



MetroHealth

Office of Equity and Community Impact: Addressing Healthcare Disparities and Inequities

Alan K. Nevel, Senior Vice President, Chief Equity and Community Impact Officer



Why Equity, Inclusion & Diversity?

Our Difference

Equity, inclusion, and diversity aren't just who our patients are. Equity, inclusion, and diversity aren't just who our employees are.

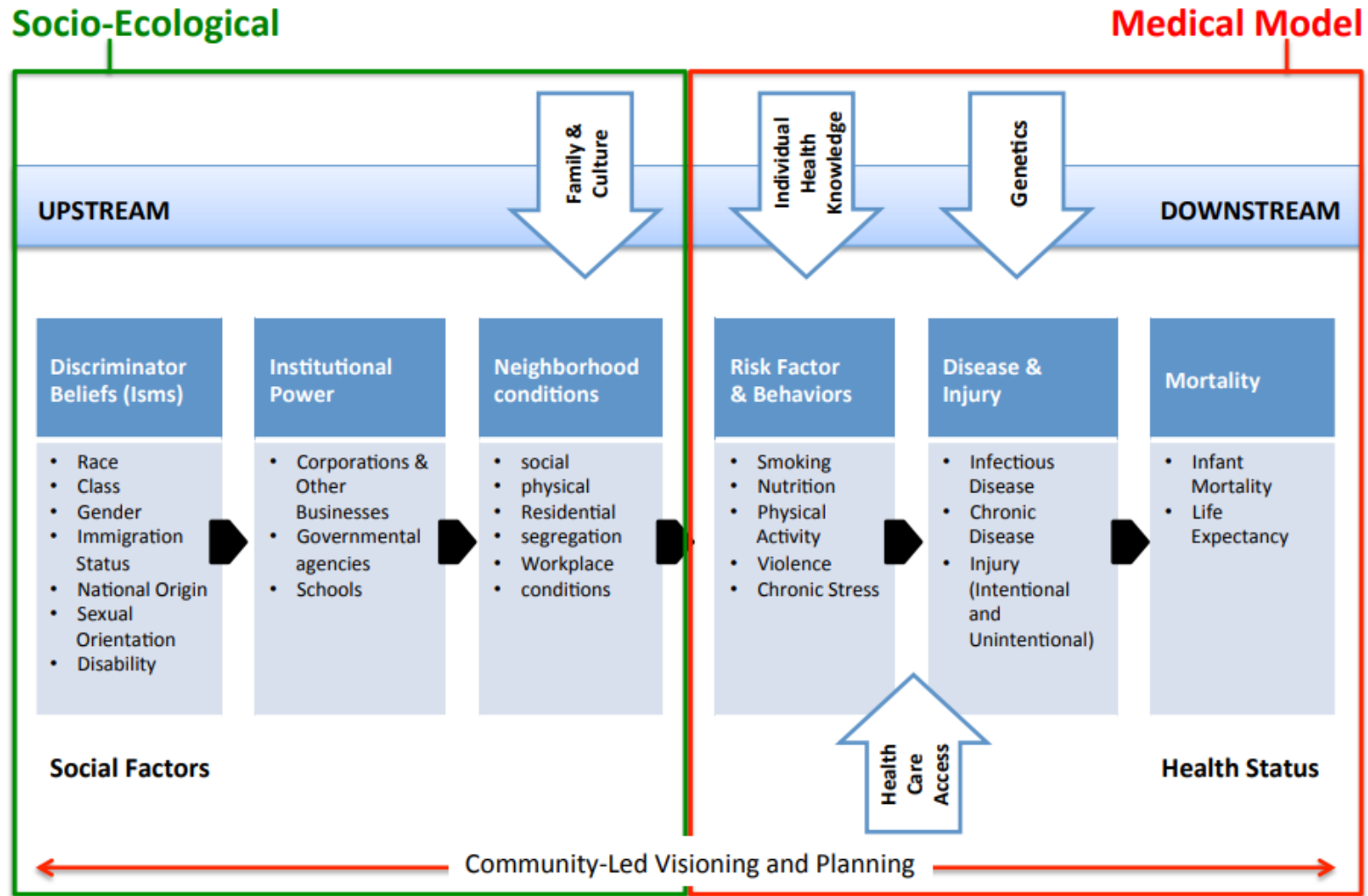
Doing the difficult work of equity, inclusion, and diversity in our community and at the bedside is who we are. We redefine healthcare to improve foundations of community health and well-being.

