Equity Huddle Cards

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Directions on How to Use the Huddle Cards

These huddle cards are a multi-functional tool intended to create ongoing awareness about equity in the workplace. They primarily serve as a conversation starter for discussing team and patient experiences. Recommended usage is monthly or more frequent. The duration of the huddle card conversation is intended to last 7-10 minutes maximum.

A few things to note about these huddle cards:
- Some scenarios will resonate with your team members and others will not; consider current situations your team is addressing and select a card that aligns well with those, if possible.
- Facilitation can be assigned or rotated, enabling you to develop emerging leaders on your team.
- Cards do not need to be used in any specific order - you and your team can choose the order in which you want to use the cards.

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Example Community Agreements
Share prior to an equity huddle card discussion

- Share one person / one voice at a time.
- Give ourselves space to speak up, while making space for others to speak up.
- Recognise our own privilege and how it affects the space we're in today.
- Acknowledge that there's no such thing as a safe space for all. Usually, it's safe for some (particularly those with power or privilege) and not others.
- Speak from a place of personal responsibility, using "I" statements. Own the impact of our words.
- Show curiosity and challenge ourselves to be learners.
- Notice that when we challenge ourselves to be in a space where our beliefs and identities are discussed, it can cause fear and require vulnerability.
- Keep personal stories in the room, while bringing lessons with us when we leave.
- Sustain our commitment to this work.

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Guidance for Facilitators & Leaders

- Remember to aim for progress, not perfection.

- Acknowledge your mistakes and learn from them to foster psychological safety.

- You do not need to be the expert. You are facilitating a conversation.

- Express gratitude to those that speak up.

- If something can be followed up on, take the effort and time to do it.

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Huddle Card Menu

Use in any order

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Psychological Safety

Psychological Safety is a shared belief held by members of a team that the team is safe for interpersonal risk taking such as speaking up, offering ideas, and asking questions.

Discussion Questions

- What are we doing well right now when it comes to providing a psychologically safe work environment?

- What should we do more - or less - to ensure team members feel safe to speak up?

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Inclusion

Inclusion is valuing and leveraging differences to achieve superior results, by fighting against exclusion and all the social ailments it can lead to. Advancing inclusion also involves ensuring that all support systems are available to those who need such support.

Discussion Questions

- How do we help patients and their families and carers feel welcomed and valued at our organisation?

- What can we do to create a greater sense of belonging for our team members?

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Implicit Bias

Implicit Biases are attitudes or preconceived notions towards people without one's conscious awareness or knowledge.

Discussion Questions

- What types of unconscious bias have you observed when people interact, either at work or elsewhere?

- What can we do to interrupt these biases?

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Health Inequities

Health inequities are systematic differences in health outcomes, and what determines health outcomes, among segments of the population, as defined by social, demographic, environmental and geographic attributes.

Discussion Question

- How can we adjust our approach to deliver more equitable healthcare for our patients and/or family members?

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Equality / Equity (1 of 2)

Equality is sameness, where every individual or group receives the same resources. Sameness is not always fairness if the oppressed group remains disadvantaged.

Equity is a measure of fair treatment, opportunities and outcomes across race, ethnicity, gender, social class, and other dynamics. To be equitable, we provide specific, unique resources that support people and communities so that their basic needs are met, and they can reach their full potential.

See visual on part 2

Discussion Questions

- Where have we been successful in applying an equity lens in our work?
- What are some other ways could we advance or promote equity in our work?

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Equality / Equity (2 of 2)

Anti-Racism

Anti-Racism is the process of identifying and eliminating racism by changing systems, organisational structures, policies, practises, procedures, and attitudes so that the power is redistributed and shared equitably.

Discussion Questions

- How can we respectfully handle situations when patients and/or family members or carers are engaging in racist behaviors?

- How can we support our co-workers who find themselves on the receiving end of racist behaviors from patients and/or family members / carers?

- Regarding anti-racism, what should be happening in the ideal future that is different from our experiences today?

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Diversity

Diversity is the range of human differences represented in all stakeholders in a group or organisation. Differences can include but are not limited to race, ethnicity, gender identity and expression, sexual orientation, age, social class, veteran status, ability, religion, and national origin.

Discussion Questions

- How does diversity improve customer or patient experience in a healthcare setting?

- How can we work to ensure we engage a diverse group of stakeholders and/or patients when we make improvements to our work?

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Power and Privilege

Power is the social, political, and economic strength that provides access to resources and decision-makers and the ability to influence others to accomplish what you want done.

Privilege involves unearned advantages given to those in the dominant group. Privileges are bestowed unintentionally, unconsciously, and automatically. Privileges are often invisible to dominant groups.

Discussion Questions

- How can power and/or privilege, or lack thereof, play out at work?

- How can we disrupt power and/or privilege when it occurs?

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Awareness

Awareness is a powerful tool to help understand and improve communication and comprehension of diversity, equity, inclusion, and belonging.

Discussion Questions

- Which of my identities are most salient for me in my daily life? Work life?

- How can we learn to treat people the way they would like to be treated?

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Resources

Books

- *The Racial Healing Handbook* - Anneliese Singh

- *Inclusive Conversations: Fostering Equity, Empathy, and Belonging Across Differences* - Mary Frances Winters

- *The Fearless Organisation: Creating Psychological Safety in the Workplace for Learning, Innovation, and Growth* - Amy Edmondson

Articles

- "Unpacking the Invisible Knapsack" Peggy McIntosh

- "It's Time to Address the Role of Implicit Bias Within Health Care Delivery" Shantanu Agrawal & Adaeze Enekwechi

Videos

- "Building a Psychologically Safe Workplace," Amy Edmondson

- "Health inequity: America's chronic condition?", featuring Esteban López, MD

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