

Carolinas HealthCare System  
13th Annual Diversity Symposium

# SYMPOSIUM REGISTRATION AT CAPACITY

APRIL 29, 2015

The Westin Charlotte  
601 South College Street  
Charlotte, NC 28202

BIASES, BELIEFS, BEHAVIORS:  
GAME CHANGERS IN HEALTHCARE TRANSFORMATION

One



Carolinas HealthCare System

# DEAR COLLEAGUES,

*Carolinas HealthCare System is delighted to welcome you to our 13<sup>th</sup> annual Diversity Symposium. We are pleased this year to once again inform and inspire you to greater action around matters of diversity and inclusion while fostering a culture that recognizes talent and ability are not limited, but enhanced, by the diversity and cultural expertise teammates bring to our workplace. We are excited about this year's program that captures the theme "Biases, Beliefs, Behaviors: Game Changers in Healthcare Transformation."*

*Healthcare in America is at a critical inflection point. The demand to deliver innovative experiences that improve our collective health status is relentless. As the national landscape of healthcare rapidly evolves, this will require transformed behaviors and an enhanced emphasis on equity of care. Throughout this Symposium we will emphasize our inherently rich tapestry of perspectives, as these empower us with the capacity needed to meet the challenges ahead.*

*Our Diversity Symposium convenes nationally recognized experts in culturally competent care, workplace inclusion, emerging trends, policy, research and other leading-edge diversity disciplines. To that end, this year's Symposium agenda is designed to explore a range of topics, including unconscious and implicit biases, equity in care delivery practices and high-performing and diverse teams.*

*Thank you for joining us at this year's Symposium and for your ongoing commitment to this mission and business-critical work. We hope this experience enables you to utilize the power of inclusion to make a difference in the lives of our patients, teammates and communities.*

*Sincerely,*

*Office of Diversity & Inclusion  
Carolinas HealthCare System*



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## LEARNING OBJECTIVES FOR THE SYMPOSIUM:

The 13<sup>th</sup> annual Diversity Symposium will support the following learning objectives:

- Identify best-in-class methodologies that support sustainability and advocacy of diversity and inclusion in healthcare transformation.
- Provide a learning forum where nationally emerging and promising practices on diversity, inclusion and cultural competence can be identified to inform future healthcare policy and practice.
- Develop a deeper understanding of bias and its impact on ourselves and critical, organizational and talent management decisions.
- Apply principles of diversity and inclusion in leadership and daily work life.



“As the national landscape of healthcare rapidly evolves, this will require transformed behaviors and an enhanced emphasis on equity of care.”

# BIASES, BELIEFS, BEHAVIORS:

## GAME CHANGERS IN HEALTHCARE TRANSFORMATION

APRIL 29, 2015

Registration Begins: 7:00 a.m.

Doors Open: 7:30 a.m.

Program Begins: 8:00 a.m.

