



Office of Diversity & Inclusion

The office provides strategic leadership for creating an inclusive organizational culture for patients, employees, business partners and the communities served by Cleveland Clinic. Initiatives focus on workforce demographics, education, pipeline development, economic initiatives/supplier diversity and cultural competency learning.

KEY INITIATIVES AND PROGRAMS

Organizational Culture and Inclusion

Cultural competency education and training mandated for caregivers to better serve an increasingly diverse patient population.

The Diversity Tool Kit is a manual available system wide as a resource to employees for improving interpersonal relationships and enhancing patient satisfaction.

Language Acquisition Programs improve patient relationships. Includes Click-it Spanish for Healthcare Professionals course, Vocational English as a Second Language classes and Accent Modification program.

Employee-managed Diversity Councils and Employee Resource Groups encourage discussions of diversity issues and explore ways to identify growth opportunities.

- African American Employees
- African American Physicians and Executive Leaders
- Circle of Healers Native American
- ClinicPride - *gay and lesbian employees*
- Interfaith Network
- International Employee Resource Group
- Military/Veterans' Employee Resource Group
- Pan-Asian Employee Resource Group
- SALUD - *Hispanic/Latino employees*
- WISE - *Women in Search of Excellence*

Supplier Diversity - Programs focus on two primary initiatives:

- Increase the number of underrepresented vendors doing business with Cleveland Clinic.
- Assist in workforce development of local residents to learn skilled trades on our construction projects

Workforce Development

Clinic Solutions is a think tank program for minority students at Ohio colleges where teams can earn scholarships through their analysis of issues affecting health care policy leaders.

The MDPHd Project is a multi-faceted program designed to increase the number of underrepresented physicians, research scientists and physician leaders. Programs target high school, undergraduate and medical students through:

- Charles R. Drew Saturday Academy
- Aspiring Physicians & Research Scientists Conference
- Medical School/Residents Mentoring Program and Group Coaching Sessions

Mentoring Circles brings together a diverse group of employees, identified by their managers as capable future leaders, for informal talks with senior leaders to support participants' growth.

Cleveland Clinic Young Business Leaders Program is a summer internship for rising high school juniors and seniors designed to increase the number of under-represented minorities in management at Cleveland Clinic

Northeast Ohio Research Education Medicine Alliance is a summer residential program for rising high school sophomores to enrich their interest in medical science careers

Community Outreach

Health Literacy community and faith-based forums educate and empower individuals to make well-informed health care decisions and become active participants in their care.

- The Martin Luther King Jr. Holiday Celebration is the annual recognition of Cleveland Clinic employees' commitment to service and volunteerism.