Our commitment to our patients means that questions and concerns rooted in historical disparities are met with compassion, patience, and flexibility to meet the needs of each patient.



“We have a moral stewardship and responsibility to address disparities in our community and eradicate historical and systematic barriers to provide quality healthcare to all.”

A FRAMEWORK FOR HEALTH EQUITY



Readapted by the Center for Achieving Equity, January 2018;
Adapted by ACPHD from the Bay Area Regional Health Initiatives, Summer 2008

Integrative EID Model

What Our Patients and Our Employees have said...

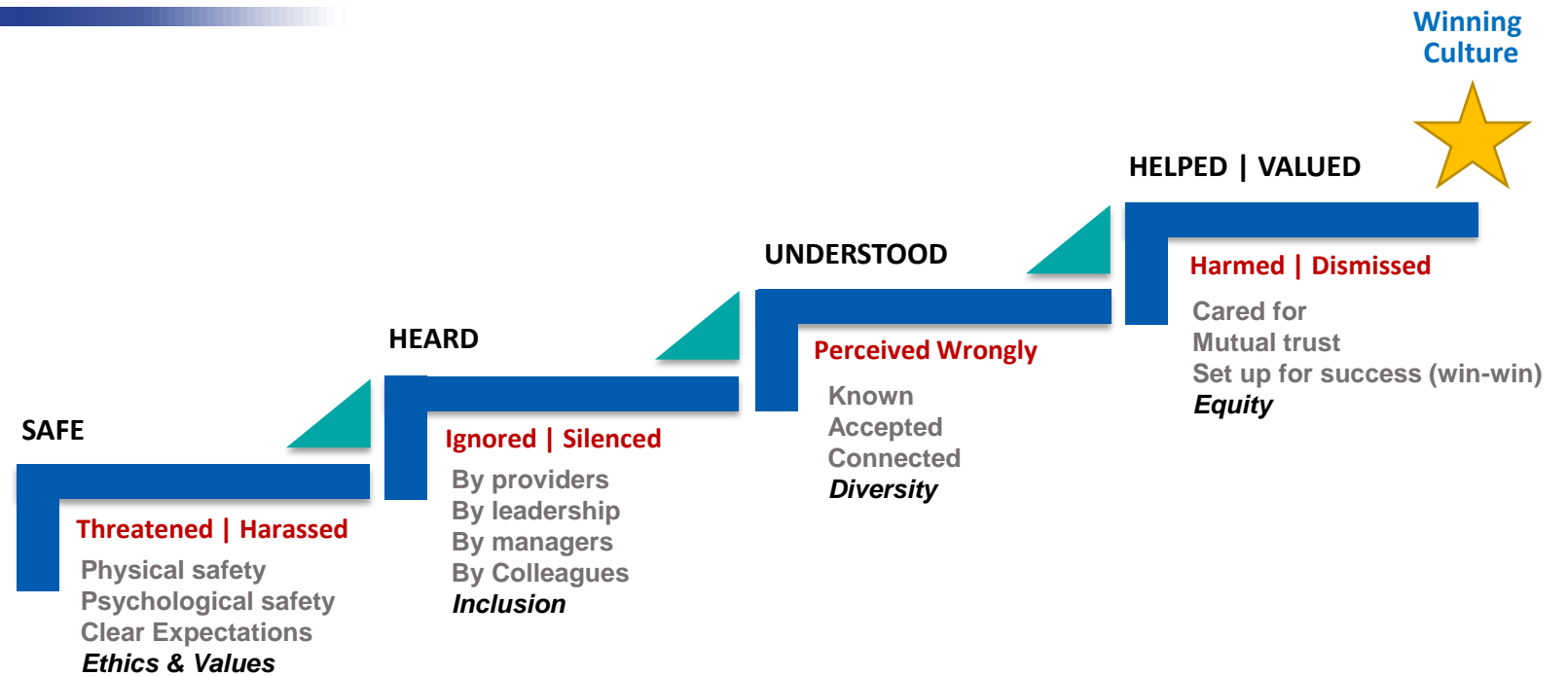
The Need for Safety and Inclusion

Equity Needs are Multi-dimensional

Increasing retention and promotion of POC

Living Up To and Improving MH Culture

Leadership's Role to Model and Enable



EID Key Areas of Focus

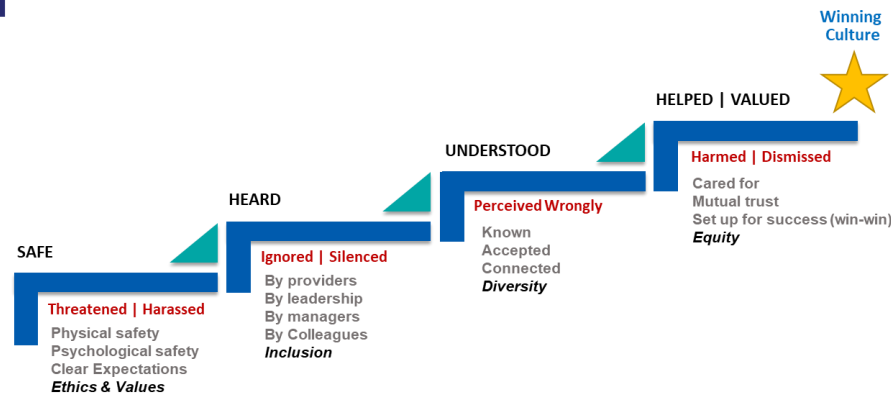


EID Solutions & Culture

Integrative EID Model

What Our Patients and Our Employees have said...

- The Need for Safety and Inclusion
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System-wide EID Training

- Unconscious Bias
- Respect in the Workplace

GME Anti-Bias/Anti Racism Curriculum

EID Train-The-Trainer

Employee Business Resource Groups

Supplier Diversity Solutions

- Analytics, Sourcing, Compliance

Department-Specific EID Training

- REaL
- Safe Zone
- Perinatal OB
- New Hire Orientation
- New Manager Onboarding

Rali Partnership

Monthly EID Lunch & Learn Sessions

MH/CSU Health Equity Certificate Program

HR Policy/Process Review

Disruptive Behavior Committee

Internal & External Workforce Development



**Cleveland–
Cuyahoga County**
A proud partner of the
American Job Center network



Recruitment Phase

Plan

Source

Screen

Select

Hire

Onboard

Tri-C/MH Job Access Center

- Community Health Worker Certification

Healthcare Sector Partnership (Workforce Connect)

Talent Pipeline Development

- Summer Internships
- SOTC
- Fellowships

Executive Leadership Development & Coaching

MH Foundation Friend & Fundraising

URM Provider Strategy

- Resident & Fellow Recruitment
- APP Recruitment
- Experienced Physician/Medical Director/Chair Recruitment
- Provider Development, Advancement & Retention

CMSD Youth Exposure Programs

- PACE
- Partner Up

El Barrio Workforce Apprenticeship Program

