

# Implementation and Integration of DEI Behaviors in a Values-Based Culture



TEXAS TECH UNIVERSITY  
HEALTH SCIENCES CENTER™  
School of Nursing



Patricia Francis-Johnson, DNP, RN, CDP

## Purpose

- Create a sustainable values-based culture. TTUHC is committed to **cultivating an exceptional workplace community with a positive culture that puts people first**
- The inclusion of DEI behaviors helps to meet this goal.

## Background

- Four years Values-Based Culture
- November 30 - Values Summit 2.0 to revisit values to ensure sustainable values-based culture remains relevant as the team grows moving forward
- November 14 - Survey sent out before the Values Summit 2.0 to team members to guide the discussion
- Responses help shape the conversations at the Summit.
- Administration-identified team members to attend the in-person Summit 2.0
- Administration provided updates, outcomes, and strategies in early 2023 from the Summit

TTUHC is committed to **cultivating an exceptional workplace community with a positive culture that puts people first**. Five core values—One Team, Kindhearted, Integrity, Visionary, and Beyond Service—are integral to our purpose, and we aim to align with those values on a daily basis



### Mission

As a comprehensive health sciences center, our mission is to enrich the lives of others by educating students to become collaborative healthcare professionals, providing excellent patient care, and advancing knowledge through innovative research.

### Vision

Transform health care through innovation and collaboration

### Values

Through our values-based culture, TTUHC is committed to cultivating an exceptional workplace community with a positive culture that puts people first. Five core values—**One Team, Kindhearted, Integrity, Visionary, and Beyond Service**—are integral to our purpose, and we aim to align with those values on a daily basis.

TRANSFORM HEALTH CARE THROUGH  
*Innovation & Collaboration.*



2.0

## Values Survey – November 2022

- Snapshot of Results
- Agreement that our values have positively impacted our culture.
  - Respondents felt the values are easy to model.
  - Visionary and One Team most clearly represent our culture.
  - One Team and Integrity should be more strongly emphasized to improve our culture.

Texas Tech University Health Sciences Center  
Values Descriptors & Behaviors

- One Team** – Unite and include diverse perspectives to achieve our mission.
- Empower and energize one another to create positive growth
  - Collaborate through open communication
  - Hold ourselves and each other accountable by giving and accepting constructive feedback
  - Foster a fun and healthy environment that encourages team spirit and belonging
  - Promote and celebrate identities, experiences, strengths, and achievements

- Kindhearted** – Exceed expectations with a kind heart, helping hands, and a positive attitude.
- Assume good intentions
  - Listen first to understand
  - Treat all consistently with compassion, respect and an open mind
  - Acknowledge all with courtesy and appreciate different perspectives
  - Respond rather than react

- Integrity** – Be honorable and accountable even when no one is looking
- Be honest regardless of the outcome
  - Make ethical choices in every situation
  - Build trust by modeling respect and honoring commitments
  - Be transparent in your purpose, expectations and actions
  - Protect and conserve institutional resources

- Visionary** – Nurture innovative ideas, bold explorations and a pioneering spirit.
- Promote an innovative environment that embraces appropriate risk, unique ideas, and evolving needs
  - Be resilient, confident, and fair when faced with challenges
  - Inspire continuous curiosity
  - Demonstrate and inspire commitment to lifelong learning and personal development

- Beyond Service** – Create and deliver positive defining moments.
- Anticipate the needs of each individual and respond with empathy and a generous heart
  - Invest in the inclusion, well-being, empowerment, and success of all by going the extra mile
  - Collaborate to create pathways to equitable solutions
  - Deliver excellence in everything we do

### One Team

- Addition: “and belonging”
- Additions: “Promote” and “identities, experiences, strengths”

### Kindhearted

- Additions: “all” and “and appreciate different perspectives”

### Integrity

- Replace: “trustworthy” with “accountable”
- Additions: “Build trust by modeling respect”

### Visionary

- Additions: “unique ideas, and evolving needs”
- Addition: “and fair”

### Beyond Service

- Addition: “inclusion...empowerment” replaces “safety”
- Replaces: “Be solution-oriented, create the pathway to a win-win resolution”

