



The MetroHealth System

Board of Trustees

Wednesday, April 26, 2023

1:30 - 3:00 pm

The MetroHealth System K-107 or via Zoom

Equity, Inclusion & Diversity Committee

Regular Meeting

The MetroHealth System Board of Trustees

EQUITY, INCLUSION & DIVERSITY COMMITTEE

January 25, 2023

1:30 pm

MetroHealth Glick Center Conference Room AC2-311A or Via Zoom

Meeting Minutes

Committee Members Present:	Vanessa Whiting-I, Harry Walker-I, MD -R, John Hairston-R
Other Trustees Present:	John Corlett-I, JB Silvers, Ph.D.-I, Maureen Dee-I
Staff Present:	Alan Nevel-I, Airica Steed, RN,-I Sonja Rajki-I, Charles Modlin, MD,-I Tiffany Short-I, Dominique Allds-I, Margarita Diaz-I, Craig Richmond-I, Elos Vasquez-I, Greg Zucca-I, Susan Fuehrer-R

Ms. Whiting called the meeting to order at 1:42 pm.

(The minutes are written in a format conforming to the printed meeting agenda for the convenience of correlation, recognizing that some of the items were discussed out of sequence.)

I. **Approval of Minutes**

The minutes of the October 26, 2022 Committee meeting were approved as submitted.

II. **Information Items**

Vision of Office of Equity & Community Impact – Airica Steed, RN

Mr. Nevel asked Dr. Steed to share her vision. Dr. Steed stated that one of the key areas for her is the importance of health equity and treating wounds you can not see physically. We need to engage the community not only through the ED but with housing, food insecurities, etc. as those are just as important and we need to elevate leadership around these things. She stated it is imperative to get out in the community more broadly to change lives. This is a powerful opportunity to do something that no one else is doing.

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¹ I-In-person, R-Remote



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Health Equity, Inclusion & Diversity Update – Margarita Diaz & Charles Modlin, MD

Ms. Diaz stated the Office of Equity goals are to build sustainable Equity, Inclusion and Diversity across Patient Experience, MH Culture and Values, HR Systems Policies and Practices and The Employee Experience and to call to action and address the impact of implicit unconscious bias in patient care, employee interactions and community perceptions, close the practice gap by holding stakeholders accountable and model behavior that aligns with the overall equity and sustain the health model of Culturally Competent Patient Centered Care to ALL. There has been over ten thousand participants both internal and external in Employee Business Resource Group Activities along with over 3100 participants in various education courses. Unconscious Bias Education has had 51% of the workforce trained with 58% registered. Dr. Modlin stated that the Men'sHealth Fair has helped build trust in the community. He stated that we are hoping to have a similar event in July/August that will center around women.

Culture & Workforce Development Update – Tiffany Short

Ms. Short stated that the premise of the access center is to bring workforce training to the community. Some of the fall course/activity included an Expungement Clinic, Community Health Worker Certification, Microsoft Office and Medical Terminology. All will be offered again in the spring/summer. A new class will be added regarding Women in Transition with classes beginning in mid-March. Lincoln West had 10 students selected for STNA program that will take place over spring break. Three students were awarded funding for a HBCU College Tour and the process for MH UNCF Scholarships for 20k/year has been initiated. Ms. Short indicated that the Healthcare Sector Collaborative is back after being on hiatus.

URM Provider Strategy Update – Dominique Allds

Ms. Allds stated that MetroHealth has leveraged campus with local/national organization partnerships to support raising awareness for open roles to attract diverse candidates. Career Fairs have been held at Meharry College, RSNA, CWRU along with various Virtual Career Fairs. To attract URM Providers we will showcase MetroHealth's commitment to DEI, build relationships to become a recognized employer/brand and leverage the experience of MH physicians. The best practice in the match process is to ensure equity with learning from the surgical residency program as they aligned leadership and faculties with ideal candidates, embedded diversity in the program mission and connected candidates with residents from