- Pharmacy Technician
- Call Center

Towards Employment/MH Job Fair Partnership

College Work Study Program (Behavioral Health)

Health Equity Fellowships (Women's Health)

OhioMeansJobs – Hoops After Dark

- Speed Networking
- Job Matching

Local Equity Initiatives

Minority Men's Health Fair

Multi-Cultural Health Centers of Excellence

- Urology
- Bariatrics
- Dermatology
- Cardiology
- OB/GYN
- Nephrology
- Primary Care

First Year Cleveland

Transgender Job Fair

La Placita

El Centro (Lorain)

Puerto Rican Parade & Festival

MH Juneteenth Freedom Fest

UNCF Cleveland Mayor's Luncheon

Plexus/LGBT Center of Greater Cleveland

WOVU 95.9 FM – "Dialogues on DEI"

Greater Cleveland Sports Commission – YES Initiative

MetroHealth/CareSource Transplant Partnership

Cleveland State University

- Pratt Center – Young Men's Mentoring Program
- Pathways to Practice

Case Western Reserve University

- Medical Student Mentoring Program
- Student National Medical Association
- Latino Medical Student Association

Health Legacy of Cleveland – MH Saturday Academy

National Kidney Foundation Partnership

Sickle Cell Education & Advocacy (Post FC Age Out)

MMHC "Barbershop Talk" Initiative

Business Volunteers Unlimited – Homeless Standdown

NAHN – National Association of Hispanic Nurses

NAHSE – National Association of Health Services Executives

Greater Cleveland Partnership – Commit CLE

Urban League of Greater Cleveland

Diversity Center of NEO

Better Health Partnership

Heights/Hillcrest Regional Chamber of Commerce

Premier Supplier Diversity Committee

Ohio Minority Supplier Diversity Council

Towards Employment

National Equity Initiatives

*Saving
our
Daughters*



MH Equity First/Equity for ALL Marketing Rollout

Saving Our Daughters Partnership

Healthcare Anchor Network

Creating Healthier Communities

NCQA Health Equity Certification

National Medical Association Partnership

UNCF Scholarships & Internships

National Senior Games

Lincoln West Science and Health



- Only STEM-focused High School located in a Hospital in the U.S.
- Partnership with Cleveland Metropolitan School District (since 2016)
- 87% Students of Color representing 9 countries and 7 languages
- 23% Differently-Abled Students
- 98% Graduation Rate since 2019
- 100% of graduating seniors accepted into 2 or 4 year colleges

