



Baylor Scott & White



Our Mission  
Our Values  
Our Mandate  
to Serve All

**MISSION**

Baylor Scott & White Health exists to serve all people by providing personalized health and wellness through exemplary care, education and research as a Christian ministry of healing.

**DIVERSITY VISION**

To advance a culture that passionately promotes a community where all feel welcomed and valued.

**VALUES**

- 
- Integrity:** Living up to high ethical standards and showing respect for others
  - Servanthood:** Serving with an attitude of unselfish concern
  - Teamwork:** Valuing each other while encouraging individual contribution and accountability
  - Excellence:** Delivering high quality while striving for continuous improvement
  - Innovation:** Discovering new concepts and opportunities to advance our mission
  - Stewardship:** Managing resources entrusted to us in a responsible manner

# To All

*Baylor Scott & White Health was founded on a commitment to serve all people in our communities, and we are proud to say that commitment is alive and well today.*

*Just read our mission statement and you can see how important it is for our System to provide access to care and employment to all people in our communities and beyond.*

*Diversity management is so much more than words on a page – honoring the rich diversity and heritage of our colleagues and our patients is a critical component of our daily work.*

*We are excited and inspired by the work we accomplished in 2016 to further our reach and open our doors to more diverse populations of employees and patients.*

*We look forward to another year of growth in our commitment to care for an increasingly diverse patient population and to supporting coworkers, colleagues and associates of all races, religions, genders, ages, disabilities, veteran status and ethnic backgrounds.*



– Guwan Jones  
Chief Diversity Officer

## DIVERSITY IN ACTION

# Our commitment to healing extends beyond our borders

In 2016, the Faith in Action Initiatives (FAI) program at Baylor Scott & White extended our reach into Peru through *To Give a Smile*, a non-profit organization on a mission to uplift, educate and improve the health and well-being of children and their families both physically and spiritually. The team headed down to Trujillo, Peru to host their eighth free

medical clinic, bringing medical care to nearly 600 individuals and educating 60 families in the areas of first aid. *Give A Smile* was able to distribute a total of 150 hygiene kits to the families attending the clinics. While on the trip, the team celebrated their 10,000<sup>th</sup> individual impacted by the organization since the initial launch.

When Haiti was devastated by Hurricane Matthew, FAI staff from Central Texas gathered more than 50 boxes of medical supplies and equipment that was then sent to the areas affected. The supplies included hygiene kits, medical gloves, gauze, baby formula and other items that will help fight the cholera outbreak in the country.

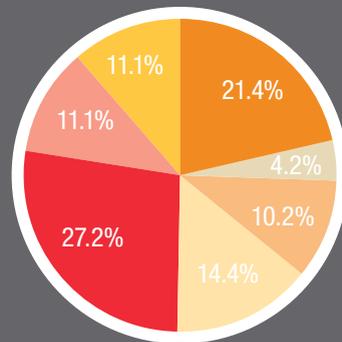
# Who We Serve

The founders' commitment to serving all in their communities is alive and well today with more than 800 patient care sites and providing more than \$800 million in community benefit.

## FY2016 Demographic Information

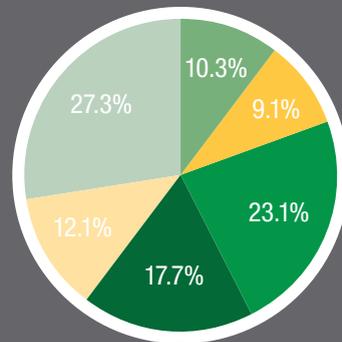
### Population Age

- 0 - 14
- 15 - 17
- 18 - 24
- 25 - 34
- 35 - 54
- 55 - 64
- 65+



### Household Income

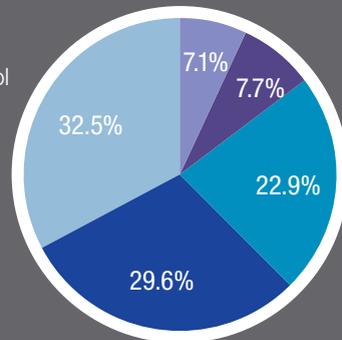
- < \$15k
- \$15 - 25k
- \$25 - 50k
- \$50 - 75k
- \$75 - 100k
- > \$100k



FY2016 Total Population: 10,526,157

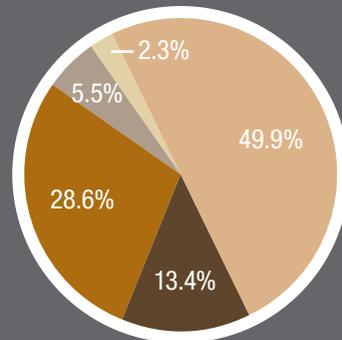
### Adult Education Level

- Less than High School
- Some High School
- High School Degree
- Some College/ Assoc. Degree
- Bachelor's Degree or Greater