The MetroHealth System Board of Trustees

similar backgrounds with handwritten notes to applicants. Ms. Allds discussed the Provider Toolkit and why it was developed. The Provider Toolkit is meant to provide process clarity and best practice guidance for all stakeholders involved in the recruiting process, from job posting to onboarding a new hire, while also aligning everyone to be a champion of MetroHealth's mission with potential candidates. The Toolkit is designed to include all aspects of the Provider Recruitment processes while focusing on the importance of inclusive recruitment and EID best practices in Provider Recruitment. They recognize that it is imperative and a differentiator for MetroHealth to emphasize equity, inclusion, and diversity, and feel it will deliver on critical provider hiring needs. They conducted three 90-minute training sessions with Division Chairs and Medical Directors. The next steps include scheduling two more sessions for those who were not able to attend. They are currently recruiting for Chair of Neursurgery, Chair of Psychiatry, Chair of Surgery and Cancer Care SL Physician Executive.

III. Recommendation/Resolutions Approvals

None

There being no further business to bring before the Committee, the meeting was adjourned at approximately 3:06 pm.

Alan K. Nevel, MBA
SVP, Chief Equity & Community Impact Officer



MetroHealth

Office Of Equity

Health Equity, Inclusion, and Diversity

April 2023



Office of Equity

Health Equity Goals

- **Build** sustainable Equity, Inclusion and Diversity across four domains to include; The Patient Experience, MH Culture and Values, HR Systems Policies and Practices, The Employee Experience.
- **Call to Action** to address the impact of implicit unconscious bias in patient care, employee interactions and community perceptions; Removing both visible and invisible barriers of access to health care and health care services to provide more equitable outcomes while building trusting partnerships with ALL.
- **Close the Practice Gap** by holding stakeholders accountable to identifying potential bias in patient and provider interactions and encounters by applying learned skills in culturally appropriate and sensitive behaviors to promote better patient experience and patient outcomes to eliminate disparities.
- **Model Behavior** that aligns with the overall equity, inclusion and diversity system goals that promote diversity, inclusion, equity and belonging among staff, patients, vendors and communities for ALL.
- **Sustain** the health model of Culturally Competent Patient Centered Care to ALL.

Build Sustainable Equity, Inclusion, and Diversity

Education Offerings Year to Date- April 2023

- Monthly Equity Panel Discussions: Three Sessions
- Service Lines/Departmental/External Partners 11 Sessions
- REAL- (Race, Ethnicity and Language) and SOGI (Sexual Orientation and Gender Identity) Data Collection 10 Sessions
- Safe Zone – LGBTQ Health and Creating a Safe Space: Three Sessions Parma and Main Campus

Total 67 Sessions = 391 Participants



Build Sustainable Equity, Inclusion, and Diversity

Employee Business Resource Group Activities

- Dr. Martin Luther King Jr. Guest Reverend Dr. Jawanza Karrien Colvin. January 16, 2023
- Book Club: Guardians of the Word by Susan Moore. February 16, 2023
- Panel discussion on the Origins of the Dominican Republic. February 16, 2023
- Black History Month: Fireside Chat with Dr. Airica Steed. February 15, 2023
- Panel discussion on Celebrating Minority Health Month. April 7, 2023
- Go Green Challenge: April 17 through April 30, 2023
- Panel discussion on Human Trafficking. April 20, 2023
- Book Club: Go Gently; Actionable Steps to Nurture Yourself and the Planet by Bonnie Wright April 20, 2023

Year to Date Equity Inclusion Diversity Panels

Approved 1.0 AMA Category 1 credit CME and 100 MetroHealthy Points

February 1, 2023 **Navigating through the Traumas**, 102 attendees

Dr. Leon Ray White, Trauma Surgeon

February 27, 2023 **Assumptions and Biases in Mental Health**, 70 attendees

Jodi Finney, MSN, RN, Director of Nursing Service in Behavioral Health

April 18, 2023 **Recognizing the face of opioid use disorder. How the opioid epidemic affects us all**

Stephanie Shorts, CDCA, Program Coordinator of Project Dawn Office of Opioid Safety

