

Tina R. Bowers, MBA, CDM
Vice President, Chief Diversity & Inclusion Officer

Children's Health

Our Mission: From Humble Beginnings to Award-winning Care

About Children's HealthSM

Our Mission: Make life better for children

For more than 100 years, our mission has been to make life better for children. Since our humble beginnings in 1913 as a baby camp, we have had a long-standing commitment to our community that includes not only high-quality patient care but also advocacy, education and preventive care with an unwavering focus on our mission.



Children's Health

Our Values: The Guiding Principles for How We Operate

Selfless Service

Serving others with an enthusiastic spirit

Passionate Advocacy

Standing as champions for children

Commitment to Excellence

Driving innovation and quality care to maximize outcomes

Unwavering Integrity

Creating an environment of trust through honesty, transparency and authenticity



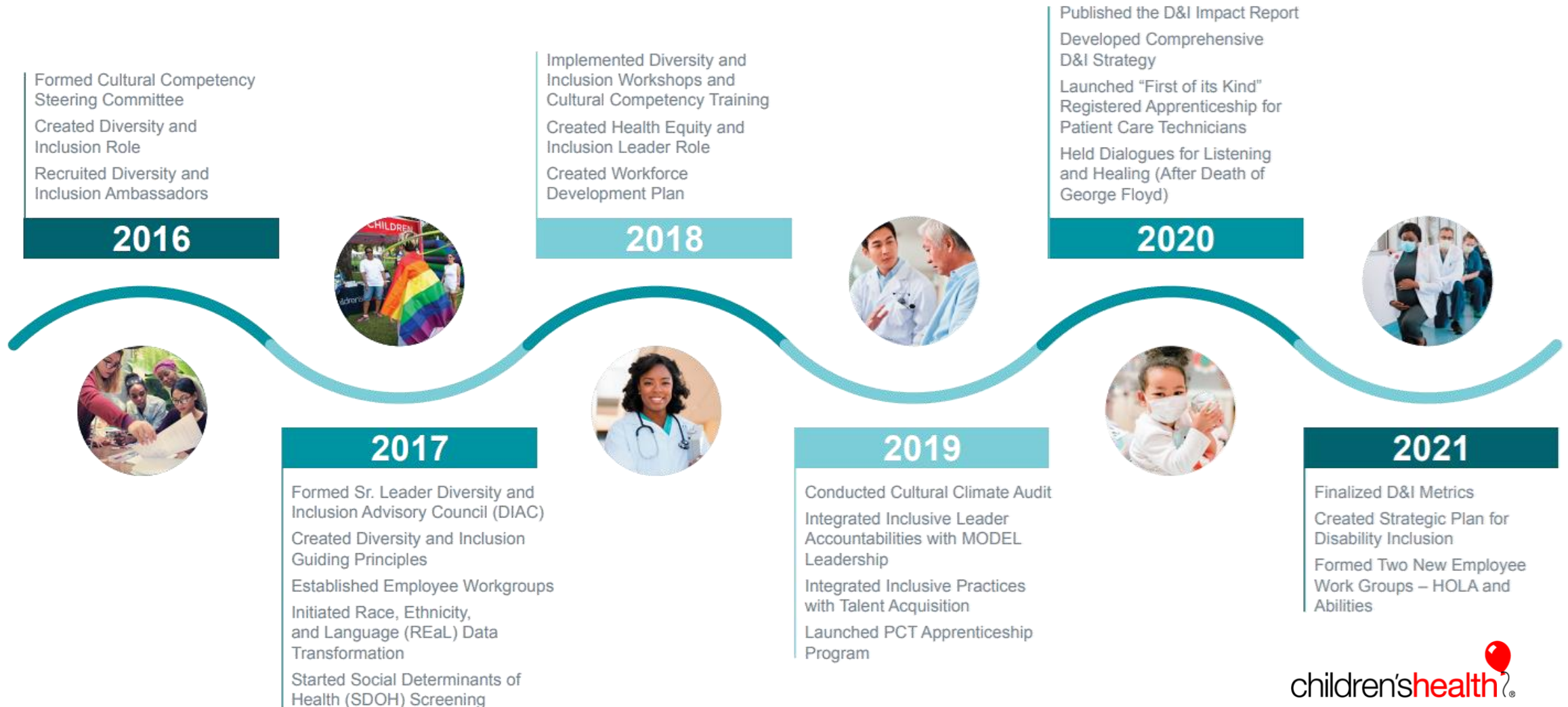
Diversity and inclusion at Children's HealthSM



