Design Practice Reality Check

What my journey in a mission-based organization has taught me about DEI

Hector Mejia



This is a talk about DEI (ish)

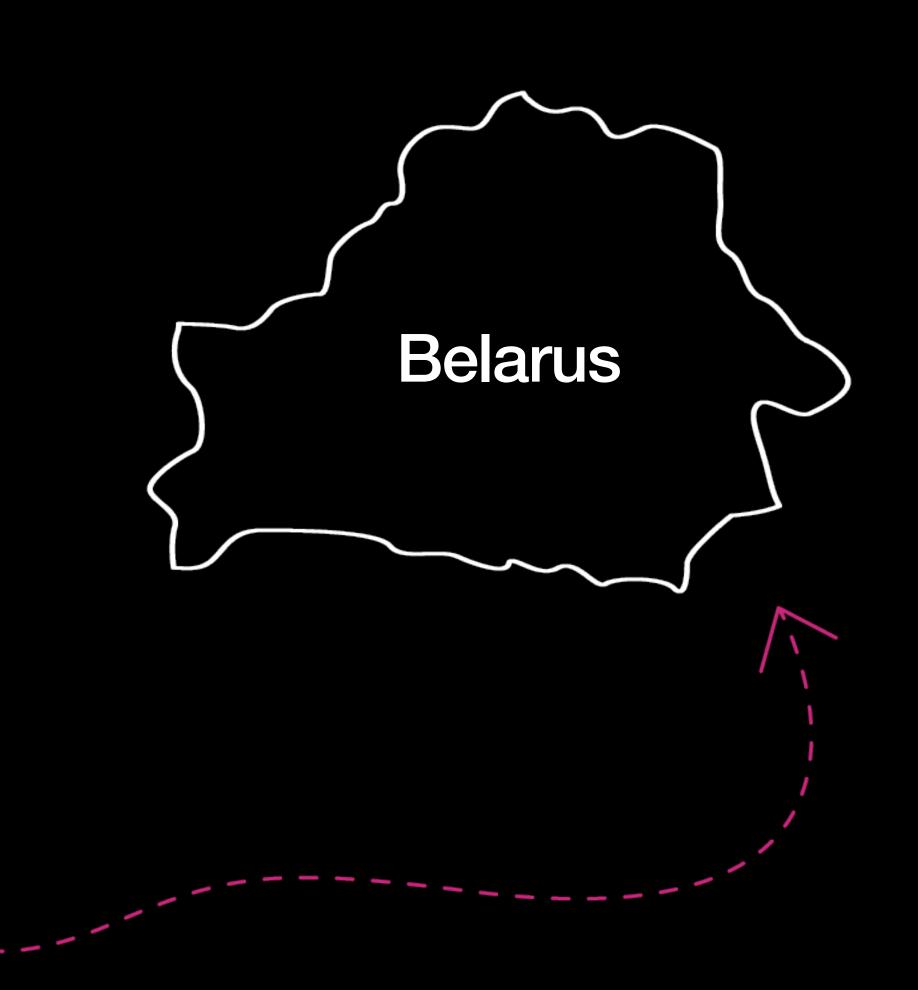
Disclaimer



REPÚBLICA DE COLOMBIA

PASSPORT. PASSEPORT





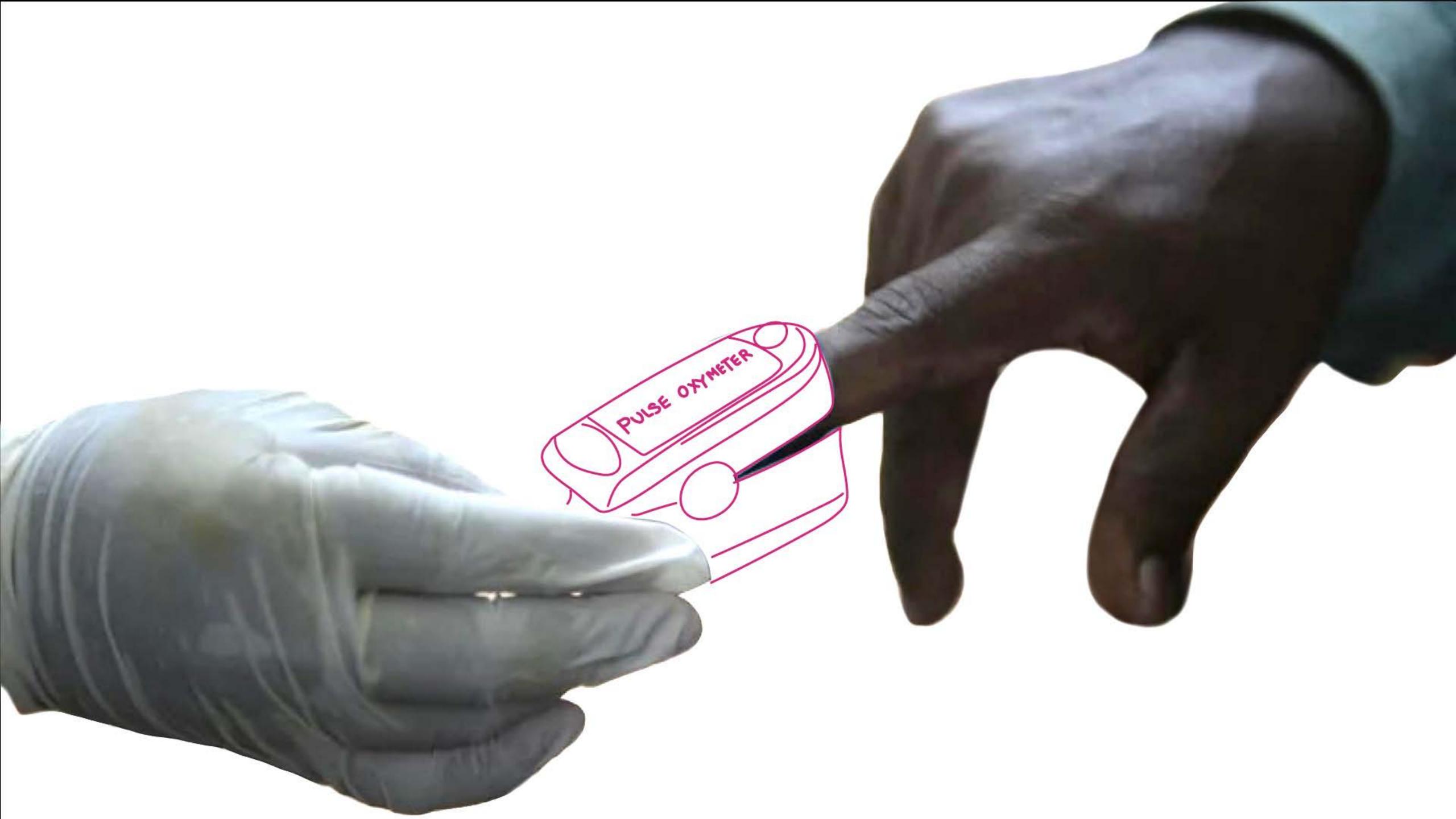
Disclaimer

A recipe of how to do it

My learnings on how we can nudge our organizations.

Why?

It is the right thing to do



But it is not why (most) companies do it.