All Plenary Sessions are in the Grand Ballroom, The Westin Charlotte

7:00 – 8:00 a.m.	<b>REGISTRATION/CONTINENTAL BREAKFAST</b>	Promenade/Foyer, The Westin Charlotte
8:00 – 8:30 a.m.	<b>WELCOME</b>	<b>James E. Taylor, PhD</b> <i>Vice President and Chief Diversity Officer Carolinas HealthCare System</i>
	<b>OPENING REMARKS</b>	<b>Debra Plousha Moore</b> <i>Chief Human Resources Officer and Executive Vice President Carolinas HealthCare System</i>
	<b>OUR DIVERSITY AGENDA</b>	<b>Michael C. Tarwater</b> <i>Chief Executive Officer Carolinas HealthCare System</i>
8:30 – 8:45 a.m.	<b>2015 CAROLINAS HEALTHCARE SYSTEM EXCELLENCE IN DIVERSITY AWARD PRESENTATION</b>	
8:45 – 9:45 a.m.	<b>SURGEON GENERAL'S REPORT: The National Landscape – Equity of Care</b>	<b>The Honorable Richard H. Carmona, MD</b> <i>17<sup>th</sup> Surgeon General United States Public Health Service</i>
9:45 – 10:00 a.m.	<b>BREAK</b>	
10:00 – 11:30 a.m.	<b>CONCURRENT LEARNING FORUMS</b>	<ol style="list-style-type: none"><li>1. An Untapped Talent Pool: Disability Etiquette, Awareness &amp; Understanding</li><li>2. Got Leadership? Cultural Competence in Action</li><li>3. "Hot Topics" in Diversity &amp; Inclusion for the Healthcare Professional</li><li>4. Mentoring Matters: Managing Your Mentor/ Mentee Profile</li><li>5. The Culturally Competent Care Provider</li></ol>
11:30 – 11:45 a.m.	<b>BREAK</b>	
11:45 a.m. – 12:15 p.m.	<b>LUNCHEON SERVED</b>	Promenade/Foyer, The Westin Charlotte
12:15 – 12:30 p.m.	<b>2015 CAROLINAS HEALTHCARE SYSTEM DIVERSITY CHAMPION AWARD PRESENTATION</b>	
12:30 – 2:00 p.m.	<b>BLINDSPOT: Hidden Biases of Good People</b>	<b>Mahzarin Banaji, PhD</b> <i>Richard Clarke Cabot Professor of Social Ethics Department of Psychology Harvard University</i>
2:00 – 2:30 p.m.	<b>BREAK</b>	
2:30 – 3:30 p.m.	<b>COACH'S CORNER: Building Diverse, High-Performing Teams</b>	<b>Mike "Coach K" Krzyzewski</b> <i>Head Coach Duke Blue Devils &amp; USA Basketball Men's National Team</i>
3:30 p.m.	<b>CLOSING REMARKS</b>	<b>James E. Taylor, PhD</b> <i>Vice President and Chief Diversity Officer Carolinas HealthCare System</i>



## ABOUT OUR LEARNING FORUMS

When you register online, you will be asked to select one of the following Learning Forums:

### 1. An Untapped Talent Pool: Disability Etiquette, Awareness & Understanding

People with disabilities are the largest and fastest growing community in the world. Yet, many people are uncertain and sometimes fearful about how to engage with this population without being offensive or discriminatory. Participants will leave this session with an abundance of knowledge and practical tools for appropriately and comfortably communicating with, working beside and socializing with someone who has a disability or who has a child or dependent with special needs.

**NADINE O. VOGEL, MBA**

*Founder and President  
Springboard Consulting, LLC*

### 2. Got Leadership? Cultural Competence in Action

Leadership commitment, at all levels, is essential to integrating diversity into the business of any organization. However, securing that commitment can be one of the most challenging aspects of diversity work. Leadership must be inspirational, influencing others not only by words but by action. How do you personally drive the Diversity Agenda, advocate for diversity initiatives, and persuade decision makers that diversity is foundational to a successful organization? This session will uncover successful leadership strategies from the reception desk to the executive boardroom.

**EDWIN J. NICHOLS, PhD**

*Director  
Nichols and Associates, Inc.*

### 3. "Hot Topics" in Diversity & Inclusion for the Healthcare Professional

A teammate requests a "scent-free environment;" another seeks a schedule adjustment for "religious" reasons. Operations managers constantly face unique challenges that are not often times packaged with simple solutions. In rapid-fire succession, participants attending this breakout session will receive straightforward guidance on how to properly handle these and other "hot topic" employment-related scenarios where diversity meets the law.

**CINDY-ANN THOMAS, LLB**

*Co-chair of Diversity & Inclusion Services Group  
Littler Mendelson*

### 4. Mentoring Matters: Managing Your Mentor/ Mentee Profile

Mentoring is one of the most powerful tools for preparing tomorrow's leaders, but few individuals or organizations know how to build and sustain effective mentoring relationships. This session will help participants better understand the functions and outcomes of effective mentoring relationships, clarify the benefits of mentoring to the individual and to the organization, and understand how to build effective and diverse mentoring relationships to support professional and leadership development.

**AUDREY J. MURRELL, PhD**

*Associate Professor of Business Administration  
and Associate Dean for the College of Business  
Administration  
University of Pittsburgh*

### 5. The Culturally Competent Care Provider

If culture refers to the integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious or social groups, then cultural competence is how we effectively engage across multiple cultures, particularly those different from our own. This session will explore how we balance the understanding of our preconceptions while simultaneously being respectful and responsive to the needs of our diverse patients in care delivery and customer service to ensure One patient experience.