**LOOKING
INWARD.
TAKING
ACTION.**

Children's Health D&I Journey

Becoming Intentional About Health Equity, Diversity, and Inclusion



Children's Health Guiding Principles for D&I

Aligned to the Organization's Core Values

Care

Aligns with the value of **Selfless Service**. We will listen to, invite and respect the beliefs, identities and experiences of our colleagues and patients to deliver culturally effective care.

Community

Aligns with value of **Passionate Advocacy**. We embrace diverse populations in the community through meaningful partnerships and initiatives.

Collaboration and inclusion

Aligns with the value of **Commitment to Excellence**. We equip and develop our team members to support an inclusive environment in which all can contribute.

Careers

Aligns with the value of **Unwavering Integrity**. We recruit and build talented, diverse teams that reflect the backgrounds, traditions and experiences of the communities we serve.



Children's Health Commitment to Diversity & Inclusion

Reflecting the Patients, Employees, and Communities We Serve

We recognize that the culture and environment we cultivate within Children's Health, the different voices around the table, as well as the consideration of every person and every experience, empowers us to better care for, advocate for, and represent the nearly 300,000 unique patients we have the privilege of serving every year.



Children's Health Diversity & Inclusion Strategy

Informed by Employees and Aligned to the Business Strategy



Increase representation of minorities in senior leadership



Foster an inclusive workplace



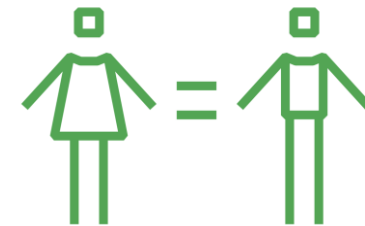
Improve inclusion competency across all levels



Establish key metrics



Increase accountability



Build sustainability

Children's Health Culture of Inclusion & Equity

Focus on Three Key Organizational Drivers for Impact



Patients

Health Equity (REaL Data, SDOH)



Employees

Talent Acquisition & Management



Leaders

Learning & Leader Development

Children's Health Employee Workgroups

Employees Working Together to Advance Diversity & Inclusion



Diversity and Inclusion: Women Empowering Women employee workgroup

A hospital founded by women – still working to support women



Diversity and Inclusion: LGBTQ+ Employee Workgroup (PRIDE)

Advocating for LGBTQ patients, team members, community and allies



Children's Health Employee Workgroups

Employees Working Together to Advance Diversity & Inclusion

Diversity and Inclusion: Veterans Empowerment employee workgroup



Celebrating military and veteran team members and families

Health Equity, Diversity and Inclusion Commission (HEDIC)