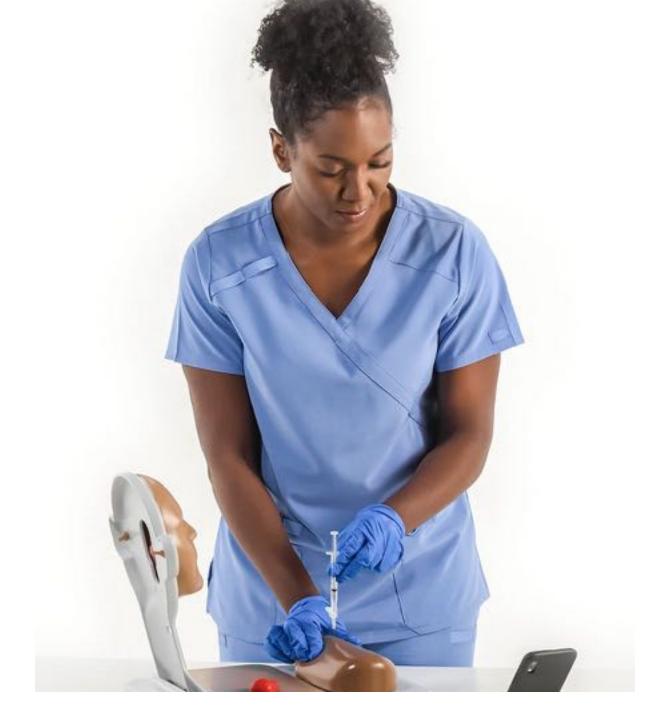
DEI is good for businesses

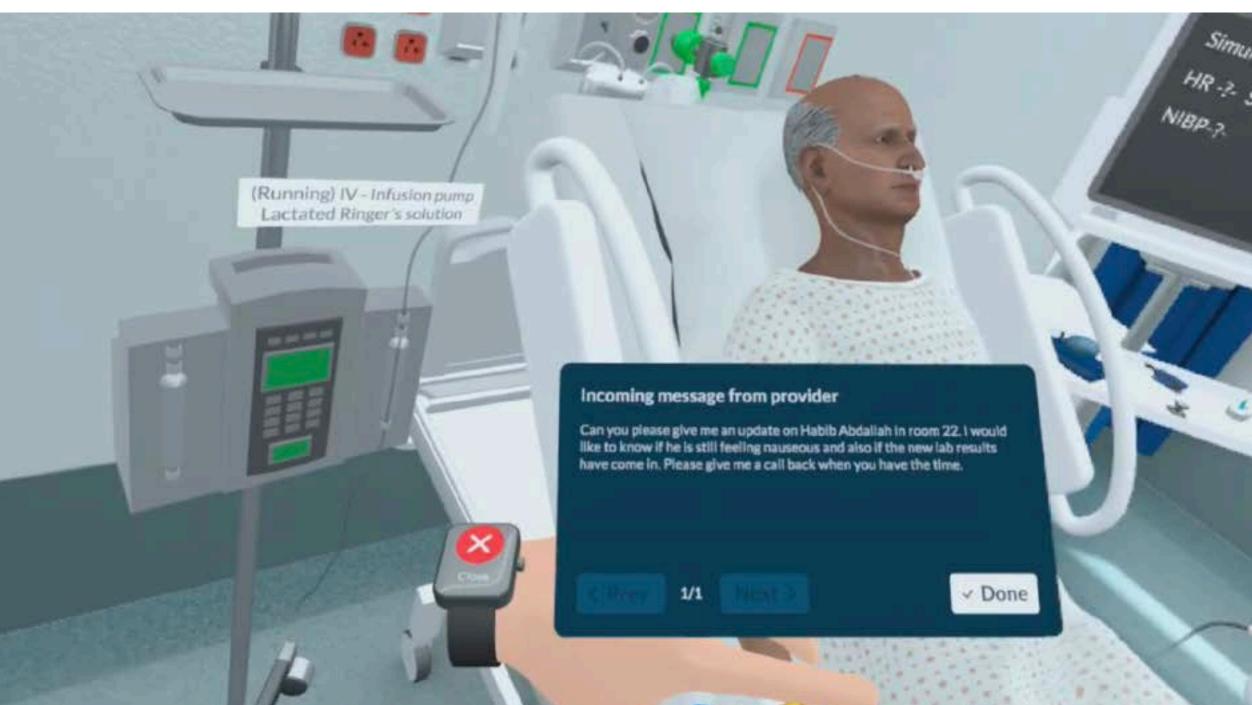
Without financial results, there is no company, no product, no impact













2000 26 4 4 A gazillion NOKs

Employees Countries PD Sites Factories Revenue

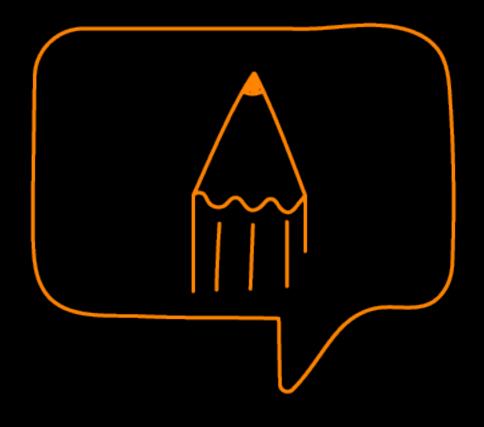




Mission

No one should die or be disabled unnecessarily during birth or from sudden illness, trauma, or medical errors.

Anyone can be a lifesaver.