- Curriculum Design
- Internships
- Mentoring Program
- Student Experience Programming
- Student Advocacy & Interventions
- Workforce Certifications and Programming
 - Dental Assistant
 - STNA
 - Dining Services
- Early Childhood Education (Exploratory)

Social Determinants of Health (SDOH)

Economic Stability	Neighborhood & Environment	Education	Food	Community and Personal Environment	Healthcare System	Criminal Justice	Corporate America
Employment	Housing	Literacy	Hunger	Social integration	Health Coverage	Stops	Recruitment
Income	Transportation	Language	Access to Health Options	Support Systems	Provider Availability	Treatment	Retention
Expenses	Safety	Early Child-hood Education		Community Engagement	Provide Linguistic and Cultural Competency	Arrests	Advancement
Debt	Parks	Vocational Training		Discrimination	Quality of Care	Sentencing	Promotion
Medical bills	Playgrounds	Higher Education		Stress		- Length	Development
Support	Walkability					- Severity	Compensation
	Zip Code/ Geography					Probation	

Racism is a Public Health Crisis!

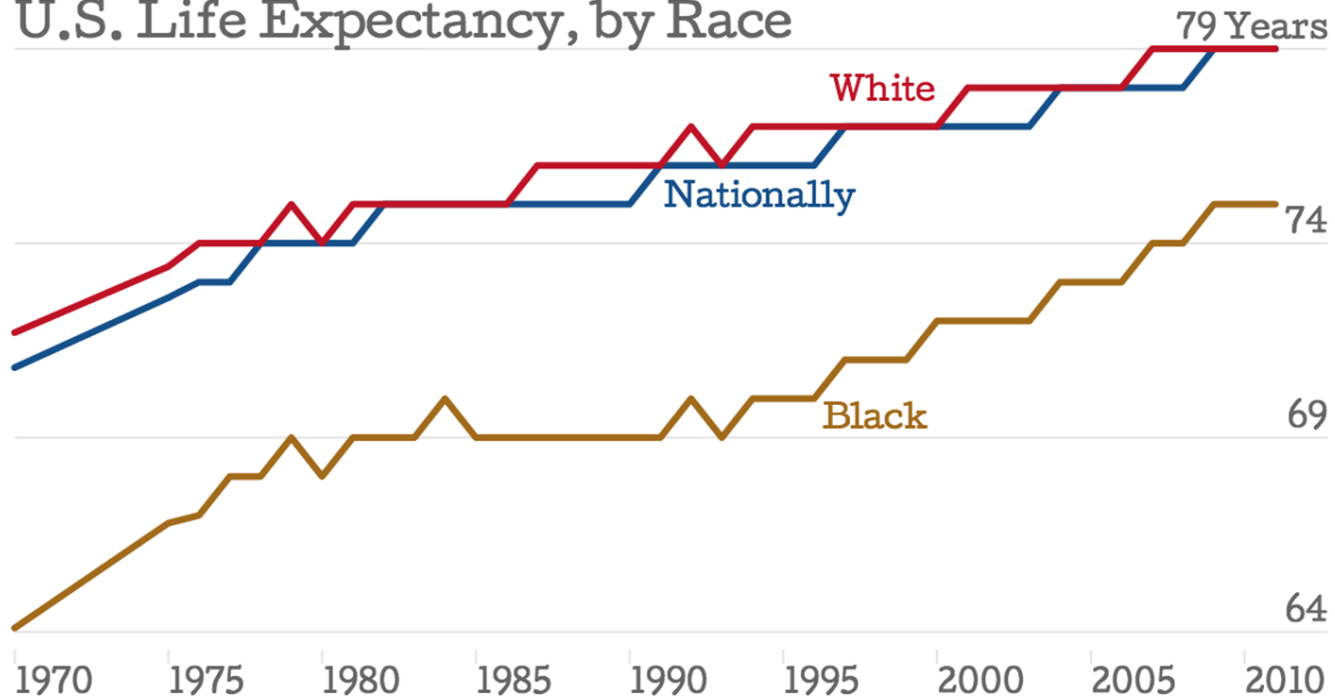
Adapted from Social Determinants of Health. Henry J. Kaiser Family Foundation

