

Diversity, Equity, and Inclusion Assessment Case Study

At a glance

A Southeastern cancer center desired to be both intentional and thoughtful about its Diversity, Equity, & Inclusion (DEI) efforts. The Board and senior leadership supported a DEI assessment to learn about the organization from the perspectives of employees, patients, suppliers, community partners, and community leaders. The Exeter Group was selected to lead this work at this critical juncture.

The Client

Southeastern Cancer Center



6,000+

Employees



40+

Locations



1 Million +

Patient encounters per year



Healthcare EXCELerators



www.exetergroup.net



Chicago, IL

The Engagement

- Conducted a comprehensive assessment of workforce, patients, and communities served
- Developed a strategy that operationalized DEI for each function
- Hosted Diversity Summit for 350 internal/external stakeholders to solicit input and share results

The Challenge

The client had some diversity programming, but the activities had no metrics or outcomes attached to them.

Although the Board and c-suite team were unsure about the comfort of the organization to discuss really 'tough' but relevant DEI issues, they were supportive.

Exeter's challenge was creating an assessment process that addressed this concern.

Solutions

Solution One

1

Exeter designed a robust DEI assessment that was as inclusive as possible. We interviewed board members, majority and minority suppliers, and county officials.

Solution Two

2

We conducted focus groups with patients in Spanish and Vietnamese, in addition to patients experiencing homelessness and employees working with patients who were incarcerated.

Solution Three

3

We also analyzed patient and workforce data, and administered our DEI Insights Survey.

The Results

Casting the assessment net far and wide resulted in a methodology that was inclusive of employees, patients, and the community. The comprehensive approach was respected and valued, in turn making the meaningful findings respected and valued.

Before completing the strategy report and action plan, Exeter assisted the organization in hosting a Diversity Summit to honor the assessment participants and share the results. We designed activities for them to reflect on the information and provide input on what to focus on over the next five years.

The final DEI Strategy reflected these many voices from inside and outside the organization. The insights gleaned from qualitative and quantitative data yielded a deliverable that spoke to the core of diversity, equity, and inclusion. The DEI Dashboard captured KPIs for the organization to track.