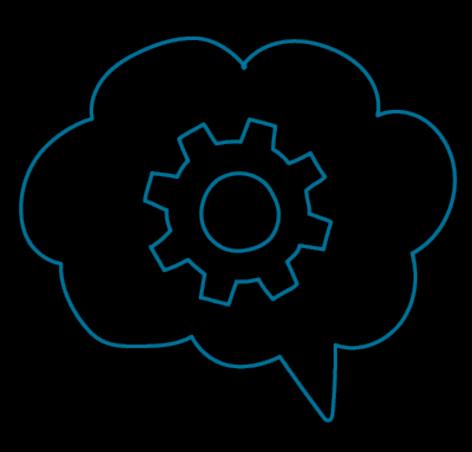
Designer

Individual Contributor



Design Manager

People Leader



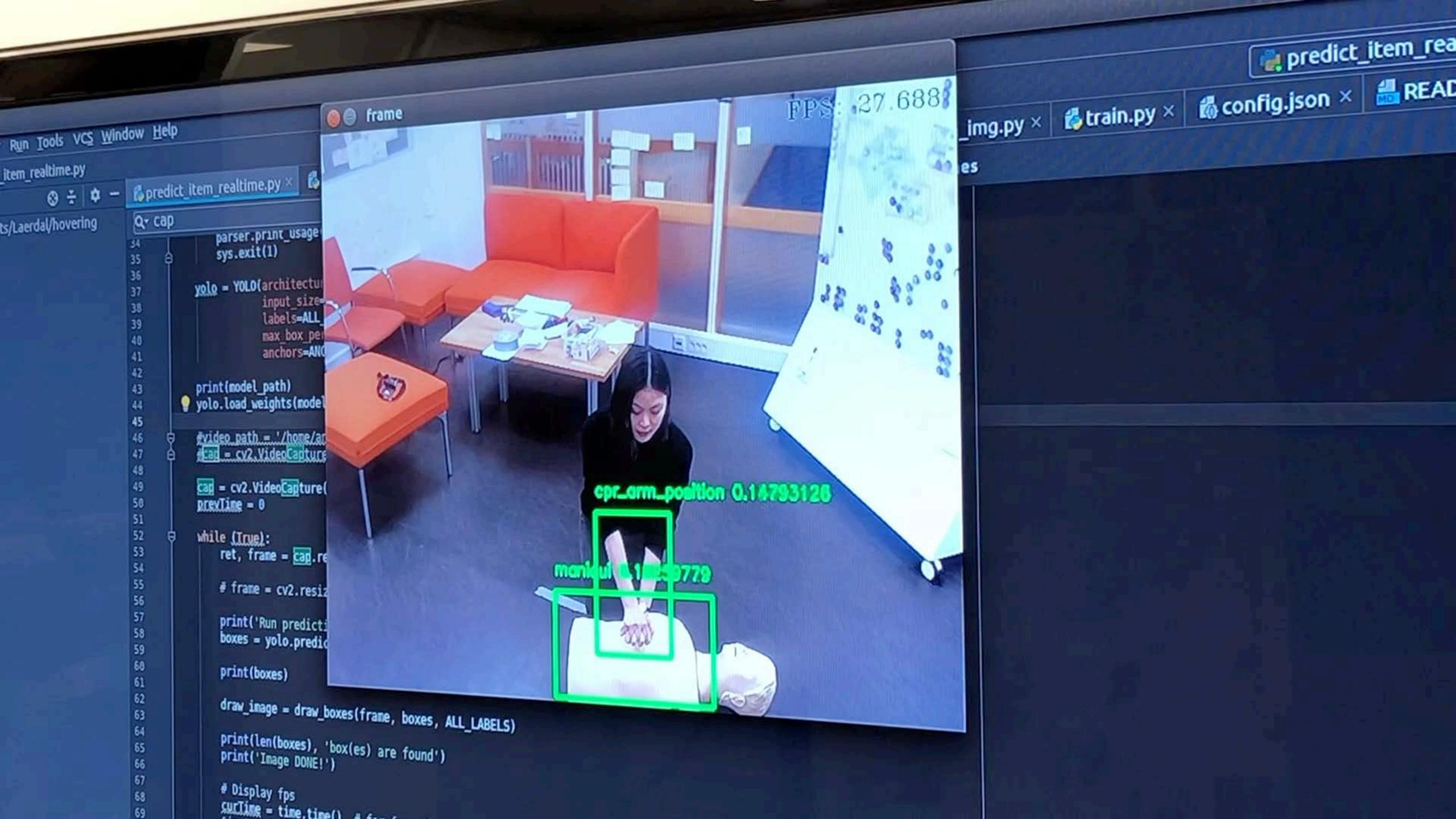
Design Operations

Ways of work









Personal willingness



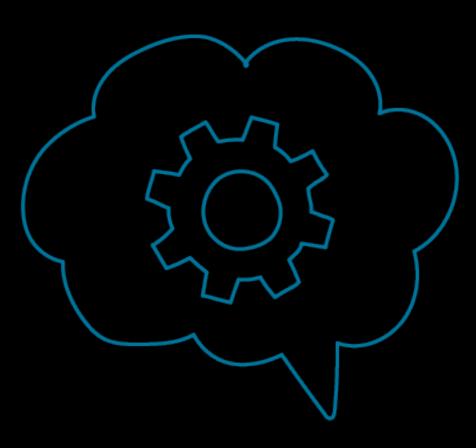
Designer

Individual Contributor



Design Manager

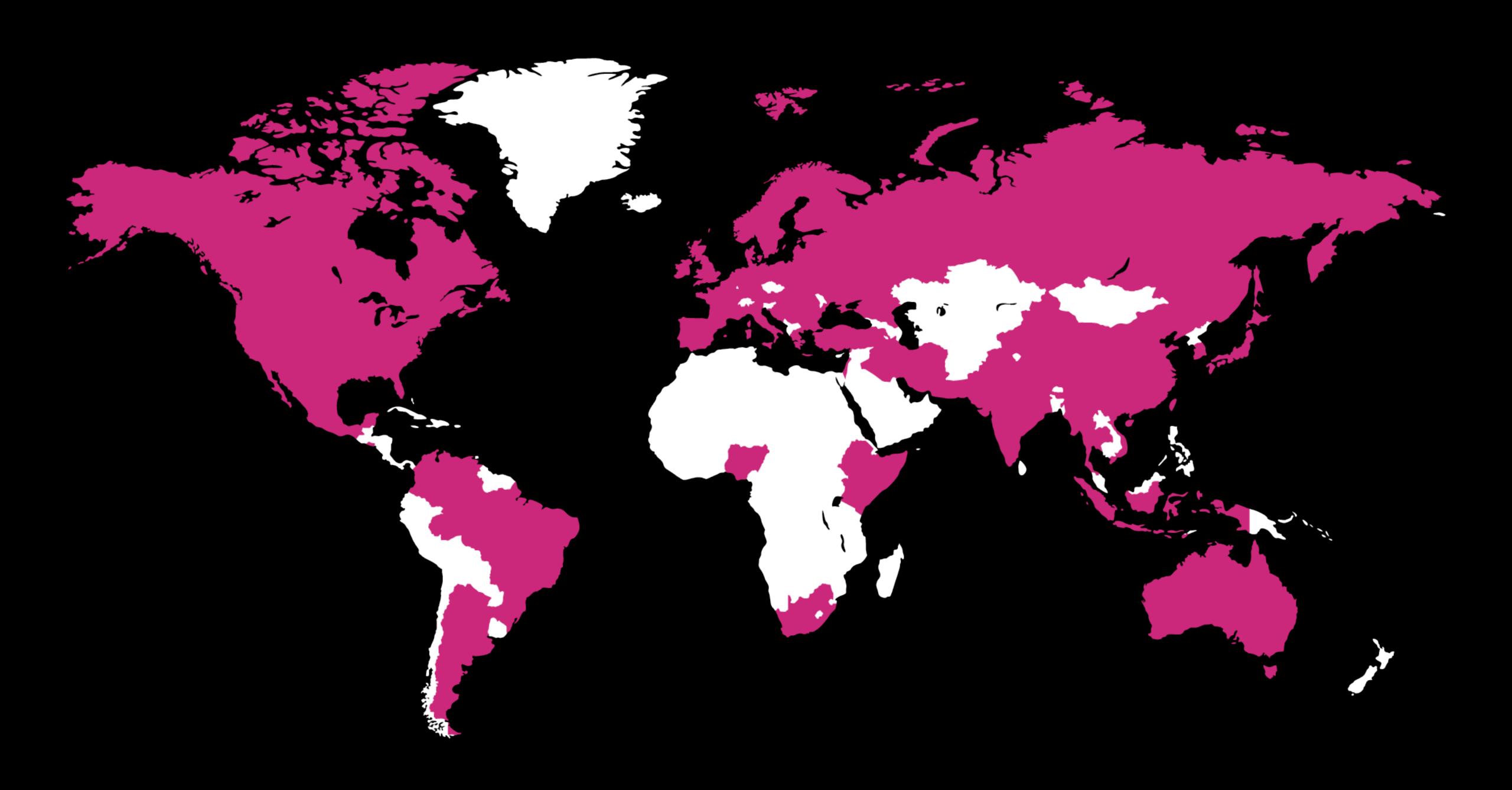
People Leader