Kristin Hess, BSN, RN CARN, CCHP, EMT-P, Clinical Education Specialist

Approved 1.0 AMA Category 1 credit CMEs and 100 MetroHealthy Points

Unconscious Bias Education

Evaluation Survey Responses as of April 11, 2023

In 22 months...
56% of the workforce is trained and 56% are registered

Additional Statistics:

145 Sessions Complete

29 Diverse Facilitators

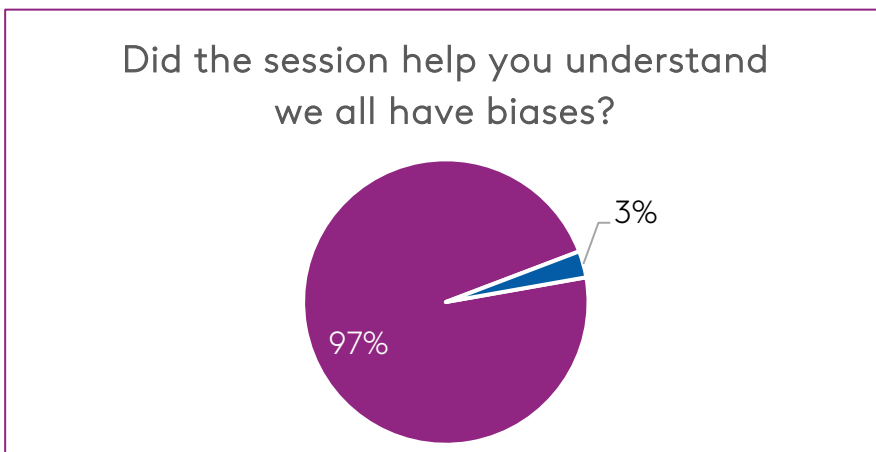
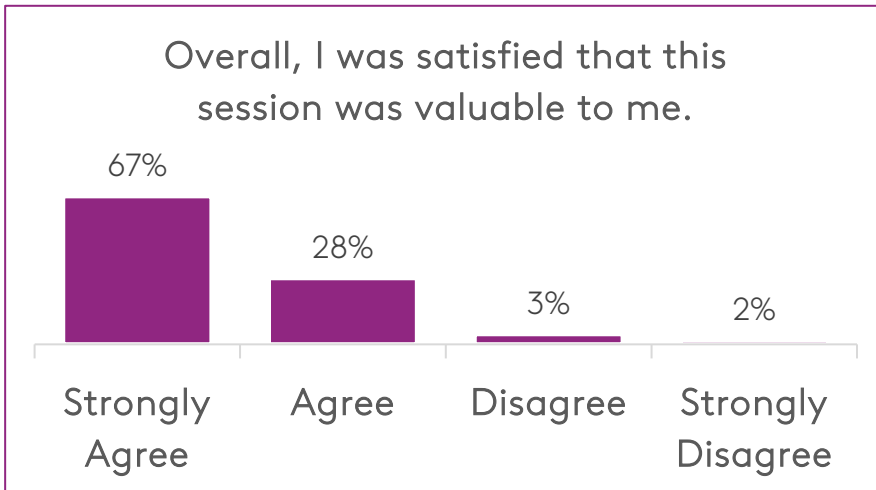
4365 Registrations

4364 Attendees

2347 Evaluations

Evaluation Survey Feedback

Overall Quantitative Feedback: Positive Reception



Overall Qualitative Feedback: Demonstration of Learning

What have you become more aware of during the UB session?

- "I am more aware about what I say to people and try to think before I speak as to not offend anyone"
- "Learned how to spot blind spots and how to become aware of unconscious bias"

What has been the most impactful or new knowledge you have gained in this UB session?

- "Being more sensitive to the viewpoints of others"
- "Think before you react or comment on anything you don't know what others are going through or have been through"

What steps are you going to take to continue learning and changing behavior?

- "Learn more about other people culture"
- "I would like to teach my children more and also keep educating myself"

Minority Men's Health Fair

Thursday, April 27, 5 p.m. – 8:30 p.m.