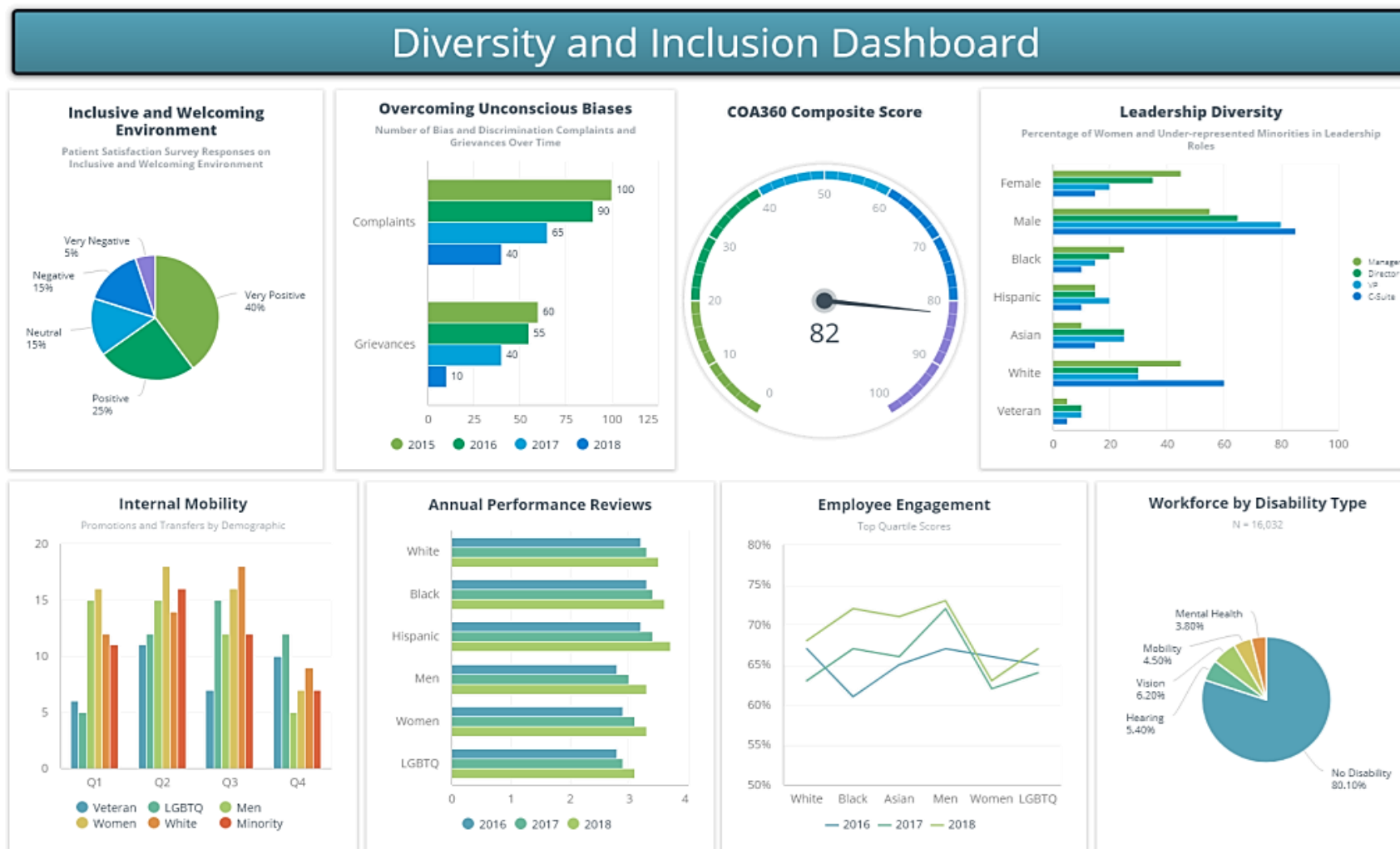


Employees play important role in diversity and inclusion and health equity journey



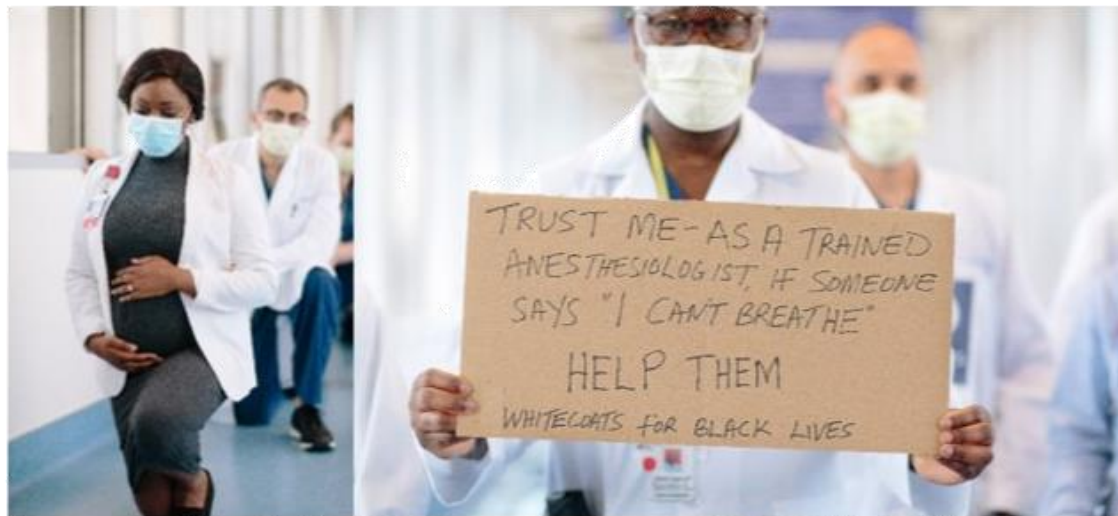
Children's Health Measures Diversity & Inclusion Progress