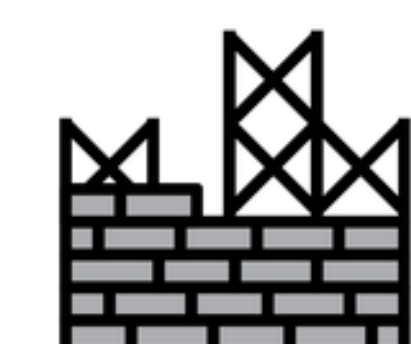
## The Journey to DEI Integration

### Taskforce Charge

**Charge Item 1:** Determine whether the current icons for One Team and Integrity reflect what we desire to portray



One Team



Integrity



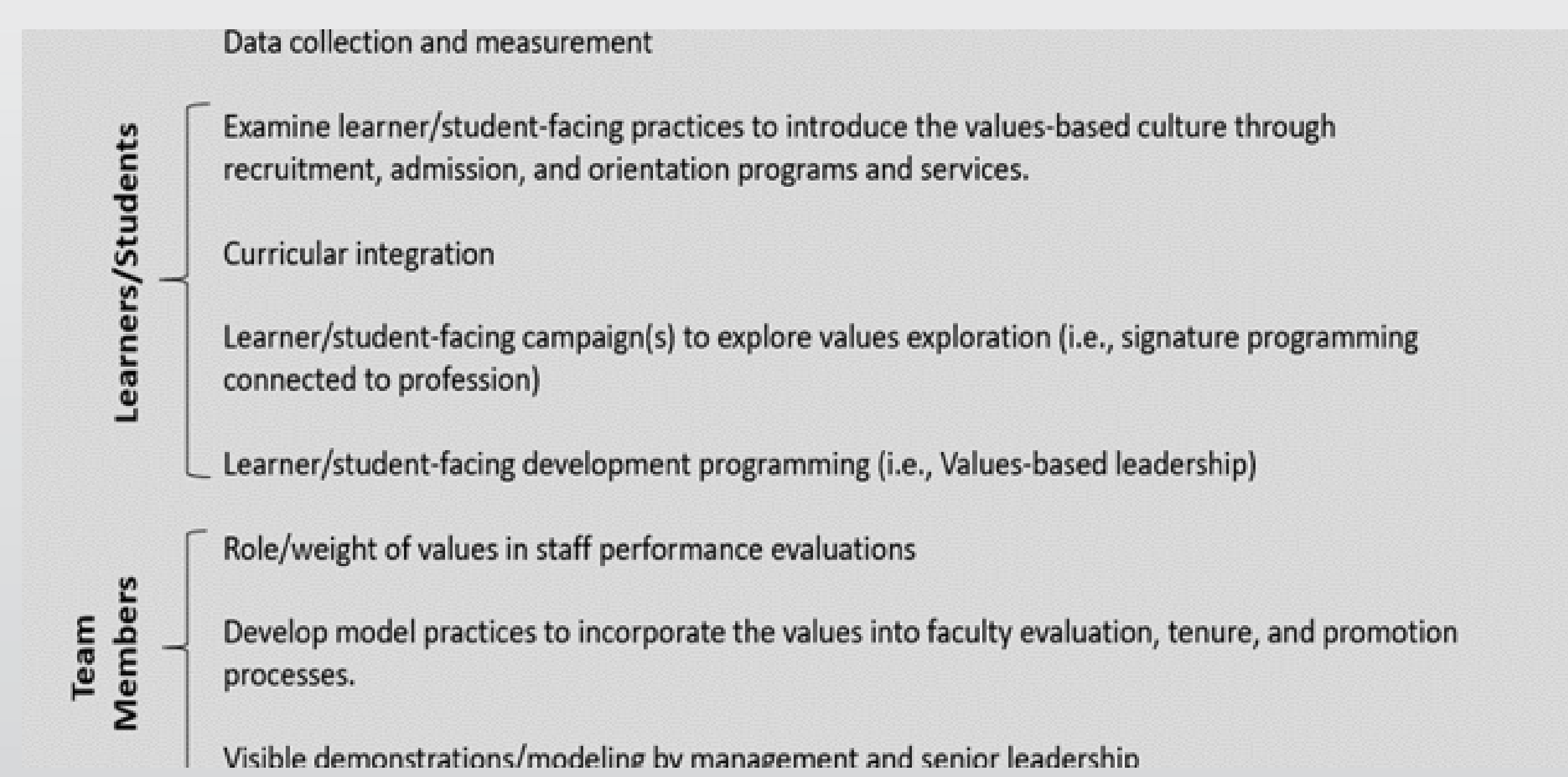
**Charge Item 2:** Examine behaviors aligned with existing TTUHC values to ensure diversity, equity, and inclusion is included.

