



**THE METROHEALTH SYSTEM  
BOARD OF TRUSTEES  
INCLUSION & DIVERSITY COMMITTEE MEETING MINUTES**

Date: Wednesday, August 8, 2018

Time: 2:00pm – 4:00pm

Place: Board Room – K107

Chair: Ms. Whiting

Trustees: Ms. Whiting, Mr. McDonald

Present: Ms. Belak, Mr. Chadwick, Mr. Johnson, Mr. Kaufmann, Mr. Martucci, Ms. Negrón-McDaniel, Ms. Rajki, Dr. Kea

**MINUTES**

The meeting was called to order by Ms. Whiting at 2:00pm.

1. The minutes of the February 14, 2018 were reviewed and approved.

2. Mr. Nevel presented 2018 Enterprise Diversity Goals.

**Q2 – 2018 System Diversity Goals Results**

System Goal: System Diversity Goals / Metrics include:

- Health Equity Project
- Recruitment/ Reentry Interviews
- Transgender Youth Care Initiative
- Retention/ Mentoring Program
- Provider / Management / Contractor Interviews
- Diverse, Local and Regional Spend
- Campus Transformation Spend

As an organization, the diversity enterprise goals are between the minimum - stretch scores for the second quarter of 2018. It should be noted that all metrics are trending in a very positive direction.

3. Ms. Negrón-McDaniel presented the Office of Inclusion and Diversity (I&D) Report.

**2018 System Diversity Goals**

- Health Equity Project - REaL
  - Race, Ethnicity & Language (REaL) metrics are on pace to exceed stretch goal for 2018 and language data has been collected for 98%+ of patients at all sites.
  - REaL data collection has provided MHS with better understanding of health outcomes by race across the system

- Next Steps:
  - Conduct analysis of ACO metrics and apply REaL principles to the analysis
  - Develop Health Equity Action Plan for implementation in 2019
  - Develop individual provider “Health Equity Dashboards”
  - Partner with Quality Institute and Population Health Institute
- Health Equity Project – Transgender Youth Care Focus Groups
  - To date, 23 individuals have participated in conversations including parents, caregivers and pediatric patients
  - A number of emerging themes and challenges have risen since launching this initiative:
    - Patients have an expectation of acceptance
    - Preferred name and pronoun is critically important to patients and their families (Currently there is inconsistent pronoun usage)
    - Patients and their families desire a personalized journey using a core care plan (lack of clarity and uncertainty regarding care plan and next steps contributes to dissatisfaction and disappointment.
- Training and Development:
  - Internal training and development for Q2 has been focused on the following topics:
    - Courageous Conversations
    - New Employee/Resident Orientations
    - I&D on LEAP (on-demand) – 60+ modularized learning opportunities
      - Quality Interactions – Physician created modules on various cultural competence topics
      - NOVA
- Awards / Recognition:
  - 2018 Human Rights Campaign- MetroHealth achieved Health Care Equality Leader status, scoring 100% in Patient Services and Support; Employee Benefits and Policies; Nondiscrimination and Staff Training; and LGBTQ Patient and Community Engagement.
  - MetroHealth received the Corporate Equality Leader Award from the Human Rights Campaign Cleveland chapter in August.
- Community Engagement:
  - Year One Cleveland, Navigating Care Community Sessions, LA Placita, La Villa Hispana, Transgender Job Fair, Health Equity Summit, WKYC Community Advisory Council, LifeBanc Meeting with Mt. Sinai Foundation

#### 4. Ms. Belak presented Talent Acquisition.

- Reviewed Inclusive Candidate Metrics for Providers and Management - Interviews and Hires
- Reviewed Leadership Racial Diversity Composition by Title
- Reviewed 2<sup>nd</sup> Chance Interviews (62 interviews with 23 hires). These interviews have resulted in 2<sup>nd</sup> chance opportunities for individuals to secure jobs in multiple departments including Environmental Services, Nursing, and Information Services.
- Best in Class Quality Connections
  - Established a Steering Committee
  - Developed the BIC Q<sup>x</sup> Program
  - Identified the first cohort mentor/mentee matches: 56 participants in Q2 2018

5. Mr. Martucci presented Supplier Diversity.

- Presented Q2 2018 Baseline and Local/Regional Spend Trend: at 49% (minimum)
- Presented Baseline and Diverse Spend Trend:
  - Q2 2018: Spend trend is at 11% (we are at stretch for this goal)
    - Vendor Classifications we are tracking:
      - Small Business Enterprise (SBE)
      - Minority Business Enterprise (MBE)
      - Women's Business Enterprise (WBE)
      - Veteran's Business Enterprise (VBE)
      - Service Disabled Veteran Business Enterprise (SDVBE)
      - Lesbian, Gay, Bisexual and Transgender Business Enterprise (LGBTBE)
- Presented Diverse Vendor Trends;
  - Q2 2018: 199 vendors (7% were diverse)

6. Mr. Jones presented Q2 2018 Transformation Diverse Spend.

Meeting adjourned at 4:05pm

The next BOT meeting is scheduled TBD

Respectfully submitted by Alan K. Nevel