kalisha Wallace
Cristina Solomon	Jaskiran Kaur
Vy Nguyen	Sophia Jackson
Cyndi Chavez	Alex Headley
Heidi Wagenhauser	Ben Keebler
Eunice Mata	Aubrie Butler
LaNeasha Grace	Steve Ball
Marcolin Eakins	Krys Guice
Chelsea Fleming	Brittany Cook
Renishea Triggs	



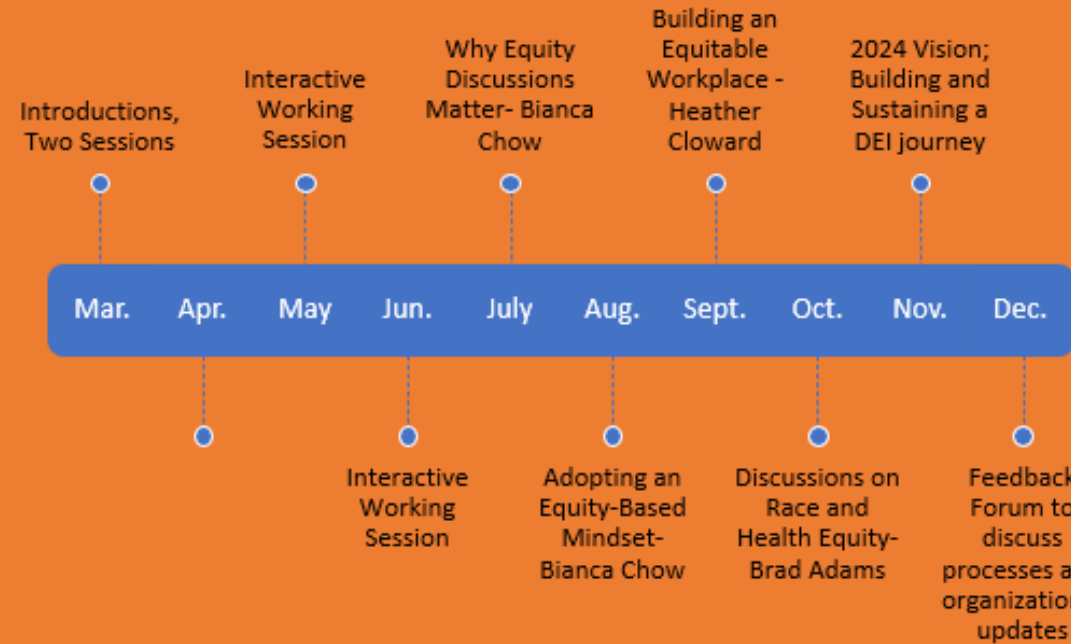
Diversity, Equity, and Inclusion Objectives

- Create a DEI statement that resonates with our communities, current and potential employees.
- Review DEI engagement data to identify trends, address focus issues, and assess efforts to improve employee engagement survey results.
- Design an insightful DEI journey to develop programs, initiatives, and events that will improve employee experiences and drive impact for the organization.
- Provide an opportunity for employee growth through creative and collaborative teamwork while setting benchmarks to help measure the success and effectiveness of the council.

DEI Council Agenda



2023 Vision, Leading with Equity



QUESTIONS?



**Register to be a
donor today!**

donatelifetexas.org

Follow STA on social media!

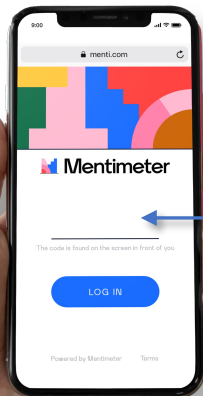


AUDIENCE FEEDBACK

Championing Change in the Workplace

QUESTION FOR CONSIDERATION

How do **you** define INCLUSION?



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CODE: 1771 4189



How do you define INCLUSION?

11 Responses

Seat at the table

feeling welcome and respected

Everyone feels welcomed and accepted

Purposely belonging genuinely

My voice matters

Thinking of others who are not at the table

Having people invite me to non-work, non-required things.

Having your voice heard

Feeling of belonging

How do you define INCLUSION?

11 Responses

Making sure everyone has the opportunity to participate

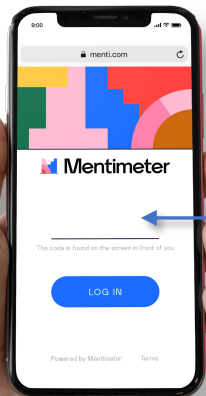
You feel like an important contributor

AUDIENCE FEEDBACK

Championing Change in the Workplace

QUESTION FOR CONSIDERATION

How do **you** define BELONGING?



Feedback through **Menti.com**
CODE: 1771 4189



How do you define BELONGING?

9 Responses

Feeling safe at work

the result of inclusion

Comfortable

Being apart of a community

Is it friends?