Tracking Progress with Metrics That Matter



Inclusion Everyday at Children's Health

Engaging in Issues That Matter to Our Patients and Employees



White Coats for Black Lives

8:46



Inclusion Everyday at Children's Health

Empowering Employees to Demonstrate Inclusion and Respect

Generic Signature with Pronoun Options



First Name Last Name (she/her,
he/him; they/them)

Title

Department or Entity

O: 214-456-XXXX

C: 214-XXX-XXXX

F: XXX-XXX-XXXX

E: name.here@childrens.com

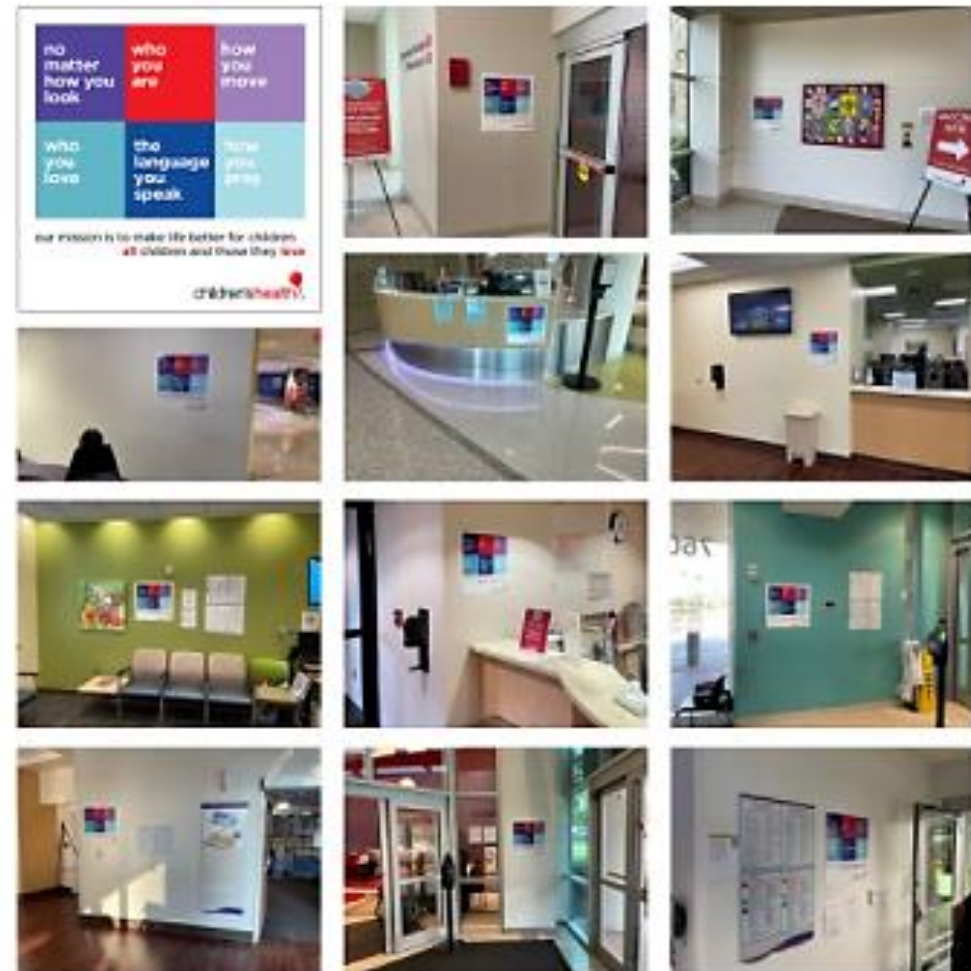
1935 Medical District Drive | Mailstop XXX.XX | Dallas, TX 75235

Follow Children's HealthSM [childrens.com](https://www.childrens.com)     

- You can't know a person's pronouns based on how they look, speak or act.
- Including pronouns in our email signature enables our gender diverse team members and allies to easily and proactively communicate how they should be addressed.