- **Events will take place at Three Locations:**

- Main Campus Outpatient Pavilion
- Cleveland Heights Medical Center
- Ohio City Medical Center

- **Over 30 FREE health screenings:**

- Blood Pressure
- Diabetes
- Blood Work (Cholesterol, HIV, Hepatitis C, etc.)
- Dermatology
- Mental Health
- Balance & Memory
- Podiatry
- Urology and Prostate
- Lung Health
- Vision



**STRENGTH
IN NUMBERS**



Dr. Charles Modlin,
Director, MetroHealth
Minority Men's Health Fair



MetroHealth

Register Today for the Minority Men's Health Fair
April 27, 2023, 5-8:30 p.m.

The MetroHealth Minority Men's Health Fair is a special event focused on men coming together for a stronger and healthier community. With over 30 health screenings and access to community resources, we invite every man in Cleveland—regardless of race, ethnicity, gender, or sexual orientation—to come together, encourage one another, start a relationship with a MetroHealth provider, and make a commitment to better health.



Scan the code at the left or call **216-957-3862** to register for your free health screenings at a convenient MetroHealth location near you: Main Campus, Cleveland Heights, or Ohio City.

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MetroHealth

Office Of Equity

External Education and Workforce Development



General Updates

- MH/Access Center MOU is currently being reviewed and revised to expand partnership and training offerings to include foundational courses that are required for allied health degrees and short term certifications
- New cohort for Community Health Worker training started April 10th. 20 students are currently enrolled
- Lincoln West STNA cohort completed training April 8th. Students are registering to sit for their state test May – June. Graduating seniors looking for PCNA roles will start the application in May
- Summer internship placements are underway – currently 50% of the open positions are filled. Over 175 students applied. Students will onboard June 5th

Youth Exposure – Secondary Education Population

Cleveland School District

PACE Program

Goal: Designed to provide shadowing experiences and workforce exposure to 6th – 12th grade students

Current Offerings:

- Hospital Operations Tour
- Urology Medicine – Kidney Transplant video and health disparities conversation
- Nursing Career Chat – STNA, LPNs, RNs, and Nurse Manager
- Simulation Center and Life Flight Tour
- Social Work Career Chat – MSW, Intake Specialist, Mental Health Navigators
- Labor and Delivery Tour and Career Chat with OBGYN and Child Life professionals
- Men’s Minority Health Fair – Student Passport
- Radiology Shadowing Experience
- Information Technology Career Chat – Security, Application, and Data Entry Professions
- Family Medicine Shadowing Experiences – Glick and Ohio City



MH Target:

Engage 200 students Spring 2023

Minority Men's Health Fair

Student Passport Experience

Goal: Provide a youth experience that allow students to see healthcare professionals in action

- Students are attending from Lincoln West (all tracks), CMSD, Bedford Public Schools, and Cleveland Hts. Public Schools (pending transportation)
- Students will be provided with a passport guide to navigate, engage in certain activities, and reflect on their observations
- Students from CMSD will get workforce credits via Transeo upon completion



MH Target: Engage 75-100 local students



Calling All Students



**You Are Invited to MetroHealth's
Minority Men's Health Fair**

April 27, 2023

5:30pm – 8pm

Cleveland Hts. | Main Campus | Ohio City

What You Can Expect:

Be a part of the action. During your 45-minute visit you will:

- Observe health screenings
- Network with healthcare professionals
- Learn about health disparities and community resources
- Explore health specialty areas





MetroHealth

Office Of Equity

Supplier Diversity Management



MetroHealth 2022 Diversity Spend

Local Impact

Facilities Management	%	Y-T-D
Overall Quarterly Spend		\$7,721,526
Minority Business Enterprise (MBE)	3%	\$ 247,228
Women-owned Business Enterprise (WBE)	16%	\$1,222,381
Overall Diversity Spend (includes SBE, MBE, WBE, LGBTBE, VOSB, SBVBE)	28%	\$2,155,904