Comfortable being myself

Feeling accepted, comfort

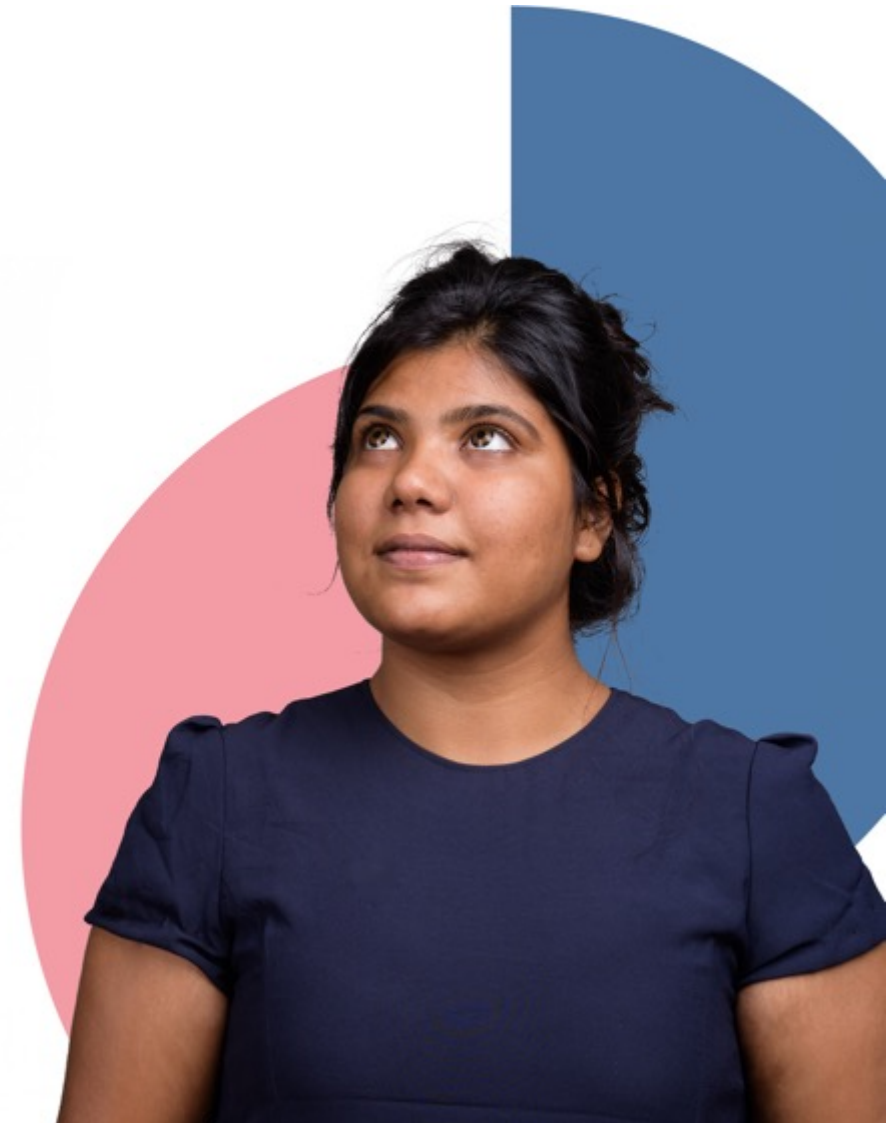
Results of inclusive efforts-individual feeling

wanting to be there.

Inclusion & Belonging

Inclusion and *Belonging* are required to make diversity work.

So, what's the difference?



INCLUSION

The ACT of including everyone regardless of difference and valuing their contribution.



INCLUSION

Acts of Inclusion

- Be curious
- Collaborate
- Empower & uplift
- Learn & be open to unlearning
- Be accountable & hold others accountable
- Review policies for inclusion
- Be a mentor or sponsor



