

# HOW **UCLA HEALTH** DEFINED AND ELEVATED HEALTH EQUITY, DIVERSITY AND INCLUSION FOR A BETTER TOMORROW:

To communicate the importance and urgency of our values to our community, we dedicated a digital landing page to center Health Equity, Diversity and Inclusion at UCLA Health and the David Geffen School of Medicine (DGSOM).

## PROBLEM

In response to the murder of George Floyd and a growing recognition of the urgent need to confront structural inequities and racism across society and within healthcare, UCLA Health launched an office for health equity, diversity and inclusion and appointed its first ever chief to guide our organization in building a better tomorrow.

We knew the moment presented an incredible opportunity to shape and lead internal and external dialogues in order to educate our community, craft concrete plans and enact change.

## INSIGHT

As the #1 health system in California, we recognized that change must happen now for us to strive toward racial justice and equity. But we also understood that this change must be measurable in order for us to build a more equitable tomorrow.





### Gender affirmation services help patients live the lives they were seeking

"You have to do what makes you whole and what makes you happy," says patient Alice Resnick.

[Read full story →](#)



### Meet Mikel Whittier: UCLA Health Director, Health Equity, Diversity and Inclusion

In this Q&A, Whittier shares his vision for HEDI initiatives at UCLA Health

[Read full story →](#)



### Back to school: For children with disabilities, collaboration on returning to classrooms is essential

All children are likely to have had mental health challenges due to the pandemic, but they may be particularly heightened among children with special needs, say UCLA Health experts.

[Read full story →](#)



### Back to school: Losses add up to more challenges for children of color

"The goal is to get children back in school for a normal, typical school day," says UCLA Health pediatrician Rebecca Dudovitz.

[Read full story →](#)

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## Health Equity, Diversity & Inclusion

**Taking Action Today to Build an Equitable Tomorrow.**

**UCLA Health**

"Cultural differences should not separate us from each other, but rather cultural diversity brings a collective strength that can benefit all of humanity."

— Robert Alan Silverstein

#### Why is Health Equity, Diversity and Inclusion (HEDI) at UCLA Health important?

At UCLA Health, we believe a diverse and inclusive health care workforce and environment results in better care, service and health outcomes for our patients. We also believe that our commitment to equity, diversity and inclusion will result in greater productivity, innovation and engagement of our staff and patients.

UCLA Health welcomes all people and values their unique characteristics and experiences. We are committed to building stronger work relationships with each other and providing high-quality, equitable health care to the diverse patient populations that we serve.

Get Involved

[HEDI Events](#)

[HEDI Internship](#)

#### How does UCLA Health define Health Equity?

Health Equity is when everyone has a fair and just opportunity to be as healthy as possible.

## SOLUTION

We formalized a mission, a 5-pillar strategic plan and a unified verbal/visual brand identity to elevate the platform of health equity, diversity and inclusion as not only a key practice but a key pillar of our organization. We launched a 360 integrated internal/external communication framework to guide employees (internal) and residents across Southern California (external) and created a 30-member Equity Council that includes the C-Suite and affinity group leaders. Through Courageous Civility EDI and anti-racism training, we equipped over 600 health system leaders with the tools to be more welcoming to all constituents. Additionally, we formulated and implemented policies and procedures to address racism, discrimination and bias, including a new policy to manage discriminatory patient conduct towards healthcare workers. In order to increase access to speciality and primary care health services, we also launched numerous departmental HEDI efforts focused on education, patient care, community engagement and mentorship so that each division across our large organization would be included in this process. UCLA Health became one of the first health care systems in the country to fund an executive position and office to advance health equity among all patient populations, appointing Medell Briggs-Malonson, MD, MPH, MSHS to the position of Chief, Health Equity, Diversity and Inclusion for the UCLA Hospital & Clinic System.

At UCLA Health, we believe that change must happen now to strive toward racial justice and equity. A commitment to equity, diversity and inclusion leads to greater productivity, innovation and engagement, with the ultimate goal of better patient care and health outcomes. Ongoing racially-based social and health injustices have taught us that we as an organization need to, can and will do better for the community. Collaboration is essential to clinical care, research, education and community engagement.



### UCLA HEALTH MARKETING AND COMMUNICATIONS IS HIRING HIGH SCHOOL INTERNS!

**Calling all incoming high school sophomores, juniors and seniors.**

**Internship overview**

UCLA Health Marketing and Communications is looking for two exceptional high school students who want to make a difference in their community to participate in an eight-week paid summer internship! The internship will take place from June 1-August 8, 2021 for approximately 20 hours a week. The internship is based in L.A., and due to COVID-19 concerns, will primarily be a remote position at this time. All necessary equipment and materials will be provided.

**Information about the role**

Interns will rotate through creative departments, such as graphic design, copywriting, filmmaking and social media and marketing strategy to learn how to use creativity to solve problems and make a difference in health equity and social justice.

For any questions, please email us at [MarCommInternship@mednet.ucla.edu](mailto:MarCommInternship@mednet.ucla.edu).

**Benefits included with this role**

- Hourly rate: \$19.20/hour
- Networking and mentorship opportunities
- A chance to develop your creative portfolio

**Requirements**

- 2.0 GPA minimum
- Must attend school in the L.A. county area

**Apply now!**

<https://uclahealth.org/MarCommInternship>

**Application deadline:**  
April 2, 2021 at 5:00pm PST.

**To join our live Zoom information session, apply or read more, visit us at [uclahealth.org/med](https://uclahealth.org/med).**

## How does UCLA Health define Equity, Diversity and Inclusion?

- **Equity** is when everyone has fair and just opportunities to achieve equitable outcomes regardless of their race, ethnicity, gender identity, sexual orientation, socioeconomic status, culture, national origin, religious beliefs, age, disability status or political perspectives.
- **Diversity** is a variety of personal experiences, values and world views that arise from differences of culture and circumstance. Such differences include race, ethnicity, gender identity, sexual orientation, socioeconomic status, culture, national origin, religious beliefs, age, disability status or political perspective. We value and respect our collective similarities and differences.
- **Inclusion** is when everyone feels welcomed, engaged and valued.

## Trending Health EDI Articles

UCLA Health LGBTQ Pride event wows with "Out, Proud and Well"

UCLA Health partners with ANA, Dodge's Foundation, Lakers & more to provide for families during pandemic

Making progress on anti-racism and health equity at UCLA Health

UCLA Health Chief Gabriel Gomez aims for the best hospital menu in the U.S.

Overdose deaths soared during COVID-19 pandemic, particularly among Black and Latino populations

Celebrating a healthy Ramadan in 2021



Taking Action Today To Build An Equitable Tomorrow.



## METRICS

Year over year (YoY), we **grew page visits by 10x**, but most importantly, positioned our organization for long-term success.