MetroHealth Minority Men's Health Fair



Life Expectancy

U.S. Life Expectancy, by Race

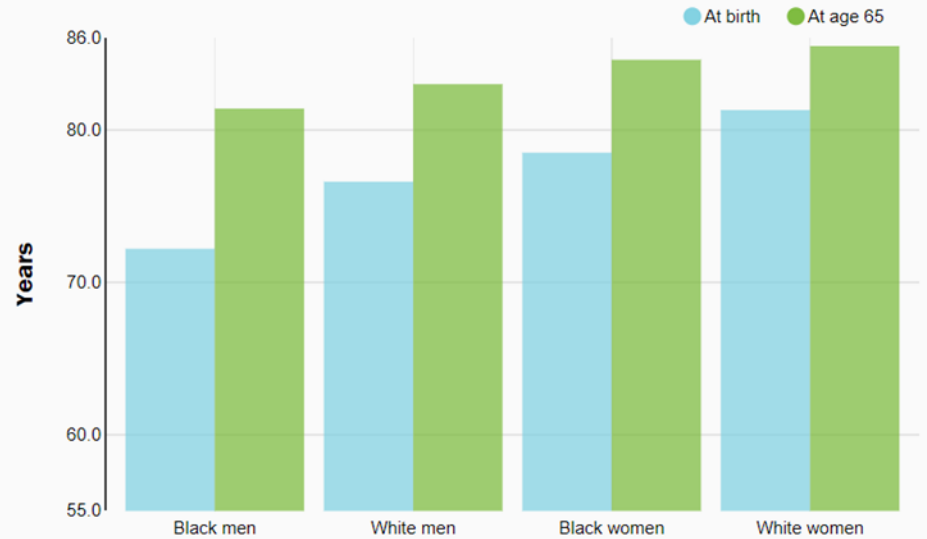


USNews

Lindsey Cook for USN&WR; Source: CDC

Black men die four years earlier than white men

Life expectancy at birth and at age 65



Authors' analysis of CDC National Center for Health

Statistics Life Expectancy (2015), Table 15

BROOKINGS

Minority Men's Health Fair – April 28, 2022

One Day, Three Locations

- 1000+ Attendees
- Main Campus, Cleveland Hts, Broadway
- 600+ Volunteers
- 2376 Blood Tests (Optional for Attendees)
 - CHOLESTEROL
 - CREATININE
 - HEMOGLOBIN A1C
 - HEPATITIS C ANTIBODY
 - HEPATITIS C QUANT BY PCR
 - PROSTATE SPECIFIC ANTIGEN (PSA)
 - VITAMIN D, 25-HYDROXY
 - HIV



We Literally Saved Lives That Day!



Save the Date

2023 Minority Men's Health Fair



April 27, 2023, 5 – 8:30pm

One day. Three locations.

MetroHealth – 2500 MetroHealth Drive

Cleveland Heights Medical Center – 10 Severence Circle

Ohio City Medical Center – 4757 Lorain Ave.

Because you matter.

For more information, visit metrohealth.org/mmhf



Reserva la fecha

Feria de la Salud para Hombres
de Grupos Minoritarios 2023



27 de abril de 2023, de 5 a 8:30 p.m.

Un día. Tres lugares.

