

T E A M DIVERSITY & QUALITY MULTNOMAH COUNTY HEALTH DEPARTMENT

Charter

PURPOSE:

The purpose of the Diversity and Quality Team is to explore, discuss, recommend, and decide strategic goals and objectives affecting the Health Department's core values of diversity and quality. The Team will focus on how the Health Department will manage and carry out its commitment to diversity and quality.

CORE VALUES:

- Honor Diversity/Difference
- Quality/Excellence
- Community/Client/Customer Service
- Team Approach
- Learning Organization
- Power through Influence as well as Authority

GOALS

- Provide a common Health Department understanding of diversity, quality, and cultural competence
- Provide cross-functional and outcome-based goals for the Health Department's values of diversity and quality
- Provide criteria for department-wide measures of achievement toward realizing the Health Department's core values of diversity and quality

OPERATIONAL GUIDELINES OF THE TEAM:

- The Team will act in a manner consistent with the vision, mission and values of the Health Department
- The Team will establish its own guiding principles
- The decision-making process will be consensus, and time crucial decisions will be made by the team leaders
- The Team will utilize accepted Health Department tools such as continuous quality improvement, facilitative leadership and epidemiology and diversity principles, practices, tools and techniques

SPONSOR

- The MCHD Director will sponsor the Team and will:
 - Set parameters and define expected outcomes
 - Provide necessary resources and staff support
 - Appoint a "Champion" for the Team from senior leadership
 - In conjunction with team leaders develop roles and responsibilities
- Will appoint two team leaders who will serve staggered terms

MEMBERSHIP:

- Membership will be based on an annual stakeholder analysis
- Membership will include the Human Resource Manager (or designee) and a research and evaluation specialist
- Membership rotation will be a three-year membership with one third of the membership rotating off per year.
- Members typically will not serve more than two consecutive terms.
- Communicate activities regularly with sponsor

TEAM LEADERS RESPONSIBILITIES:

- Provide mentorship for new team leaders
- Develop team leader responsibilities with sponsor
- Prepare for and facilitate meetings
- Provide sponsor with stakeholder analysis

INDIVIDUAL AND/OR TEAM RESPONSIBILITIES:

- Actively support the Health Department's vision, mission, and values
- Develop, model and apply the philosophies of Cultural Competence and Quality Management
- Carry out their functions in a way that represents the broad interests of the entire department
- Abide by the ground rules as established by the team
- Determine outcome-based measures for diversity and quality through a cross-functional approach which will be integrated into the strategic plan for management performance evaluations for management performance evaluations
- Develop mechanism to receive input from department staff in alignment with other health department teams
- Incorporate new initiatives as jointly determined with sponsor
- Develop and maintain appropriate links with identified stakeholders

MEETINGS:

- Meeting frequency will be determined by the team as needed, but no less than once per month. Location, day and time of the meetings will be determined by the Team and respect the needs of the work responsibilities of the team members
- Joint meetings with senior leadership will be held quarterly as needed

Revision date: 10/02/2000
07/11/2002
04/10/2003
05/24/2006