### Race/Ethnicity

- White Non-Hispanic
- Black Non-Hispanic
- Hispanic
- Asian/Pacific Islander Non-Hispanic
- All Others



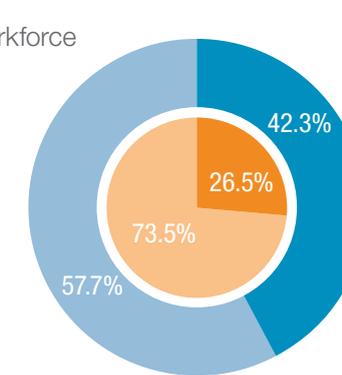
Source: BSWH Market Research

# Our Workforce



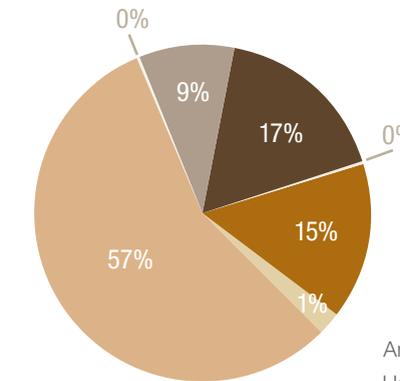
### FY2016 Minority Workforce Population

- Minority Leader
- Non-Minority Leader
- Minority Employee
- Non-Minority Employee



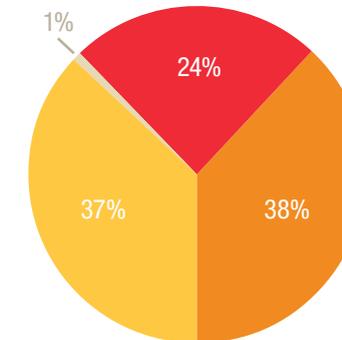
### Race/Ethnicity

- White
- Asian
- Black/ African American
- Hispanic/Latino
- Two or more races
- Am. Indian/Alaska Native
- Hawaiian/Pacific Islander



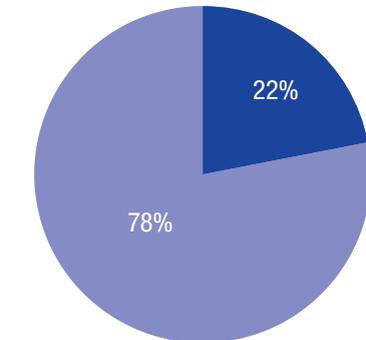
### Generation

- Traditionalist
- Baby Boomer
- Gen X
- Gen Y



### Gender

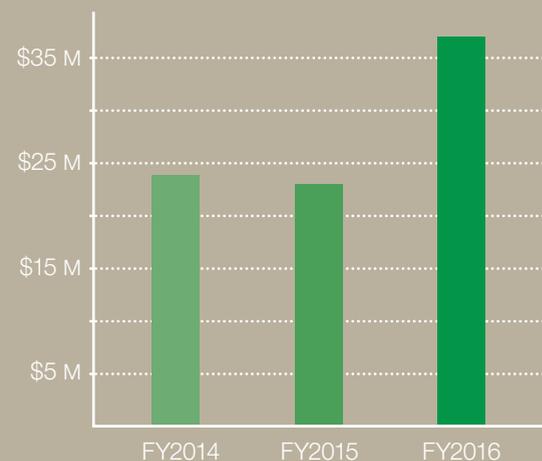
- Male
- Female



# Good Ethics Good Policy Good Business

Diversity isn't just the right thing to do, it's the smart thing to do for our employees and our business. Our success is tied to opening our doors and creating opportunities for talent regardless of race, gender, religion, ethnicity, disability, veteran status, or national origin. We are investing time and resources to support our diverse employees and suppliers.

Total Minority and Women Purchases



We are investing time and resources to support our diverse employees and suppliers. Part of that support is shown in the graph below – highlights the purchases we made in 2016 to support minorities and women.

That's why we have proactively adopted diversity management as a strategic process consisting of:

- Pursuing diverse representation at all levels within the System
- Creating and maintaining systems, policies, practices and behaviors that provide all team members with equitable opportunities for contributing to patient care and overall success
- Using educational tools to build diversity awareness and to support a culture of respect
- Actively promoting team member appreciation of diverse cultures, backgrounds and perspectives
- Including patients, communities, vendors/suppliers and others in diversity efforts

## DIVERSITY IN ACTION

# Connection Starts with Education

We support and encourage our employees to take an active role in the diverse communities we serve – part of that comes from helping to educate them. More than 50 employees took to the streets to see the America's Disability Rights Museum on Wheels during its two-day Dallas stop during a national tour. This special museum gave our employees the chance to learn more about the long history of the struggle for people living with disabilities in America. Employees toured with active interest as they walked through the history of the fight against discrimination, isolation and fear to help people with disabilities have equal rights.