Inclusion Everyday at Children's Health

Making Inclusion Visible At All Locations



Diversity, Equity, and Inclusion

Why it Matters in Healthcare Financial Management



A Message from Your CEO

Making a Difference Requires Action!



During the tumultuous months of 2020, it has become clear to me — as it has to many others — that disavowing racist beliefs and actions is not enough to bring about change. Making a difference requires action.

Action Taken, Bravo!

Changing the Complexion of the Industry



Tammie Jackson, FY21-22 National Chair



Now What?

Diversity, Inclusion, and Equity Has Meaning

Three Equally Important Concepts, But Not the Same

DIVERSITY

(Balanced Representation)

INCLUSION

(Acceptance and Belonging)

EQUITY

(Organizational Equity)

What Does Diversity, Inclusion, and Equity Mean to You?

Does It Have a Place in Healthcare Financial Management



Why Does Diversity, Equity, and Inclusion Matter in HFM?

All: Just One Medical Health Event Away from Bankruptcy



73%

Cision. "[Freedom Debt Relief Survey Reveals Concerning Trends in Health Behaviors, Medical Debt, Cash Flow.](#)" Accessed February 19, 2021

Why Does Diversity, Equity, and Inclusion Matter in HFM?

Race: Medical Debt Disproportionately Affects Texans of Color



Equity in Focus

While medical debt can impact Texans all over the state, it disproportionately affects those in neighborhoods of color: nearly one in three (29 percent) compared to only one in four (23 percent) of Texans in white neighborhoods.