BELONGING

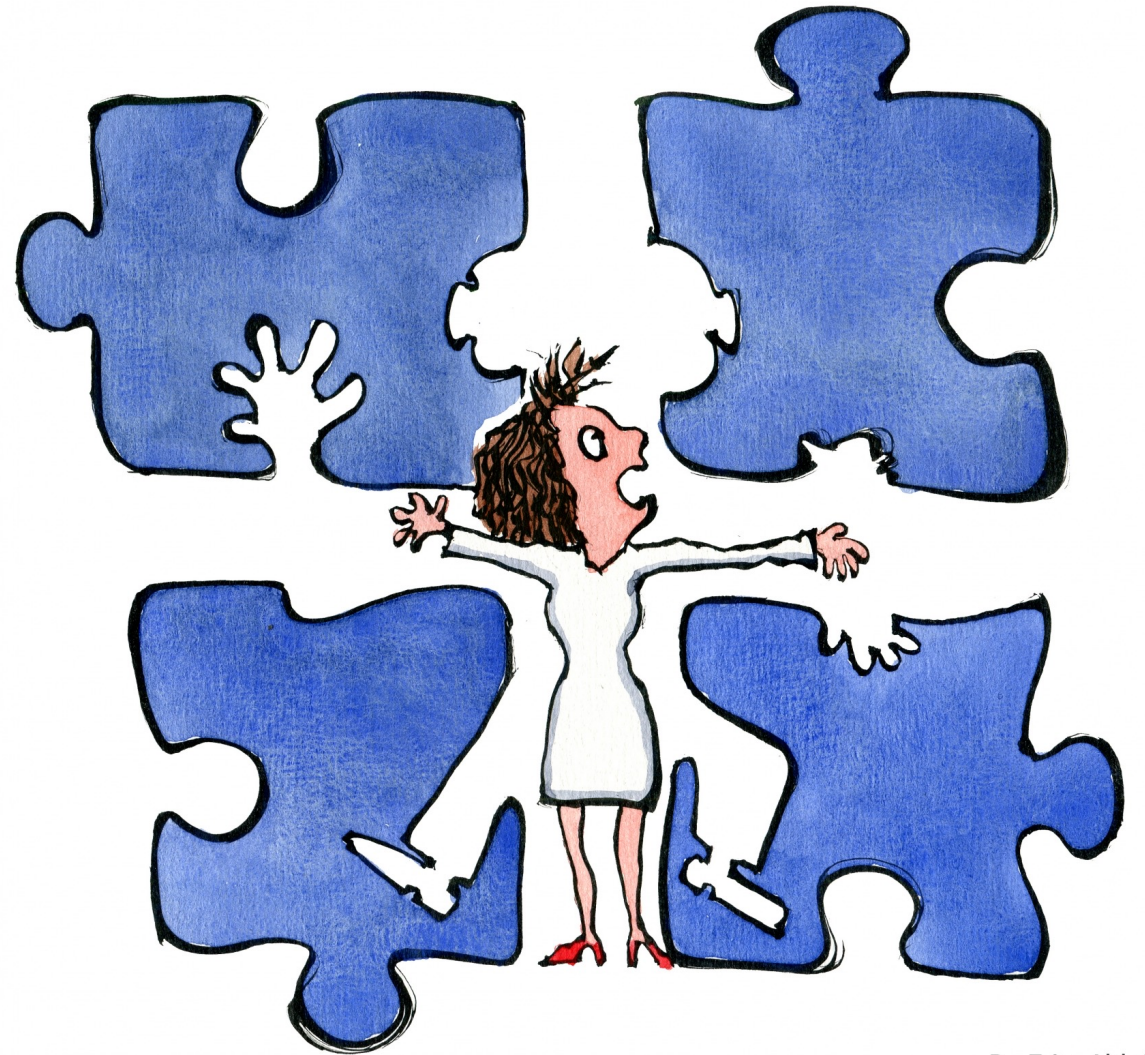
People FEEL that their uniqueness is accepted and valued.



BELONGING

“Fitting in is one of the greatest barriers to belonging. Fitting in is about assessing a situation and becoming who you need to be in order to be accepted. Belonging, on the other hand, doesn’t require us to change who we are; it requires us to be who we are.”

-Brene Brown



DEIB at Kanarys

- Diverse recruiting
- Remote work with accessible tools & technology
- “Cheers for Peers” channel
- Weekly coffee chats
- Bi-weekly professional development
- Yearly company retreats
- Culture of Inclusion



DEIB Indicators



The Numbers

- Productivity
- Turnover
- Morale
- Engagement



The Feedback

- “Pulse” surveys
- Focus groups
- Exit & Stay interviews
- Touch bases/Coaching



The How

- Seek the input
- Have resolutions
- Communicate
- Have a plan

Don't go at this alone! Leverage 3rd party expertise.



The Kanarys DEIB Platform



DEIB Leaders

Methodology

Measurement

Benchmarking

Insights

Framework

Roadmap

Modules

Equity Organization
Audit

Inclusion & Belonging
Assessment

Self-ID &
Expression

Leadership
Pulse

Learning
Journeys

Managed
Services

Best Practices

Customer & Partner Community

Industry Partnerships

Kanarys + STA

Establish a foundation

- Employee Baseline Assessment
- Focus Groups
- Framework for DEI Council

Build DEIB practices

- Monthly DEI Council sessions – learning journeys and action planning
- Upskilling leadership residency cohort

Integrate a DEIB culture

- Public facing DEI statement
- Auditing existing internal practices
- Long term DEI roadmap



Thank You

Contact Us

Kendra Mack
VP of DEIB
kendra@kanarys.com



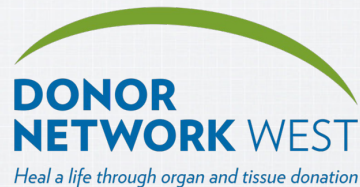
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THE
Alliance

Conversation Series

DIVERSITY, EQUITY, AND INCLUSION

FOCUS