MetroHealth – 2500 MetroHealth Drive

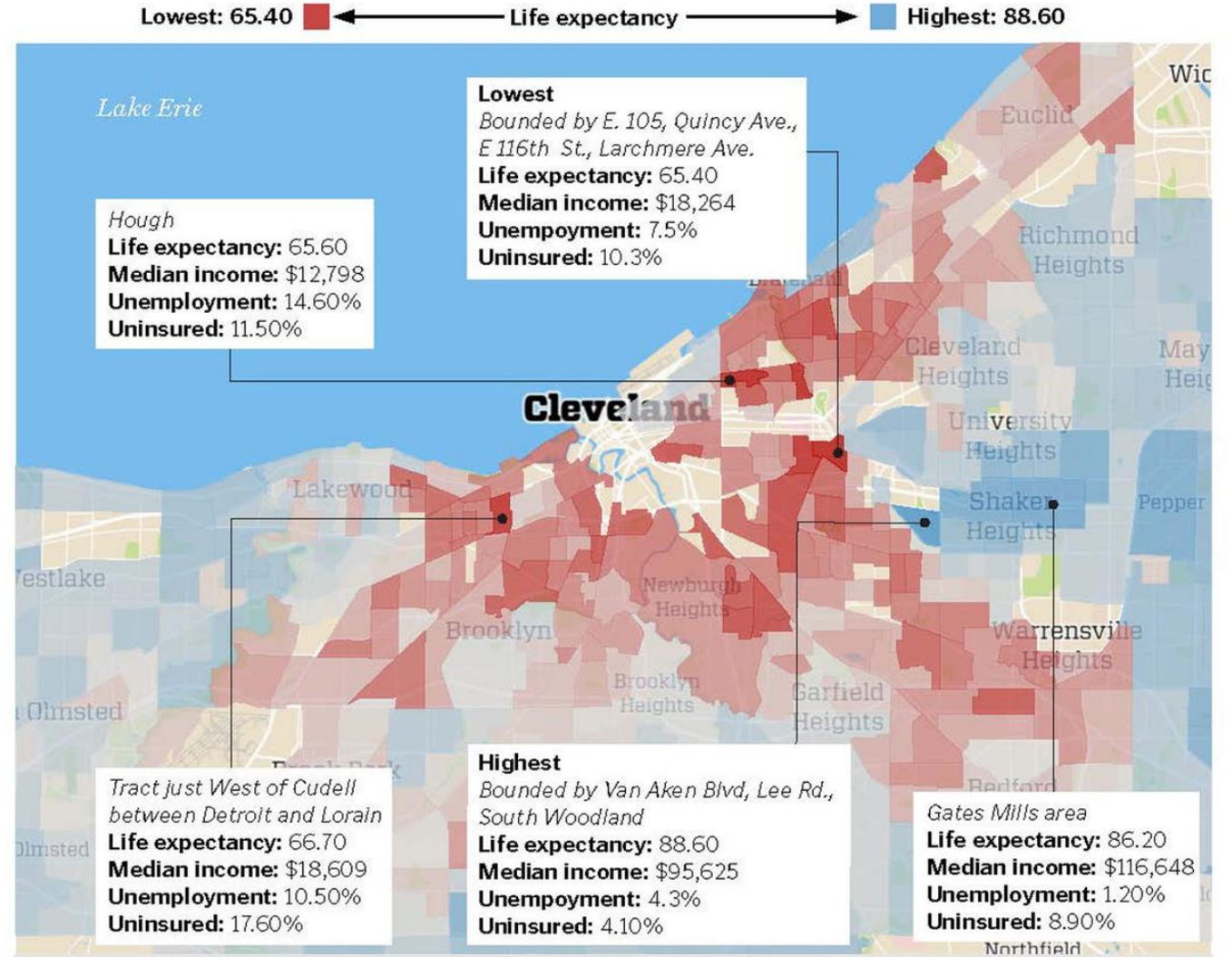
Cleveland Heights Medical Center – 10 Severence Circle

Ohio City Medical Center – 4757 Lorain Ave.

Porque usted importa.

Para obtener más información, visite metrohealth.org/mmhf

Where You Live Determines How Long You Live



SOURCE: Associated Press and The United States Small-Area Life Expectancy Project

PLAIN DEALER GRAPHICS

New for 2023



Community Advisory Councils

Objectives:

The Community Advisory Council works in active partnership with MetroHealth System leaders to:

- Share information with key community leaders and their networks about MetroHealth System (MHS) initiatives designed to eradicate healthcare disparities and improve the overall health outcomes of our patients and community
- Advise MHS leadership on ways to enhance and improve MetroHealth's efforts to engage with the public and to dramatically improve the health and well-being of the entire underserved community
- Establish community engagement goals for the MHS
- Actively monitor and transparently communicate progress against goals (quarterly)



The Community Advisory Council will help The MetroHealth System better meet the needs of the diverse communities it serves by establishing a two-way communication channel between those constituencies and senior leadership of the system.