Planning, Design & Construction (PDC)	%	Y-T-D
Overall Quarterly Spend		\$32,678,351
Minority Business Enterprise (MBE)	15%	\$ 4,777,448
Women-owned Business Enterprise (WBE)	15%	\$ 4,816, 952
Overall Diversity Spend (includes SBE, MBE, WBE, LGBTBE, VOSB, SBVBE)	32%	\$10,734,137

Supply Chain	%	Y-T-D
Overall Quarterly Spend		\$289,930,079
Minority Business Enterprise (MBE)	1%	\$2,887,045
Women-owned Business Enterprise (WBE)	2%	\$6,458,756
Overall Diversity Spend (includes SBE, MBE, WBE, LGBTBE, VOSB, SBVBE)	6%	\$15,984,200

Transformation Project	%	Y-T-D
Overall Quarterly Spend		\$59,142,060
Minority Business Enterprise (MBE)	10%	\$5,956,236
Women-owned Business Enterprise (WBE)	12%	\$6,869,521
Overall Diversity Spend (includes SBE, MBE, WBE, LGBTBE, VOSB, SBVBE)	22%	\$12,825,757

Facilities Management Spend

\$2,887,417
(37%)

Planning, Design, Construction Spend

\$15,327,641
(47%)

Supply Chain Spend

\$50,803,250
(18%)

MetroHealth 1st Quarter Diversity Spend

Local Impact

Facilities Management	%	Y-T-D
Overall Quarterly Spend		\$ 1,531,172
Minority Business Enterprise (MBE)	8%	\$ 120,996
Women-owned Business Enterprise (WBE)	17%	\$261,947
Overall Diversity Spend (includes SBE, MBE, WBE, LGBTBE, VOSB, SBVBE)	31%	\$ 472,055

Planning, Design & Construction (PDC)	%	Y-T-D
Overall Quarterly Spend		\$12,093,154
Minority Business Enterprise (MBE)	5.5%	\$ 675,170
Women-owned Business Enterprise (WBE)	25%	\$ 2,965,087
Overall Diversity Spend (includes SBE, MBE, WBE, LGBTBE, VOSB, SBVBE)	30%	\$ 3,643,016

Supply Chain	%	Y-T-D
Overall Quarterly Spend		\$36,782,910
Minority Business Enterprise (MBE)	.68%	\$250,753
Women-owned Business Enterprise (WBE)	8%	\$2,978,678
Overall Diversity Spend (includes SBE, MBE, WBE, LGBTBE, VOSB, SBVBE)	14%	\$5,159,609

APEX Project	%	Y-T-D
Overall Quarterly Spend		\$45,693,204
Minority Business Enterprise (MBE)	17%	\$ 7,668,215.00
Women-owned Business Enterprise (WBE)	20%	\$9,153,777
Overall Diversity Spend (includes SBE, MBE, WBE, LGBTBE, VOSB, SBVBE)	36%	\$16,821,992

Facilities Management Spend

\$475,444
(31%)

Planning, Design, Construction Spend

\$2,933,033
(24%)