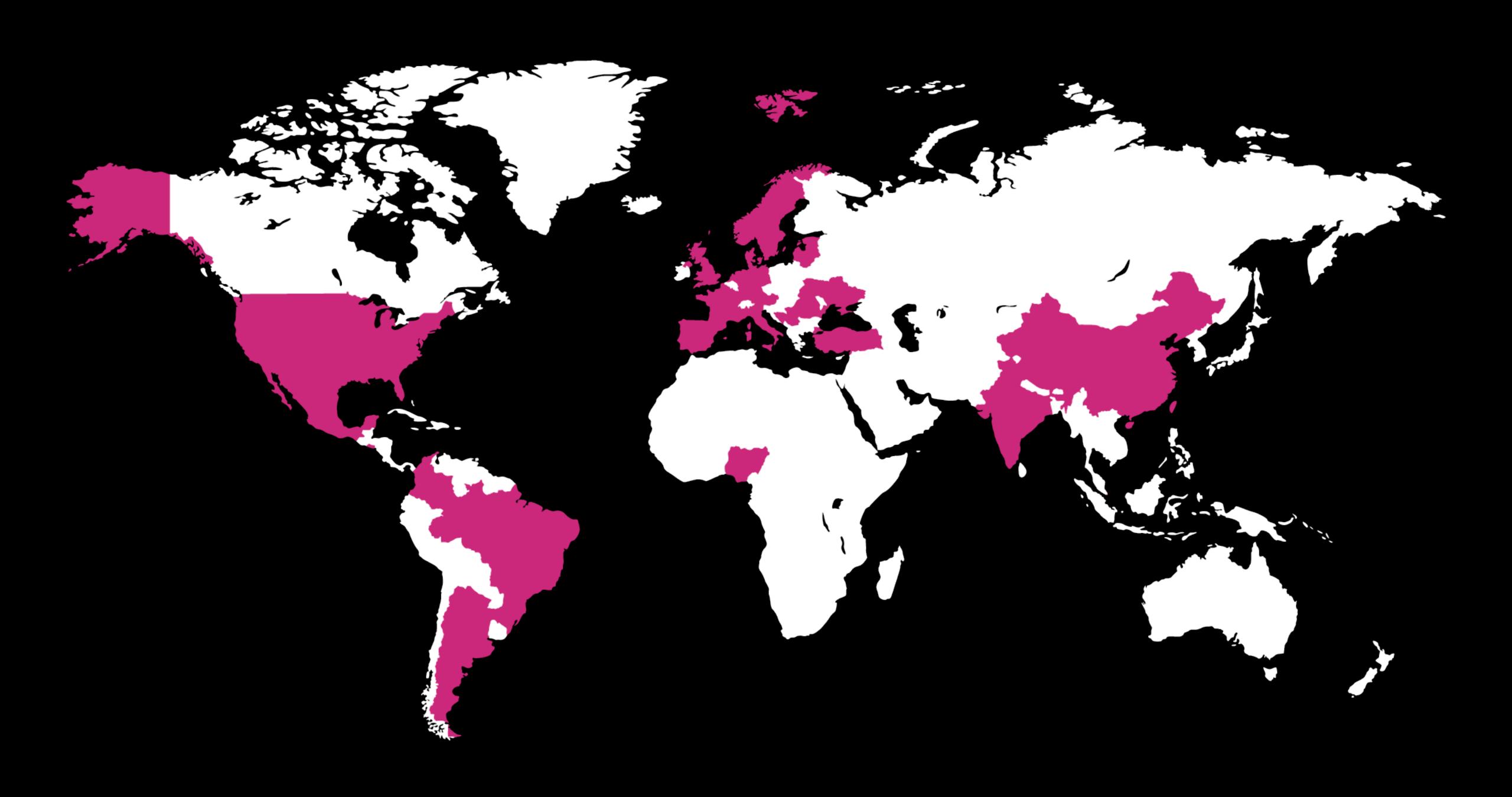


Design Operations

Ways of work











Hector Mejia



Veronica Bluguermann



Pamela Leon



Edith Leyva



Camila Barrera



Pedro Lejarza



Hector Rodriguez



Andrea Østmo da Costa

To build inclusive products, you need diverse teams

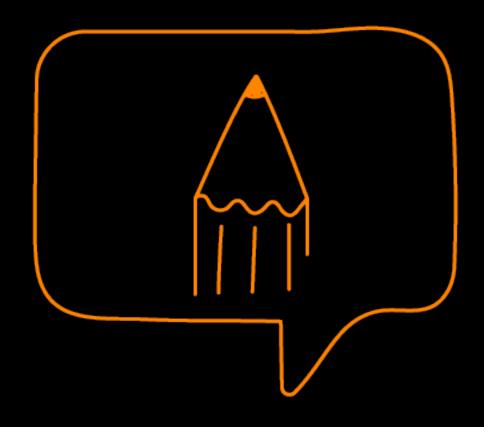
How does a diverse team help?







