



Case Study

Client



Company

DaVita is committed to focusing on Diversity, Inclusion, Equity & Belonging (DEIB) as one of its core initiatives and priorities. “Belonging” is an especially important word for the company, because it ultimately wants to ensure that everyone - from teammates to patients - feels like they belong, have a voice, and feel cared for.

Key Achievements

- 100% of employees now see Diversity & Belonging as a top priority
- Employees feel more able to bring their full selves to work
- Employees feel empowered to voice any concerns about Diversity & Belonging without fear of negative consequences

CHALLENGE

An ongoing wave of protests, demonstrations, and marches in the United States was triggered by the murder of George Floyd during his arrest by Minneapolis police officers on May 25, 2020. In light of this social unrest, DaVita wanted to spend some time exploring racial injustice, quickly determining that it wanted to bring in experts to facilitate a series of sessions on the topic.

The emergency shift to virtual learning during the COVID-19 pandemic meant that these sessions would have to be completed virtually, and the team was concerned that this might create a challenge, since they would normally engage in difficult conversations like this in person.

WORK

The Employee Fanatix team embraced the virtual format and customized a program that would meet DaVita’s unique needs by including content that would resonate with the remotely located team and foster a greater sense of belonging.

100% of Employees Say Diversity and Inclusion is a Top Priority at DaVita

Using technology, Employee Fanatix facilitated a series of virtual conversations, breakout sessions, and discussions which ensured everyone felt included. The sessions included didactic and shared learning, and creatively tied DaVita's culture to interactive exercises that honored its vocabulary while representing actual historic events.

The sessions wrapped with the Employee Fanatix team facilitating a conversation in which DaVita's team uncovered which takeaways to prioritize, and how they could embed those into their everyday work.

RESULTS

Following the DEIB sessions with Employee Fanatix, the feedback from DaVita's team was extremely positive. A survey was sent out after each session, and these were compared with a prior survey that had been sent out.

Team members admitted to feeling an increased sense of trust, and 100% said they saw how much of a priority DEIB was for the team, for senior leadership, and for their direct supervisors.

Employees shared that they now felt they could be themselves at work, and felt safe discussing the ways in which they are diverse with the team, their peers, and leadership. There was also an increase in how safe team members said they felt to be vulnerable

with their peers and leadership, and how comfortable they felt about voicing concerns about DEIB without fear of negative consequences.

“Employees... felt they could be themselves at work, and felt safe discussing the ways in which they are diverse with the team”

“Heather did a great job of taking a broad topic and a lot of conversations and information from these sessions, before pivoting to what the team could focus on afterward, and helping us prioritize where we felt like

we should start and what our immediate focus should be. That has been extremely helpful as we started this year and been thinking about ways we can keep this work moving and embed some of those goals and initiatives into our everyday work,” said Karyn Gonzales, Director, Payor Partnerships at DaVita Inc.

“We felt like we really moved the needle. Now we know what our focus should be, and we've embedded new goals and initiatives into our everyday work.”

—Karyn Gonzales, Director, Payor Partnerships at DaVita Inc.

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