**T. HAMPTON HOPKINS, EdD**

*Dean of Student Services and Enrollment Management  
Carolinas College of Health Sciences*

*“ We hope this experience enables you to utilize the power of inclusion to make a difference in the lives of our patients, teammates and communities. ”*



### NADINE O. VOGEL, MBA

Founder and President  
Springboard Consulting, LLC



Nadine Vogel is the founder and president of Springboard Consulting, LLC. The firm works with national and multinational organizations to successfully mainstream disability in the workforce, workplace and marketplace. Prior to founding Springboard, she held executive positions in the corporate and non-profit sectors. Vogel is a regular contributor to *Diversity Journal*, *Diversity MBA Magazine* and *Diversity Executive* magazine, and has authored articles for professional, industry and consumer publications. She has been featured on NBC News, CNNfn, Lifetime Live on the Lifetime Channel and other programs. Vogel is the founder and past board president of Special Needs Advocate for Parents (SNAP), which works to improve the quality of life for children who have special needs, as well as their parents and caregivers. She received a BS in Industrial Psychology from the College of Charleston in Charleston, S.C., and an MBA from Golden Gate University in San Francisco.

### EDWIN J. NICHOLS, PhD

Director  
Nichols and Associates, Inc.



Edwin Nichols is the Director of Nichols and Associates, Inc., an applied behavioral science firm that helps organizations successfully compete in the global marketplace. A clinical/industrial psychologist, he has created models examining the essence of ethnic difference to build awareness, increase cultural competence and facilitate leadership in a multi-ethnic, pluralistic and linguistically diverse work environment. Nichols has more than 20 years of consulting experience with Fortune 500 corporations, foreign and domestic government agencies, health care systems, non-profits and other organizations. He is a Fellow of the Austrian Ministry of Education and has received numerous awards, including being named a Visiting Scholar for the Rockefeller Foundation at the Bellagio Study Center, Italy. Nichols was educated at Windsor University in Canada; Tübingen Universität in Germany; and Leopold-Franzens Universität in Innsbruck, Austria, where he received his Doctor of Philosophy in Psychology and Psychiatry, cum laude. He is a Korean War veteran.

### CINDY-ANN THOMAS, LLB

Co-chair of Diversity & Inclusion Services Group  
Littler Mendelson



Cindy-Ann Thomas has dedicated most of her legal career to providing companies with proactive training and education programs. She is an experienced and certified diversity consultant and facilitator, as well as holding facilitator certification in strategic diversity management and a certification in human resources management. She develops and delivers skills-based training services for leaders and individual contributors. Thomas also provides diversity and inclusion process consulting services, organizational culture assessments and strategic executive briefings. She is a co-chair of her firm's Diversity & Inclusion Services Group. Prior to her legal career, Cindy-Ann was a human resources executive at an international business development corporation, where she addressed many of the legal issues facing the companies she now advises and trains. Thomas has a BA from McGill University, Montreal, Quebec, and an LLB from the University of Windsor/University of Detroit-Mercy School of Law, Windsor, Ontario and Detroit, Michigan.



### AUDREY J. MURRELL, PhD

*Associate Professor of Business Administration and Associate Dean for the College of Business Administration  
University of Pittsburgh*



*Audrey J. Murrell conducts research, teaches and consults on the subjects of mentoring, organizational effectiveness, teamwork, diversity and leadership development. Her research on building the capacity of people and improving outcomes at work incorporates a special emphasis on enhancing outcomes for women. Professor Murrell is an Associate Professor of Business Administration and Associate Dean for the College of Business Administration at the University of Pittsburgh. She has served for six years as the Director of the David Berg Center for Ethics and Leadership. Murrell received her undergraduate degree from Howard University and her masters and doctorate degrees from the University of Delaware. She has received numerous awards including the Small Business Administration (SBA) Minority Business Advocate of the Year. She is the author of several books, including "Mentoring Dilemmas: Developmental Relationships within Multicultural Organizations" and "Intelligent Mentoring: How IBM Adds Value through People, Knowledge and Relationships."*

### T. HAMPTON HOPKINS, EdD

*Dean of Student Services and Enrollment Management  
Carolinas College of Health Sciences*