Sharing our Equity, Inclusion and Diversity Expertise – Rali Strategic Partnership

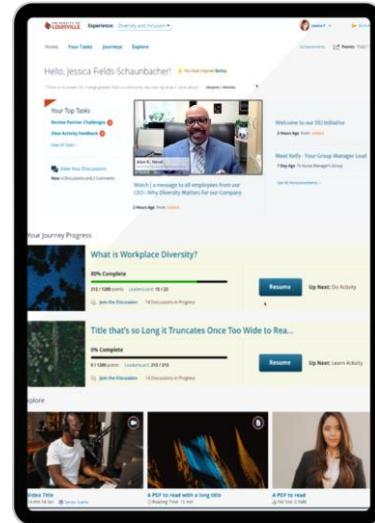
Interactive Communication and Task Management

Group-based Change Journeys

- Learn | Do | Inspire Activity Flow
- Partner Pairing (coach, manager, SME)
- Discussions/Team interaction
- Game Mechanics
- Progress, Polls, and Discussion Data

Interactive media

Advanced Analytics Across Platform



2/20/2023

Diversity, equity and inclusion have been ingrained in the culture of The MetroHealth System since its founding almost two centuries ago. These values inform the way MetroHealth serves its community and operates as an employer. Now, through a partnership with Rali, an innovative learning and behavior change platform, the hospital system will share its DEI expertise throughout the health care industry.



Beginning in August, the unique content that MetroHealth has developed around creating a culture of diversity, equity, and inclusion will be available on Rali's Change Experience Platform (CxP).

"The folks at Rali realized that the educational assets that MetroHealth has in this space are better than anyone in the country," said Alan Nevel, MetroHealth's Chief Equity & Community Impact Officer. "We're way ahead of everybody else because the demographic of our patients is such that we've been doing what we now call 'Diversity, Equity and Inclusion work' for 186 years."

Following the murder of George Floyd in 2020, the boards of trustees of MetroHealth and The MetroHealth Foundation redoubled their commitment to fighting systemic racism, social injustice and health care inequity. The health system's DEI team partnered with industry-leading consultants Janet B. Reid, Ph.D., President and CEO of BRBS World, and Vincent Brown, President and CEO of VRBC, to develop ways to explore unconscious bias and generate conversation about the subject among employees. The resulting program includes original videos, including the highly acclaimed series "Healing Begins With Listening," as well as interactive components and other curated material all delivered through Rali's unique "Learn | Do | Inspire" change framework.

Through a licensing agreement, Rali will market MetroHealth's award-winning content to help other health care organizations to:

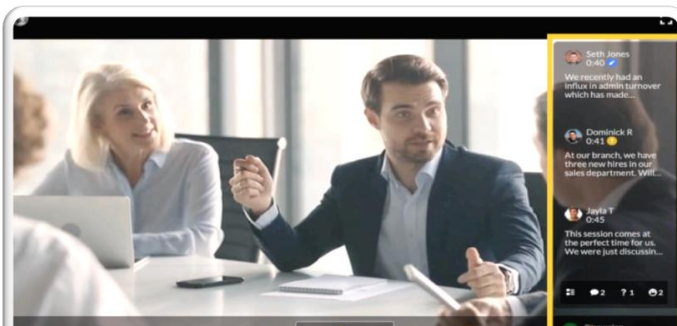
- Deliver compassionate and culturally competent care.
- Demonstrate respectful empathy with all constituencies.
- Build shared trust across the organization and communities served.
- Create connected understanding between diverse individuals and populations.
- Provide equitable service and support.

The Rali platform differs from other approaches because it delivers a unified environment designed to empower scalable, measurable and lasting changes in mindsets and behaviors. The experience can be customized and adapted to serve every type of health care organization, from individual users in a small, rural hospital to a global health care system's cohort of thousands.

"We see an enormous demand from health care organizations for experiences that represent DEI best practices such as those from MetroHealth," said Larry Mohl, Rali's Founder. "We are incredibly excited to help MetroHealth bring their hard-earned DEI expertise to life in a highly engaging and outcome-driven manner."