Supply Chain Spend

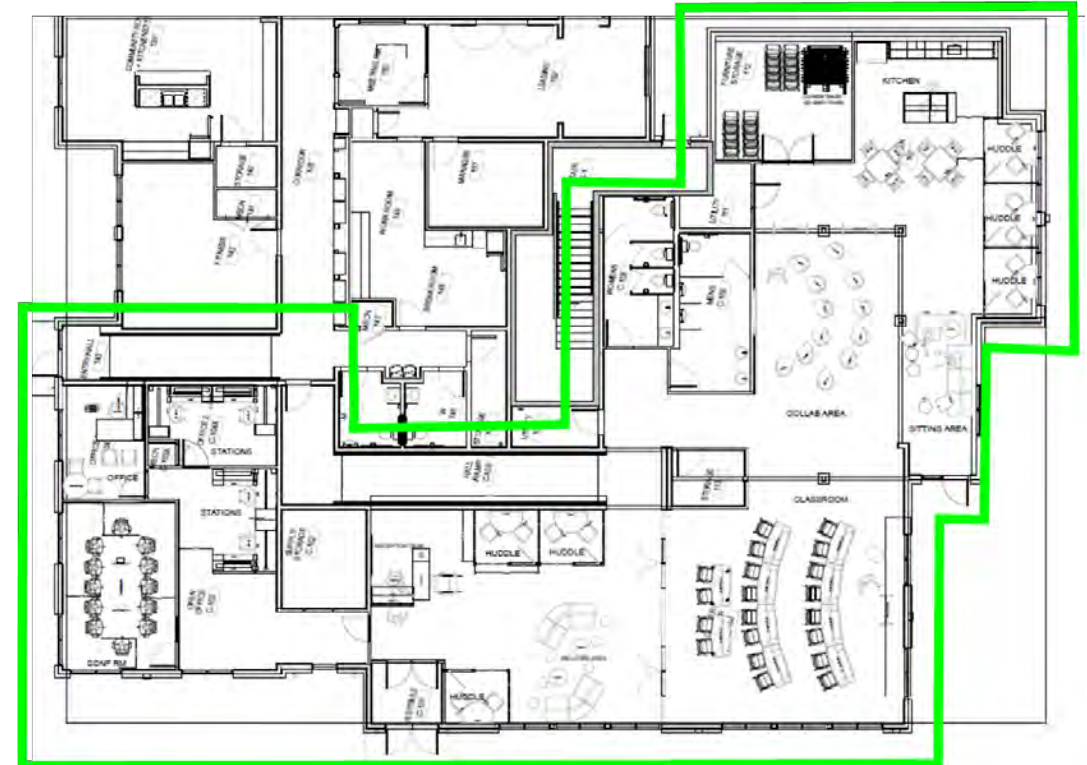
\$14,240,929
(39%)

Supplier Diversity Update

- Value Analysis Team – Nursing
- Black History Month, Chair
- Guest Vendor Contracts
- HAN Data Metrics Submission
- Premier Application for Supplier Diversity Award
- HAN Impact Workforce Commitment

W25th Development Vía Sana - affordable housing

- New 72-unit mixed-use, affordable housing project
 - Partnership with Metro West, Councilwoman Santana, City of Cleveland, CMHA, and the NRP Group
- MH Opportunity Center – Working with NRP to complete 5,000 sqft space for workforce training and up-skilling education, digital literacy training, and other programming
 - Home to the MetroHealth/Tri-C Access Center
 - I4HOPE coordinating SDOH programs with neighborhood-based organizations
 - Link systemic disparities to educational programming to produce better healthcare outcomes
 - Integrating Lincoln West School of Science and Health students and families



W25th Development Senior Housing



Funding

- Received \$450,000 State Capital Grant to partner with Cleveland State University and establish a center for creating senior care training programs
- Pursuing low-income housing tax credit financing through the Ohio Housing Finance Agency
- Received grant funding from the State of Ohio Demolition Grant Program in cooperation with Cuyahoga County Land

Deal Structure

- Begun assessment and remediation work for former gas station
- Collaborating The Community Builders (TCB) to develop the project on West 25th
- Held community meetings to review the project
- Continuing to working with Cleveland Planning Commission throughout the development process



MetroHealth Glenville Health Center

- **Project Outline** - Gold Coast Lofts is a partnership with the Famicos Foundation to develop a 72,000 sqft mix-used building with 7,100 sqft of commercial space that will become the new MetroHealth Glenville Clinic
 - The project is located at East 105th and Superior along two major RTA bus lines - less than 1.5 miles from the current location
 - The project proposes 69 market rate 1- and 2-bedroom units
- **Financing** – The project has a funding gap due to increasing construction costs and rising interest rates
 - Famicos applied to the City of Cleveland for ARPA Funding
- **Potential Pivot** – To avoid inflated cost of the housing units, CCH is investigating the potential of phasing the project, constructing the health center first and building the housing at a later time when more financing options are available