# Our Office Our People Our Programs

The Office of Diversity Management is responsible for establishing and maintaining diversity policies, guided by the Diversity Management Council.

The Diversity Council's vision is to advance a culture that passionately promotes a community where all feel welcomed and valued.

Part of that work includes our commitment to the #123 Pledge to Act to help support the elimination of Health Care Disparities. We accepted

the pledge and we are proud to say we have improved our demographic data accuracy by 74 percent in Central Texas and 24 percent in North Texas.

We've still got work to do and are working hard on our disparity analysis by beginning to assess our core measures. We are analyzing the data, considering different variables and working to identify ways to close gaps and provide training to our employees.

# Our Workforce & Our Vendors

We are committed to helping support a diverse group of leaders at Baylor Scott & White Health and throughout the communities we serve. Part of the commitment is our support of the Latino Leadership Initiative through Southern Methodist University. This national center of excellence assists participating companies like us in recruiting, developing and retaining high-performing Latino executives. We've had six executives successfully complete the program since 2013. In addition, we also sponsor the Rising Latino Leaders Program, also through SMU, which prepares Latinos for success in their first managerial positions. We've had five up and coming leaders complete this program.

In 2016, we opened doors for more members of our diverse community, focusing specifically on veterans of the U.S. Armed Forces and people living with disabilities. We welcomed 100 new veterans into our System in 2016. Through our partnership with Project Search at five locations throughout North and Central Texas, we have opened our doors to more students with disabilities who are training for their futures here with us.



#5 on the list of Top 10 Military Friendly Workplaces

# Our Patients & Our Communities

The increasing diversity of our patient population makes our efforts more important than ever before. We find that communicating with our diverse patients is critical. We have the interpreter capabilities to translate into 73 interpretable languages.

Category	NTX	CTX
ASL Interpretation for Patients	718 hours	887 hours
Face-To-Face Interpretation for Non-English Patients	562 hours	11,421 hours
Over-the-Phone Translation for Patients	698 hours	3,483 hours
Video Translations for Patients	501 hours	N/A
Documents Translated This Year	22	28

We support community events such as Celebrate Killeen to provide wellness information to the communities we support. This annual event welcomes thousands of residents from the local city to celebrate diversity in the community.

In addition, the Office of Mission and Ministry has hosted five End of Life Symposiums that focus on spirituality and dying. We welcome guest speakers representing many different faiths to discuss death from their different religious perspectives so our employees are prepared to support families from diverse backgrounds during an often difficult time.

# Training the Diverse Leaders of Tomorrow

Five Baylor Scott & White medical centers currently participate in the Project Search High School Transition Program. Project Search partners with school districts and businesses to help youth aged 18-21 with disabilities to transfer from school to adult life. The program is a one year school-to-work unpaid internship that provides total work place emersion with a combination of

classroom instruction, career exploration and hands-on training through worksite rotations.

The program at Baylor Scott & White offers interns roles that allow them to contribute to our success in departments such as Supply Chain, Materials Management, Oncology, Intensive Care and Emergency Department. Interns rotate through three 10-week jobs during their internships.



DIVERSITY IN ACTION

## A mother friendly worksite

Think of all the cooing babies we help welcome into this world. And think of all the proud moms and dads that nervously pack their tiny newborns into the car seat for their first ride home. It's a joyous and nervous time. But then there's the day you have to leave the baby and come back to work. We've either done it ourselves or seen our friends and colleagues mourn the first days they are away from their babies.

All over the System, we're trying to make the transition a little easier. We were named a Mother Friendly Worksite once again in 2016. Not so long ago, in many companies women either couldn't pump breast milk at work or were relegated to the ladies room or a storeroom. Not a very mother-friendly situation. Today, teams are creating more relaxing and private places for moms. In fact, the

requirements for designation as a Texas Mother Friendly Worksite include:

- Work schedule flexibility to allow adequate time for the expression of breast milk
- Access to clean running water and a sink to wash hands and clean pumping equipment
- Access to hygienic options for storage of expressed breast milk

We're doing that and more. Across the System, our lactation rooms allow employees a private place to pump. Many have pumps in the rooms so moms only need to bring tubing and bottles. Many have breast milk refrigerators located in the lactation rooms so that breast milk doesn't have to be stored in employee break room refrigerators.



## Differences Work For Us Not Against Us

The ability to acknowledge, embrace and respect all people is essential to our mission—and to our legacy. It will help us realize our full potential as health care providers and community leaders. We hope the progress we've made to date will serve as a starting point for great accomplishments to come. We invite you to make the journey with us.

To learn more about diversity management at Baylor Scott & White, contact:

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