So, when you get the opportunity, do build diverse teams



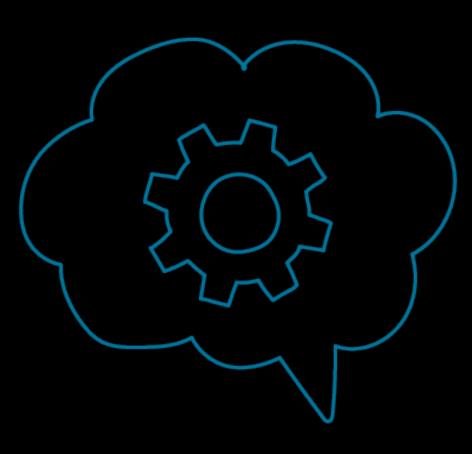
Designer

Individual Contributor



Design Manager

People Leader



Design Operations

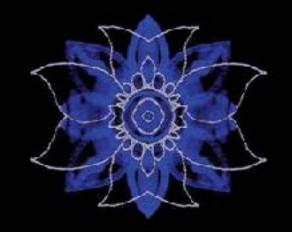
Ways of work



You ned to set working processes that help



JESIGNE JUSTICALE

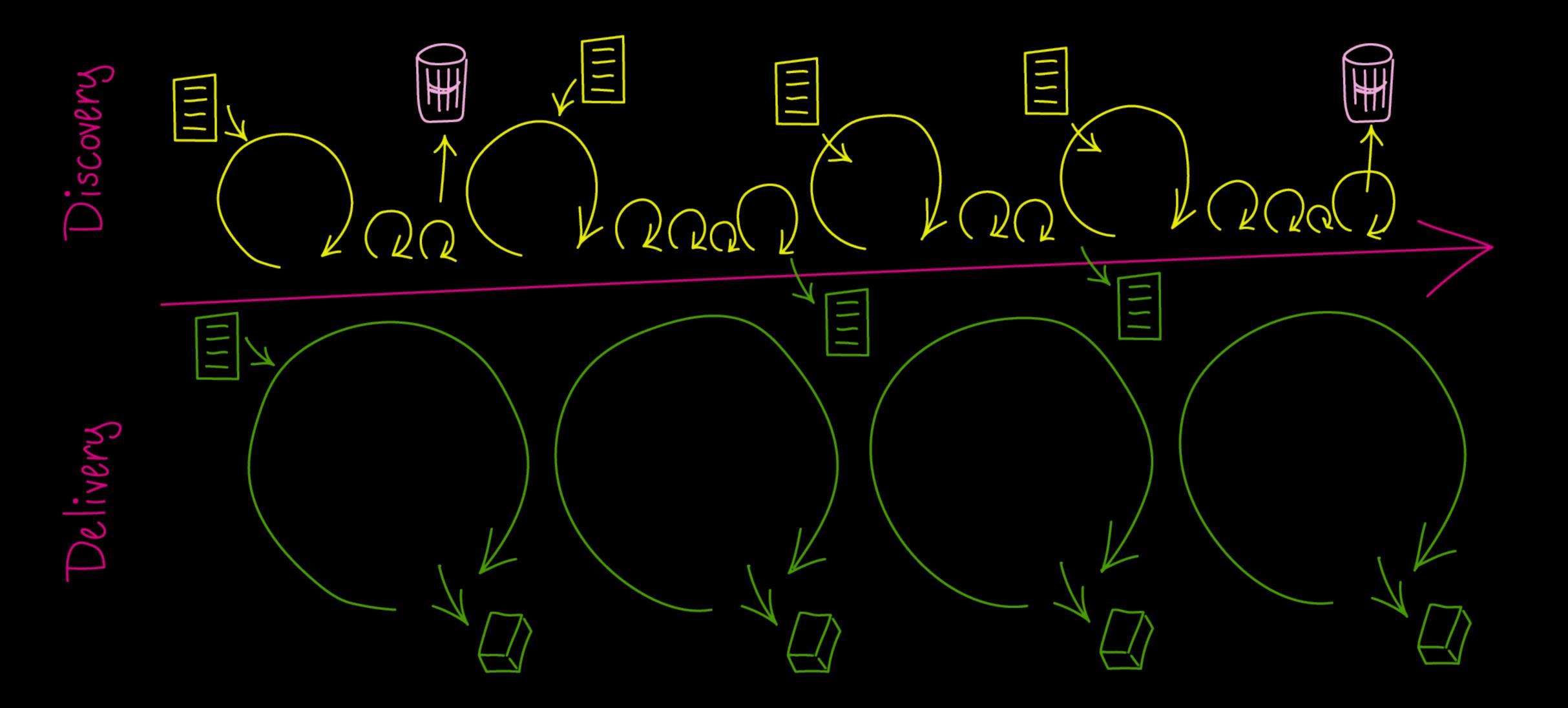


COMMUNITY-LED PRACTICES
TO BUILD THE WORLDS WE NEED

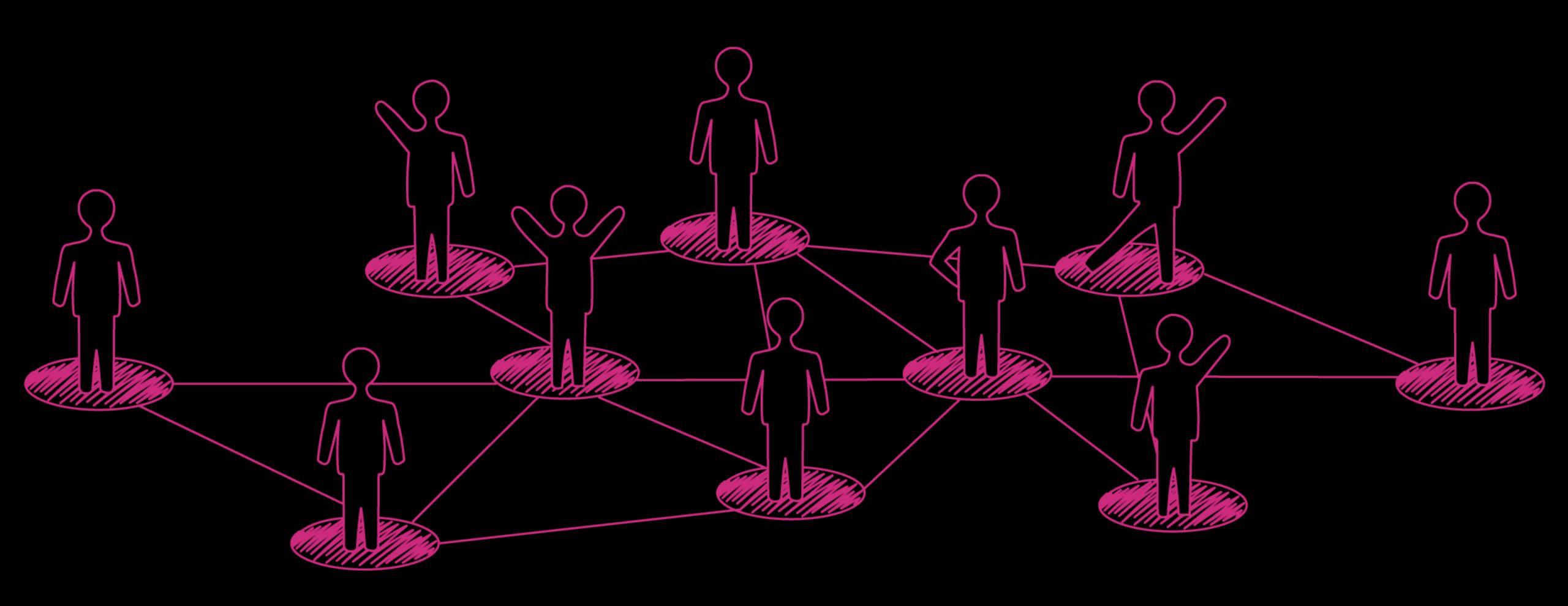
SASHA COSTANZA-CHOCK

READ BY MEGAN TUSING

Design with not for



Laerdal Innovation Network



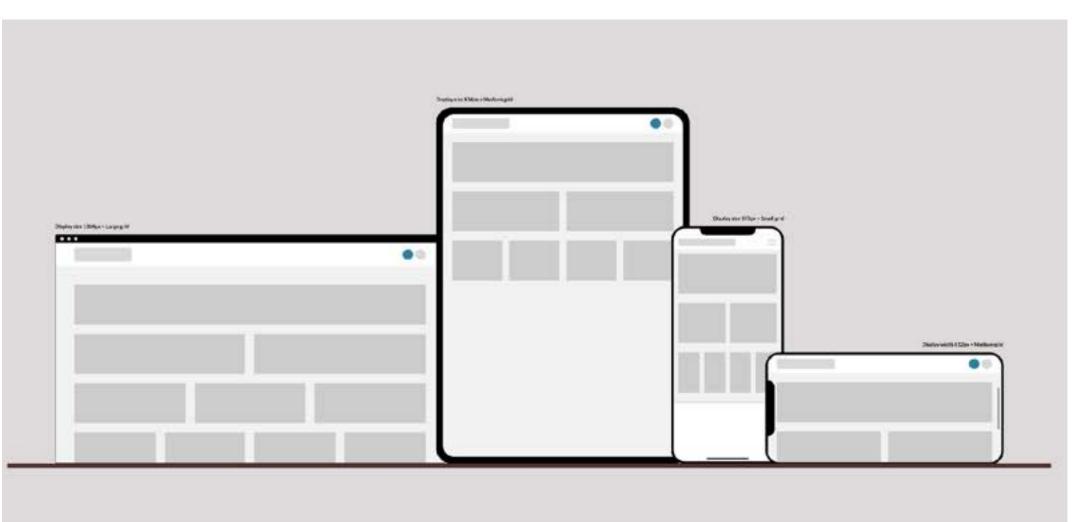
A11y as part of the whole process



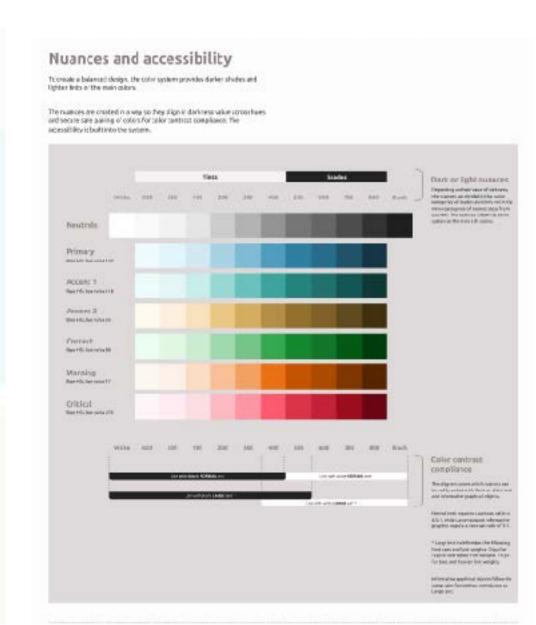
* Master Library











Poor experience







88 Overview	Simulation feedback				
	~ (00:01	You introduced yourself		
· Q · Tips for improvement	×××	00:06	You washed your hands as soon as entered the room to maintain patient safety	M	1
Q Simulation feedback	×××	00:10	You asked the patient about allergies		
SBAR feedback	×××	00:41	You should have stopped the infusion here as soon as the patient started developing an allergic reaction		
	~ (01:02	You tapped the patient and shouted "Are you all right?" The patient did not respond. It was correct to check responsiveness at this point because anyone who does not respond needs emergency care.		
			Patient statusECG: Sinus tachycardia with an anterior myocardial infarction. Heart rate: 106. Pulse: Present. Blood pressure: 133/87 mm Hg. Respiration: 21. Responsive state: Appropriate. SpO2: 97%. Temp: 37 °C		
☆ Help us improve		'ou should have opened the patient's airway here by			
How would you rate your experience with this patient simulation?			ou should call the provider at this point to guide your urther treatment of this patient		