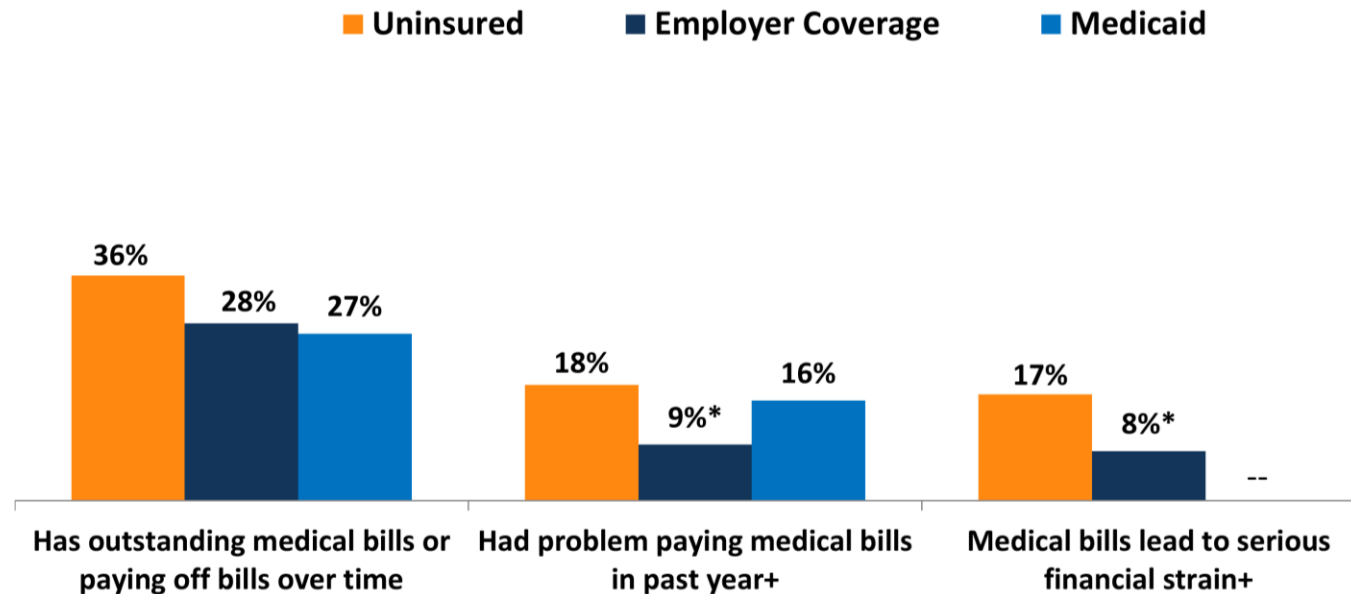
#EquityMatters

Source: Every Texan - <https://everytexan.org/our-work/policy-areas/health-care/affordability-medical-debt/medical-debt/>

Why Does Diversity, Equity, and Inclusion Matter in HFM?

Income: Healthcare Costs Translate to Medical Debt for the Poor

Medical Debt and Problems with Medical Bills Among Adults in Texas, by Insurance Coverage



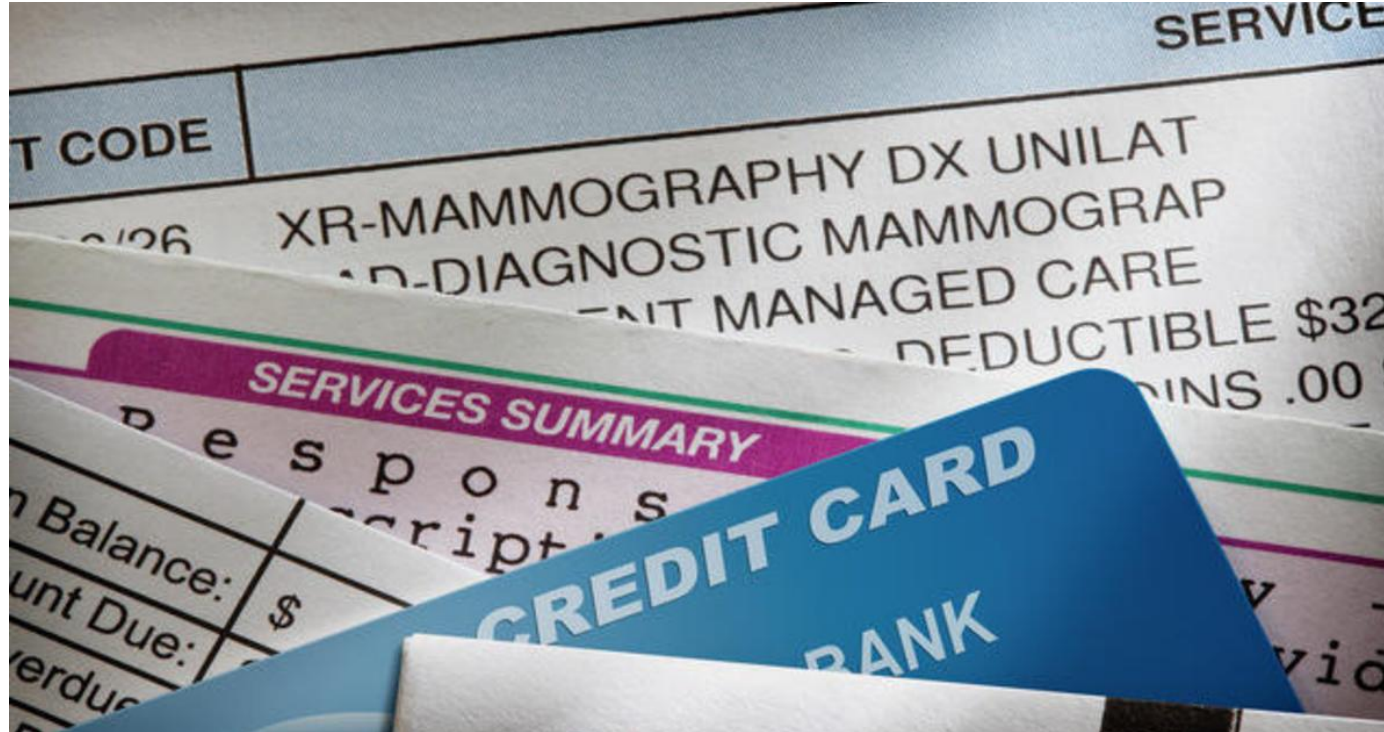
NOTE: Includes adults ages 19-64. Respondents could indicate more than one reason. Serious financial strain defined as reporting that medical bills caused them to use up all or most savings; have difficulty paying for necessities; borrow money; or be contacted by a collection agency. "--" Estimate not shown because does not meet standard for statistical reliability. +Excludes people who reported a problem with medical bills that were not their own. * Estimate statistically significantly different from uninsured estimate at the 95% confidence level.

