# JEDI Certification Program:

# Organizational Change Series for Leaders

# Workshop 6: Delivering Culturally Responsive Care to Patients

## NOTES

| **SLIDE NUMBER** | **SLIDE TITLE** | **NOTES** *Indicate any Aha moments, what your organization is already doing well, and what your organization needs to improve as you write your notes.* |
| --- | --- | --- |
| 1.1. | Introduction |  |
| 1.2. | Broadening the view of policies and procedures |  |
| 1.2.1. | Broadening the view of policies and procedures: Discussion |  |
| 1.3. | Welcoming patients of all identities |  |
| 1.3.1. | Incorporating identities into policies and practices |  |
| 1.4. | Providing accessible and affirming physical spaces |  |
| 1.4.1. | Understanding the value of accessibility |  |
| 1.4.2. | Strategies to improve physical spaces: Accessibility |  |
| 1.4.3. | Strategies to improve physical spaces: Visual cues |  |
| 1.4.4. | Strategies to improve physical spaces: Discussion |  |
| 1.4.5. | Strategies to improve physical spaces: Action step |  |
| 1.5. | Evaluating policies, procedures, and forms |  |
| 1.5.1. | Implement inclusive policies and procedures |  |
| 1.5.1.1. | Implement inclusive policies and procedures: Guiding questions |  |
| 1.5.1.2. | Implement inclusive policies and procedures: Discussion |  |
| 1.5.1.3. | Implement inclusive policies and procedures: Action step |  |
| 1.5.2. | Collect data that positively impacts the patient experience |  |
| 1.5.2.1. | Collect data that positively impacts the patient experience: Discussion |  |
| 1.5.2.2. | Collect data that positively impacts the patient experience: Action step |  |
| 1.6. | Improving interpersonal practices |  |
| 1.6.1. | Gain perspective on the patient experience |  |
| 1.6.1.1. | Gain perspective on the patient experience: Discussion |  |
| 1.6.2 | Understand diagnostic bias |  |
| 1.6.2.1. | Understand diagnostic bias: Discussion |  |
| 1.6.3. | Take a step back before moving forward |  |
| 1.6.3.1. | Take a step back before moving forward: Action step |  |
| 1.7. | Wrapping it up |  |