1 2 3	4	5	urther treatment or this patient		



Neil Warrent

Adm on 2/5/2020

Date of birth 7/19/1965

Age

54

Gender

Male

Diagnosis

Acute Myocardio infarction

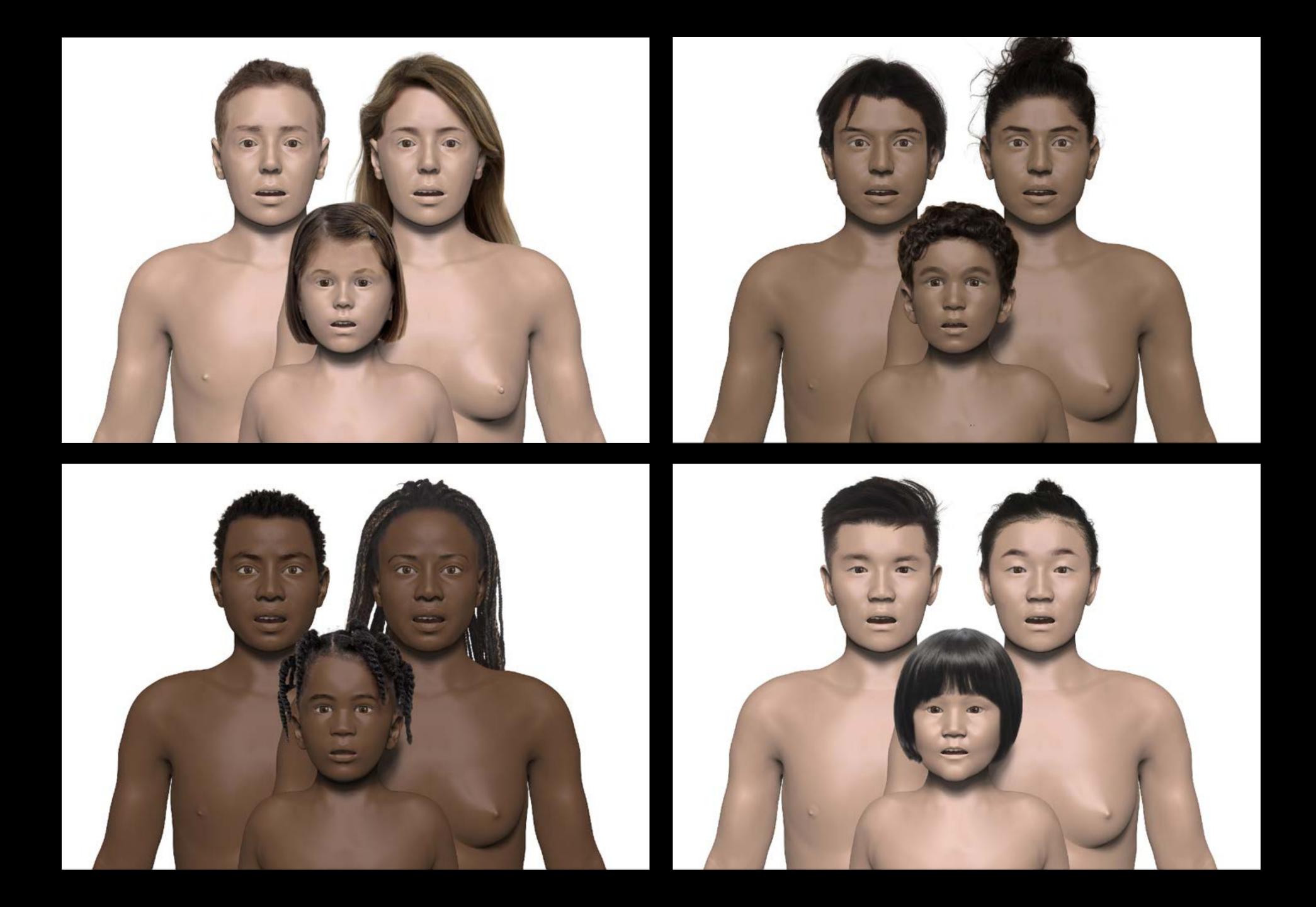
Great experience

Back to the market and the financial impact of DEI

A global market keep us honest















How to Use Simulation-based Training to Reduce Implicit Bias and Promote Equitable Care

A guide to integrating diversity and inclusion in your clinical training





Danielle Young Bear

Age: 12 Gorden France Race: Notive American: Meshwaki Nation Religiou Not stated Numer Dan



Harry Hadley

Gender Midn Race: Wryte Religion, Catholic Nurse Cabrielle



Jermaine Jones

Altered Mental Status

Sim for his you annex men a macaute cause

Gender: Male

Name: Cabrielle

Rassi; African American.

Religious Christian (Lutheran)

Juan Carlos Ulter-Right Great Toe

Gender: Male: Race: Hispanic Religion Catholic Nurse: Any



Junetta Cooper

Gender: Fressler

Race: African American

Religion Christian

Nume: Arry

Angina Pectoria

Mary Richards Chronic Atrial Florifation and Heart Failure

Apr: 62 Gender Fesseln Rape: African American Religion: Christine (fistorier) Numer Day



Rachael Heidebrink Polmonary Embolism

Sitt for Nating I was an interest a management of the

Gender: Fresult Rape: Write Religion Christian Curheron Name: Dan

«Similar felicing invasionales



Suzanne Morris Gostritis and Colitis. Suspected from C. difficile

Geraler: Frenuts Race: White Religion Robelet Name Gabriele



Toua Xiong



Gire for Numing Hydrocology

Chronic Obstructive Pulmonary Disease

Geoder: Male Race: Asian Religion: Ruddvist Numer Dutt.