*Hampton Hopkins has served as the Dean of Student Services and Enrollment Management at Carolinas College of Health Sciences since 2001. He has more than 18 years of experience in higher education in various student affairs leadership positions with the University of North Carolina at Asheville and Pellissippi State Technical Community College in Knoxville, Tenn. Hopkins also serves as an adjunct instructor at several colleges and universities where he has developed and taught leadership development courses at both the undergraduate and graduate levels. Hopkins earned his BA in business administration from Winthrop University, an MA in leadership studies from the University of Tennessee and a doctorate in educational leadership at the University of North Carolina at Charlotte. His dissertation on the development and validation of scores on a student retention survey won the College of Education's Legacy for Leadership Outstanding Dissertation Award.*

**THE HONORABLE RICHARD H. CARMONA, MD, MPH, FACS**

*17th Surgeon General  
United States Public Health Service*



*Dr. Richard Carmona was born into a poor Hispanic family in New York City. His experiences during youth greatly sensitized him to the relationships between culture, health, education and economic status. A combat-decorated Vietnam Veteran, Carmona returned to receive a BS and MD from the University of California, San Francisco, where he was awarded the prestigious gold-headed cane as the top graduate. Dr. Carmona's training in general and vascular surgery, trauma, burns and critical care led him to start and direct Arizona's first regional trauma care system. He also served in a number of public health and safety roles. In 2002, he was named the 17th Surgeon General of the United States. As Surgeon General, Dr. Carmona focused on prevention, preparedness, health disparities, health literacy and global health, to include health diplomacy. In 2006, he became vice chairman for Canyon Ranch, a leading health and wellness facility.*

**MAHZARIN BANAJI, PhD**

*Richard Clarke Cabot Professor of Social Ethics  
Department of Psychology  
Harvard University*



*Professor Mahzarin Banaji studies unconscious thinking and feeling as they unfold in social context, especially implicit decisions about people's worth, goodness and competence. She is the co-author of the book "Blindspot: Hidden Biases of Good People." Professor Banaji taught at Yale for 15 years and is currently the Richard Clarke Cabot Professor of Social Ethics in the Department of Psychology at Harvard. Professor Banaji is a Fellow of the American Academy of Arts and Sciences, and Herbert Simon Fellow of American Academy of Political and Social Science. She has received many awards, among them Yale's Hixon Prize for teaching excellence and a citation from the American Psychological Association for her contributions to research. Banaji received her BA from Nizam College and her MA in Psychology from Osmania University, in Hyderabad, India. She received her PhD from The Ohio State University (1986), and was an NIH postdoctoral fellow at the University of Washington.*

**MIKE "COACH K" KRZYZEWSKI**

*Head Coach  
Duke Blue Devils &  
USA Basketball Men's National Team*



*Mike "Coach K" Krzyzewski, Hall of Famer and 33-year head coach of the Duke University Blue Devils, is known as the winningest coach in NCAA Division I history. He also is known for strong leadership and motivational skills, superb graduation rates for his players, and a basketball team that is as close as family. Born and raised in Chicago, Krzyzewski graduated with a BS from West Point. He served as an officer in the United States Army for five years. He began his college coaching career as a graduate assistant at Indiana University and received his first head coaching position at West Point. After some difficult early seasons, the 12-time National Coach of the Year built a dynasty at Duke that few programs can match. Krzyzewski was named "America's Best Coach" in 2001 by Time magazine and CNN, and has earned nearly every award imaginable in his sport.*

# REGISTRATION INFORMATION

For registration questions, call 704-631-0157.

**SYMPOSIUM REGISTRATION FEES**

All Carolinas HealthCare System Teammates (Incl. Regional Teammates)	<input type="checkbox"/> no charge
Community Partners and/or Non-Carolinas HealthCare System Registrants	<input type="checkbox"/> \$250.00

**CE CREDITS**  
(CE credits) pending

**CANCELLATION POLICY**  
No refunds will be given for individuals who cancel fewer than 30 days prior to the event.  
Carolinas HealthCare System teammates who cancel fewer than five days prior to the event will incur a registration fee charged to their department budget.





Carolinas HealthCare System

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Important Symposium Information Enclosed

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