



OUCH! That Stereotype Hurts Training

As a part of the Diversity Action Council Education Committee, the focus was to update the Mandatory Organizational Education to be more impactful and memorable for Summa Health employees. The Committee found a video called, OUCH! That Stereotype Hurts. This video was shown to every employee at Summa Health.

At Summa Health, we have the privilege of serving diverse audiences, including our co-workers, patients, families, and the community. Diversity, equity, and inclusion are integrated into our commitments that we will serve with passion, provide personalized care, value every person, take ownership, work collaboratively and partner with the community. Each of these commitments encourages us to respect and value others for who they are, not whom we think they should be.

OUCH! That Stereotype Hurts equips each employee with the awareness that certain statements or behaviors can jeopardize the exceptional care we strive to give our patients, families and co-workers of diverse backgrounds. This video also shows how we can hold ourselves and others accountable when a statement is made or a behavior is exhibited that is harmful to others. Staying silent in the face of disparaging comments, stereotypes, or biases allows these attitudes and behaviors to thrive. This undermines our ability to create an inclusive workplace where all employees, patients and the community are welcomed and treated with respect.

Learning Objectives

- Understand the impact of stereotypes and biased statements, even when casually said
- Identify the most common reasons people are silent in the face of bias and stereotypes
- Enhance skills for speaking up against stereotypes without blame or guilt