Yoa Li Strangulated Croin-Homis

Geneler: Milar Rape: Asian Religious Christian Nurse: Gabrielle

Nyme:Dem

Apr. 26



Rape Mrican American

«Similar Nursing I women

Sitt for Nursing I nements

Rane White

Martie: Arty

Religion: Raptier

Occupation N/A

Similar Nursing | women

Race: African

Martin Arry

«Sim for Nucling | were now

Marital statue Unmarried

Religion Robrist

Name Arry

Brittany Long Sickle Cell Alvenia

Gender: Mule: Race: White: Rafigion Carbolic Parent: Junet Long (Mother) Name: Array



Charlie Snow



Similar Massing I revinesce research reproductions com-



Brandon Sharp

Spired Continuey Apr. 21: Sex of birth: Male Gender Identity: Male the fried Ave:Write Markal statue Single Religion Methodica Cocupation: Medicularisdent Name Dex



William Edwards Aside believik Stroke

Sex at birth: Mule Race: White Marital status: Merried Rollejon Chrysler



Gender Identity: Main (hw/birs) Occupation: Entired police officer





Liling Zhao

XCD Fring Apr: 62 See at birth Female Gender Identity: Female (sharker) Rane: Asian Marital status: Married Religion Tooks Occupation: University professor Manic Dec



Charles Jones Acute Decompersaled Heart Falure

See at birth: Muto Gender identity: Make the friend Rase: African American Marital status: Married Rafigion Bastics Occupation: Retired school maint, supervisor





Tony Wallace

. Sickle Cat Crisis

Kildney Stones

Sex at birth: Mate Gender Identity: Main (herivin) Rape, Mrican American Marital status Single Stringspro Mothadel Decupation: Food service worker None: Dan

Apr. 24



Ramesh Pahel

Apr.45 Sex at birth Male Gender identity: Mais (harrier) Rice: Aslan Marital status: Unmarried Religious frot stated Occupation: Roofer Nime.Dat



Valerie Cucina Gastrointestino Beeding

Age: 78 Sex at birth: Fernale Gender Identity: Female (she/tw/) August Writer Marital status Widos Air Rejister Novint no powietel Occupation: Retired librarian



Maria Gonzales

Apr: 56 Sex at birth: Frequire Gender Identity: Formio Intro/rest Bace Hispanic Marital statue Narried Rollyton Catholic Occupation: Sales manager



Apr. 90

Roce White

Nume: April

Acute Parcreatitio



"Sim for Nursery" arrange management control can

Ruth Livingston

Nock Fracture Sex at birth: Porcula See at birth: Nate Gender identity: Famaia (the/her) Gender Identity: Non-timery (she/her): River White. Marital status Harried Marital status Harried Roligions Luthorum Religion: Not stated Occupation: Retired beautities Docupation: Former truck driver



Gender: Female

Ariel Barkley

Rape: White Marital status Single Religion: Catholic Docupation: High school - Enwert (Mother) Mariac Arry





Name Any

None Arry

Gerden Femure

Religion Reprint

Occupation: NA

Name Arty



ASSET FOR NOTHING I RUNGHAMMAN AND ASSESSMENT



Edith Jacobson Sett Pita Procture

Age: 55 Cender: Ferrale Race White Marital status: Widow Religion: Christian Occupation: Retired tracker



Right Tutal Knee Arthroplanty

Apr: 43 Gender: Male Race: African American / Race: Black Marital status Married Religion: Christian ... Occupation: Accountant Name: New / Name: Granista





Rashid Ahmed Detyrisation and Hypokalensa

Apr. 50 Gender: Mare





Race Middle Enthern Markal status: Named Religion: Mutilim Occupation Engineer

eStep for Norsing I measurements





Mona Hernandez

Apr. 72 Genden: Formale Marital status Married Religion Cuttolic Occupation: Retired Embargarten Souther

«Бінт (ст. Мызісу | племялена | наутнявання



Vernon Russell Bight Scrod Stroke

Apr. 55 Gender: Male Roce: Notive American Marital status Divorced Religion: Not stored Occupation: Worker in cili refinery

sdim for Musical Howas wasses.



Christoffer Parrish Cystic Fibrasis

Gender:Male Race: White-Marital status Single Occupation College student



Age: 58 Religion: Christian Sutherard



Sara Lin Approductumy

Sitt for Natural Independent I expressioners

Age: 18 Gender: Female: Race; Asian Assertion Marital status Single Religion: Carbolic Occupation: Student

ditt for Healing monument



Marvin Hayes Rectal Conce

Age:43 Gender: Male Race: White Marital status: Harried Religion: Christian Occupation: Businessman Nome: Dat



Josephine Morrow Veneur, felsis Ulcer

Age: Bill Gender: Femule Race Write Marital status Wicov Religion Catholic Occupation: Retired walfress

Sim/or Nursing mock-source

Name Any



Kim Johnson Spinar Conflictory

Gender: Female Race: Mrigan Aventon Marital status: Married Religion Christian Stantisti Occupation Police officer







None /m



Carl Shapiro

Agm 54 Gender: Hair Race White Marital status; Married Religion /mosts Occupation: Dusinesemen Nume: Dan



Doris Bowman inmediate Postop: Abdominal Hysterectomy

Gender: Female Race African American Marital status Married Religion During



Participated / Hebble control

Occupation: Account Hanaper Norse: New



Jennifer Hoffman Acute Authora

Apr. 27 Gender: Mare Race: White Markatstatus: Unmarried Religions Christian Numer Dise



Kenneth Bronson

Occupation Construction worker

Possiperative Hip Arthroplasty Agr: 76 Genden Mate Race: White Marital status: Wislover Religion: No information obtained

Occasions flettred farmer

Sker for Nursing I were meaning

Nurse Day

Gender: Hule

Race:White

Marital status: Married

Religion: Christian

Occupation: Pastor

Lloyd Bennett



Marilyn Hughes Lower Log Fracture

Age: 41 Gender:Female Race White Marital status: Married Religion Catholic Occupation: Administrative Assistant



Apr: 18

Gender: Hale

Rane White

Nume: Arry

Age: 40

Gender: Female

Markalatatas Married

Occupation: Art Natorian, not currently employed

Religion: Nor wated

Race Asian

None: Jola

Marital status Uninerried

Occupation: Student

Similar Natural Herrichan

Builgion No lofornation obtained







Gender: Mule Race: White Mantal status: Widower Religion Mormon Occupation: Sales inurager

Nurse Dan



Rule Out Preoperative Bowel Obstruction



Protoperative Heroicolectors Appril47 Gender: Mole Raok: White Marital status: Hieried Religion Christian Occupation: Retried postal service worker

Name Day

"Simple Nursing | encourage

Vernon Watkins



Chronic Obstructive Pulmonary Ottomic Apr: 67 Gender: Male Race: African American

Marital status: Married

Occupation: Retired Businessiran

Belgise Boprist

Number Army





Fatime Sanogo Normal Sportaneous Vaginal Delivery / Induction of Labor Secondary to Portdates

Gendert Female Market status: Harried Religion Muslim Occupation: Housewills







Apr: 90



Adjustment Discritor with Depressed Movel PTSD with milit traumatic oran injury

Conder: Male

Norse Julia

Race Unknown or

Marital status Harried

Refigiore Cuthoric

Occupation: Computer regainment

Gender: Mair Race Unknown or Marital status: Widower Britigion Lutherun Occupations Retires Norse: Juliu



Wife; Jos Adwin.

