

Biographic Profile: Mary “Toni” Flowers



Ms. Flowers is a registered nurse and an anthropologist, employed at St Joseph Mercy Oakland Hospital as Chief Diversity & Inclusion Officer. Toni serves as the Community Liaison for the Center for Urban and African American Health at Wayne State University. Toni also serves on the American Medical Association Foundation's Health Literacy Advisory Council. She is a former research-fellow with the National Institutes of Mental Health and has traveled as a medical missionary and trainer for twenty years, working in many countries throughout Africa, South America, and the West Indies.

Toni's global perspective of health disparities and her experiences as a cultural specialist enable her to provide training sessions that are both enlightening and educational. Toni received cultural competency training from the National Multicultural Institute and health literacy training from the American Medical Association Foundation. Presently, she provides training and consultation services to both community based and health care agencies throughout the country.

She is recognized both locally and nationally as leader in the work to reduce health care disparities among underserved populations. In her current role, she oversees the hospital's diversity and inclusion initiatives with the community, clinical staff, and suppliers. Toni also oversees the internal work of talent management and training and education. In her previous role she designed and implemented the Enhancing Traditional Health Outreach Strategies (ETHOS) Diabetes Project. This three year project sought to reduce health disparities among African – American Medicare beneficiaries in three counties in Michigan. The project realized a 60.1% reduction in health disparities in the area of lipid profile testing. This reduction is the greatest reduction demonstrated in nation by a Center for Medicare Medicaid Services Quality Improvement Organization. It was achieved by a combination of both collaboration and innovation.

Her research interests lie in the areas of community-based participatory research, women's health, health and health care disparities, health policy and social justice.