SOURCE: 2013 Kaiser Survey of Low-Income Americans and the ACA.



Why Does Diversity, Equity, and Inclusion Matter in HFM?

Gender: Medical Debt Has Risen Sharply During the Pandemic for Women



Intersectional Impact

At the intersection of race, income, and sexual orientation, Black, Hispanic and low-income women - as well as transgender and gender-nonconforming individuals - are particularly at risk for medical debt.

Why Does Diversity, Equity, and Inclusion Matter in HFM?

Literacy: Educating Patients Can Help Improve the Collection Process

QUESTIONS TO ASK BEFORE YOUR MEDICAL PROCEDURE



“HOW MUCH WILL THE PROCEDURE COST?”

You can use this quote to shop around with other providers. Certain health insurers, like United HealthCare, have health care cost estimator tools that allow you to compare estimates from providers near you.



“WHAT DOES MY INSURANCE COVER?”

Ask your health insurance provider for a Summary of Benefits and Coverage (SBC) to determine what your insurance covers and what it doesn't. This will help you get an idea of your out-of-pocket costs before your procedure begins.



“ARE ALL LABS AND ANESTHESIOLOGISTS IN-NETWORK?”

Even if your health care provider is in-network, they might not work exclusively with other providers in your network. For example, an in-network dermatologist may work with an out-of-network lab to diagnose a suspicious mole.



HEALTH INSURANCE 101

LEARN THE LINGO

PREMIUM

The amount that you and your employer pay each month in order to be enrolled in medical, dental and vision insurance.



DEDUCTIBLE

The amount that you must pay each year for certain covered health services before the insurance plan will begin to pay.



OUT-OF-POCKET MAXIMUM

The most you will pay for covered health services during the year. Copays, deductibles and coinsurance payments count toward the out-of-pocket maximum. Once you meet your out-of-pocket maximum, your insurance plan will pay 100% of covered health services for the remainder of the year.

COINSURANCE

After you meet your deductible, you may pay coinsurance, which is your share of the costs of a covered health care service.

For example, if the health plan's allowed amount for lab work is \$100 and your coinsurance is 20%, once you meet your deductible, you will pay 20% of \$100, which is \$20. The health plan will pay the remaining \$80.



COPAYMENT

A fixed dollar amount that you may pay for certain covered health services. Typically, your copay is due up front at the time of service.

For example, you may pay a copay for office visits and prescription drugs.



PREVENTIVE CARE



Covered services that are intended to prevent or diagnose disease while it is more easily treatable. Examples of preventive care services include screenings, check-ups and patient counseling to prevent illnesses, disease or other health problems. Typically, in-network preventive care is paid 100% by the insurance plan.

EXPLANATION OF BENEFITS

Any time you receive services that count toward your deductible or out-of-pocket maximum, you'll get an Explanation of Benefits from your insurance company. This is not a bill. It's a list of services you receive and the charges added toward your deductible and out-of-pocket maximum for the plan year.

You will receive a bill from your provider that shows the amount you owe, which should be the amount of your coinsurance or copayment. This amount is paid directly to the provider, clinic or hospital that gave you care.