Apr. 23

Gender:Female

Marital status: Married

Similar Nating Institution

Religious Catholic

Occupation: Lawyer

Norse: Ney

Apr. 31 Gender: Male Rasse Hopares Marital status: Harried Religion: Not stated Occupation: Attorney Day law

Sharon Cole

Surgical Report of Right Amide Francisco



Sandra Littlefield Borderline Personality Disorder

Agr: 36 Cander: Female: Race Write Marital status Married **Aulgion Catholic** Occupation: Not stated







Stage 218 Inventor Ductel Cartinoma

Apr. 48

Gender, Female

Race American Indion-

Religion: Not reported.

Occupation: Professor

Marital status: Divorced





Major Depressive Disorder



Occupation: Grocery

Nurse: Julia











Diagnosis Apr. NF Gender: Milki Recei Minican Assertican Marital status: Murried Religion: flagrist Occupation: Retired rail isiten engineer

Nurse: Arre

With Entire

Drughter-in-law Betty



Apr. 65 Gender: Femule Race: Coucocion Marital status: Registered partnership-

Religion Unitarian

Occupation:

Ninc Any



Partner Lary Grea

Son Nell



Gender: Frimate: Race Cascoder

Cocupation:





Marital status: Widov Religion Lutheron Occupation: Betired











Carla Hernandez Active Labor





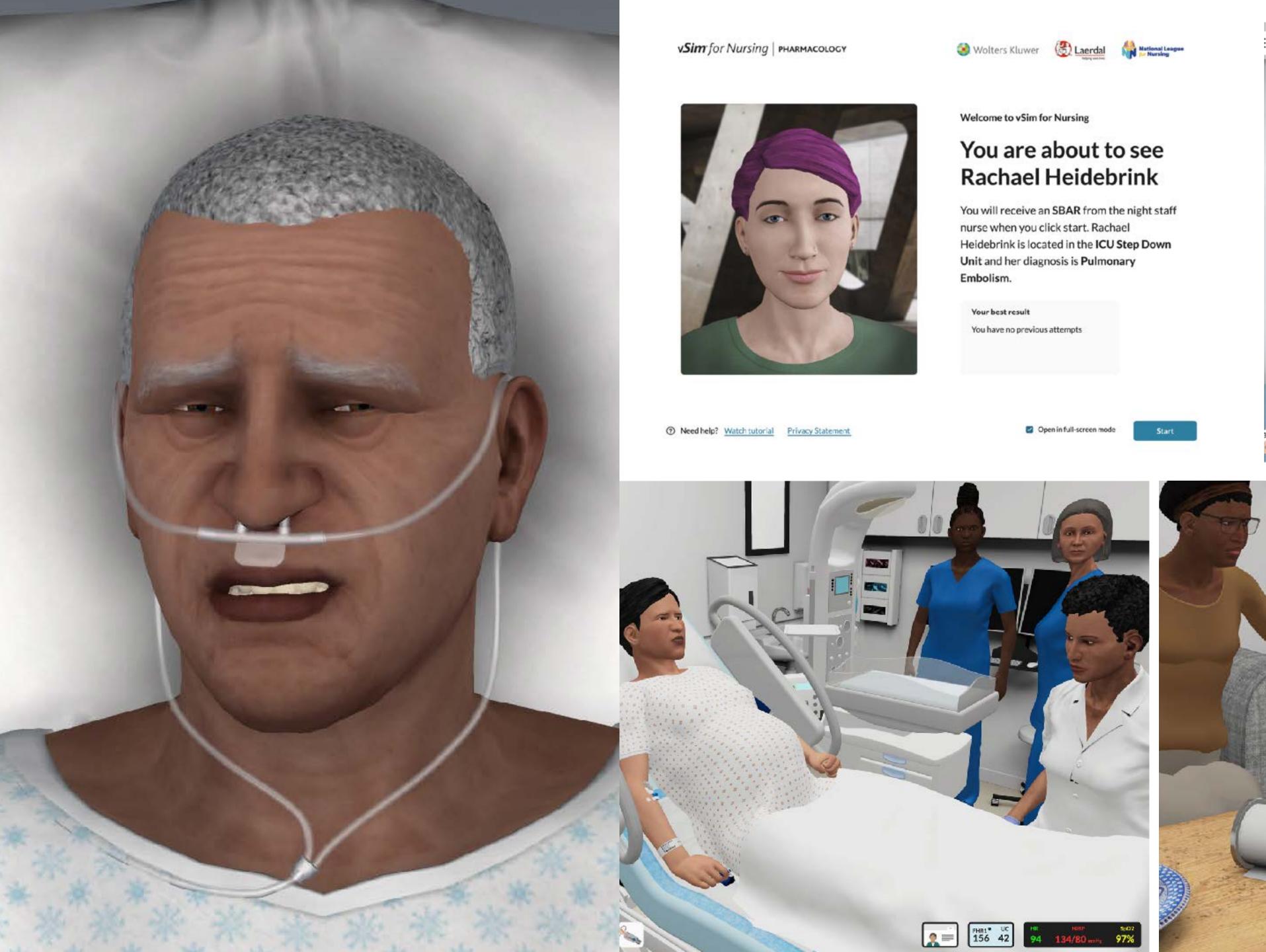
Fartner Sandy Occupation: Toucher

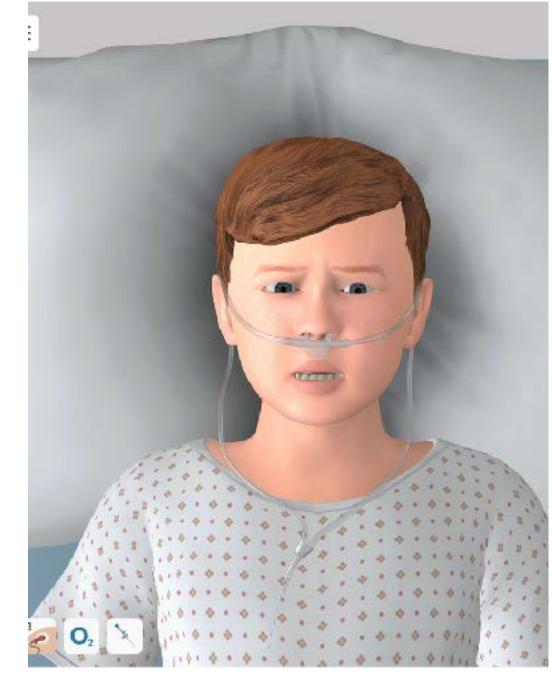














"... I wonder where people get the impression that members of the LGBT community are dirty, sexually promiscuous people with substance abuse issues..."

(Yes... is sarcasm)

LEARNING

ns s hard.

LEARNING

Stay humble.

Summary / Conclusion

DEI requiresinsights personal willingness to go beyond market learnings and insingths

Inclusive products tend to be created by diverse teams

We need work processes that help and reduce the friction

The market will keep us honest. Listen constantly to it.

Stay humble. Listen. Act. (Rinse and repeat)

There is still a lot to do and learn

I believe designers can and should influence their organizations

I invite you to (just) do it





