



## DEI&B: Creating Equity in Benefits

COMPANIES WITH DIVERSE CULTURES ARE<sup>3</sup>

**8x**

more likely to achieve better business outcomes

**6x**

more likely to be innovative and agile

**2x**

more likely to meet or exceed financial targets

### Equity through access

To attract and retain a diverse employee population, employers are developing benefits that support the healthcare needs of employees of various ages, ethnicities, genders, religions, sexual orientations, physical ability levels, and with differing thought patterns, behaviors, and learning styles. For healthcare benefits and solutions, this means ensuring employee experiences are gender affirming, culturally sensitive, and clinically sound. Equity means each employee is able to access the care they need.

### WHY IT MATTERS

- ▶ A workplace that is diverse, equitable, inclusive, and fosters feelings of belonging has: increased profitability, better recruitment and retention, and improved productivity.
- ▶ Employees may experience barriers finding doctors who provide culturally appropriate care.<sup>1,2</sup>
- ▶ Healthcare that is incongruent with cultural needs leads to higher cost, lower quality care, and exacerbates disparities.

# Key questions for HR

- ▶ What do my employee resource groups say about the experience with our health insurance and provider network?
- ▶ What data do I have to identify the needs of my employees?
- ▶ How easy or difficult is it for my employees to find and access physicians who are right for them?
- ▶ Are my current programs and solutions helpful to a narrow segment of my employees or do they support every employee?
- ▶ Are my current solutions a one-size fits all experience, or do they provide personalized support to meet employees' unique needs and provide a sense of belonging?

## Experience something different

### Healthcare that is Simple. Personal. Affordable.

Summus provides unparalleled access to top specialists, within days, across any health condition. Consultations take as long as your employee needs. Combined with expert clinical guidance from Summus MDs and professional concierge support, employees experience healthcare in a whole new way.

## MEMBER SPOTLIGHT

### Member inquiry

At 24-weeks pregnant and new to the U.S., Misa reached out to Summus to find an obstetrician. She knew she wanted a Japanese-speaking doctor affiliated with a highly rated maternity hospital that accepted her insurance and was close to her home.

### Summus response

The Summus team gathered Misa's records from her current doctor for prospective providers to review, created a curated list of local obstetricians, and provided a list of interview questions to help her and her partner determine the right fit.

### Outcome

Misa chose a Japanese-speaking doctor affiliated with Lenox Hill.



*"I loved that I felt like I was being heard instead of talked to."*

—Summus Member

1 <https://www.mckinsey.com/featured-insights/diversity-and-inclusion/diversity-wins-how-inclusion-matters>

2 [https://www2.deloitte.com/content/dam/insights/us/articles/4209\\_Diversity-and-inclusion-revolution/DI\\_Diversity-and-inclusion-revolution.pdf](https://www2.deloitte.com/content/dam/insights/us/articles/4209_Diversity-and-inclusion-revolution/DI_Diversity-and-inclusion-revolution.pdf)

3 Juliet Bourke, *Which Two Heads Are Better Than One? How Diverse Teams Create Breakthrough Ideas and Make Smarter Decisions* (Australian Institute of Company Directors).