- One Team** – Unite and include diverse perspectives to achieve our mission.
- Empower and energize one another to create positive growth
  - Collaborate through open communication
  - Hold ourselves and each other accountable by giving and accepting constructive feedback
  - Foster a fun and healthy environment that encourages team spirit and belonging
  - Promote and celebrate identities, experiences, strengths, and achievements
  - Recognize and celebrate contributions and achievements

- Kindhearted** – Exceed expectations with a kind heart, helping hands, and a positive attitude.
- Assume good intentions
  - Listen first to understand
  - Treat all consistently with compassion, respect and an open mind
  - Acknowledge each other all with courtesy and appreciate different perspectives
  - Respond rather than react

- Beyond Service** – Create and deliver positive defining moments.
- Anticipate the needs of each individual and respond with empathy and a generous heart
  - Invest in the inclusion, well-being, safety empowerment, and success of all by going the extra mile
  - Collaborate and be solution-oriented to create the pathways to win-win resolutions equitable solutions
  - Deliver excellence in everything we do

**Charge Item 3:** Identify strategies to expand engagement among learners and team members with our value-based culture



## Strategies

- Collaborate with the Institutional Office of People and Values in conjunction with Institutional Rebranding
- Utilize Tool Kit with resources and tools to enhance individual accomplishments and reach the organizational objective of sustaining Values-Based Culture
- Organize Values Integration Teams
- Engage Values Culture Ambassadors
- Recognize and acknowledge the demonstration of values behaviors
- Establish accountability criteria as part of performance evaluation, tenure, and promotion
- Values Pledge



# diversity, equity, & inclusion

## American Association of Colleges of Nursing

### Diversity Leadership Institute: Capstone Presentations and Graduation

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### Biography

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Patricia Francis-Johnson, DNP, RN, CDP, is the Assistant Dean for Diversity, Equity, and Inclusion and Assistant Professor for the Non-Traditional Undergraduate Programs at Texas Tech University Health Sciences Center (TTUHSC) in Lubbock, Texas. She received her DNP with a concentration in Executive Leadership from Texas Tech University Health Sciences Center in 2011. She is skilled in clinical teaching, quality improvement, patient safety, and interprofessional teamwork. She is a TeamSTEPPS Master Trainer conducting training classes for students, faculty, and staff. She served as the inaugural Director of Diversity, Equity, and Inclusion for the School of Nursing to increase diversity, equity, and inclusion among faculty, staff, and students. Dr. Francis-Johnson is a member of the American Association of Colleges of Nursing (AACN) Diversity, Equity, and Inclusion Leadership Network (DEILN). She participated in developing the AACN Diversity Toolkit. She represents the School of Nursing on the Texas Tech University Health Sciences Center Institutional Diversity, Equity, and Inclusion Committee. Dr. Francis-Johnson was a member of the search committee for the Vice President of Diversity and Inclusion (VPDEI) position at TTUHSC. Dr. Francis-Johnson has attended numerous webinars and symposiums on inclusive excellence and diversity and collaborates with the SON DEI Steering Committee to provide unconscious bias training to faculty, staff, and students. She is involved in DEI research through grant writing. Dr. Francis-Johnson leads the organization and development of the newly formed TTUHSC Black Faculty Staff Association and is Co-chair of the TTUHSC Black History Month Committee. She is recognized as a National Diversity Council Certified Diversity Professional (CDP).

### Contact Information

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Patricia Francis-Johnson, DNP, RN, CDP  
Assistant Dean of Diversity, Equity, and Inclusion  
Texas Tech University Health Sciences Center  
patricia.francis@ttuhsc.edu  
806-535-4367