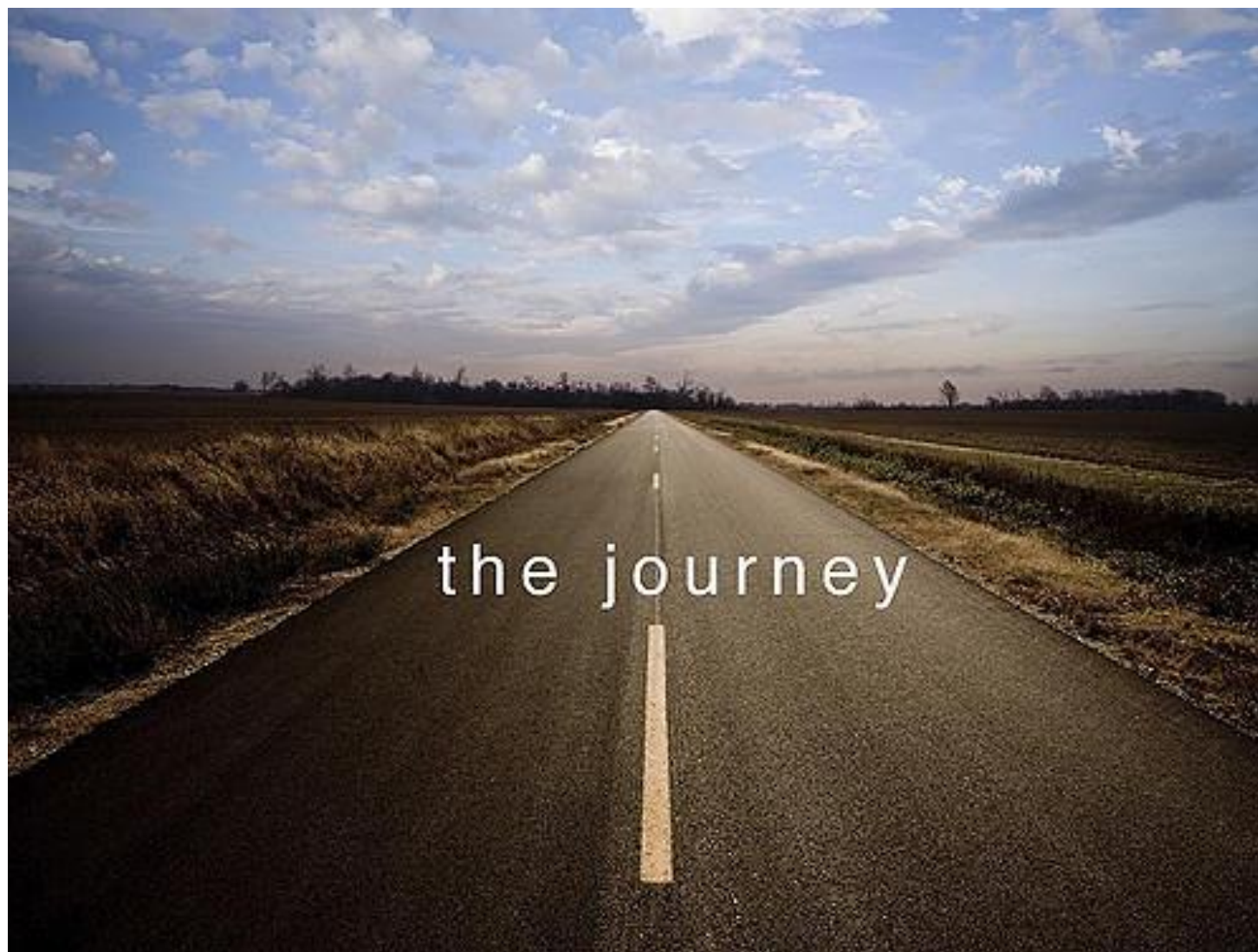
Centura Health.

We extend the healing ministry of Christ by caring for those who are ill and by nurturing the health of the people in our communities.



Diversity & Inclusion in Healthcare Financial Management

Summary and Thank You!



- **It's a Journey:** Diversity & Inclusion as a component of culture transformation is a journey, not an event.
- **Diversity is hard, inclusion is even harder!** It takes time, intention, and focused effort to build a diverse workforce, create and nurture an inclusive work environment, build inclusion competency and ensure organizational accountability and sustainability.