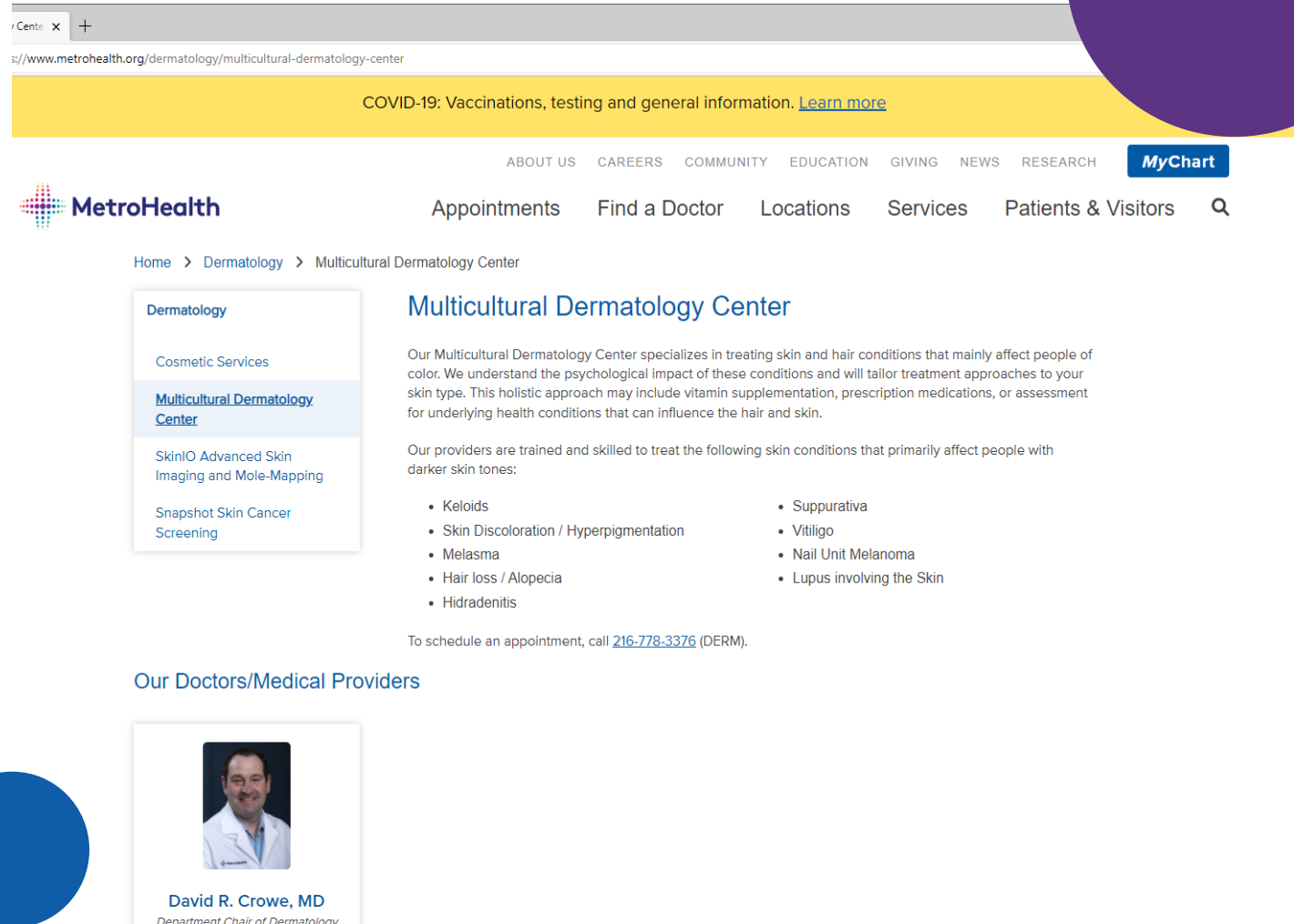
MetroHealth President & CEO Aircia Steed, Ed.D., MBA, RN, FACHE, said the partnership with Rali represents MetroHealth's commitment to DEI and its pursuit of innovation.

"It is an honor to work with Rali to share what we have learned and developed around diversity, equity and inclusion with our peers in the health care industry," Dr. Steed said. "As caregivers, we have to understand how unconscious bias, systemic racism and the 'othering' of those who do not share the same backgrounds and experiences impacts the way we treat one another and the way we interact with patients. Then we must work to end those things. We are proud to partner with Rali to contribute to that goal."




Multicultural Health Centers of Excellence

- Urology
- Dermatology
- Bariatrics
- Cardiology
-and more to come



COVID-19: Vaccinations, testing and general information. [Learn more](#)

ABOUT US CAREERS COMMUNITY EDUCATION GIVING NEWS RESEARCH **MyChart**

Appointments Find a Doctor Locations Services Patients & Visitors 

Home > Dermatology > Multicultural Dermatology Center

Dermatology

- Cosmetic Services
- Multicultural Dermatology Center**
- SkinIO Advanced Skin Imaging and Mole-Mapping
- Snapshot Skin Cancer Screening

Multicultural Dermatology Center


Our Multicultural Dermatology Center specializes in treating skin and hair conditions that mainly affect people of color. We understand the psychological impact of these conditions and will tailor treatment approaches to your skin type. This holistic approach may include vitamin supplementation, prescription medications, or assessment for underlying health conditions that can influence the hair and skin.

Our providers are trained and skilled to treat the following skin conditions that primarily affect people with darker skin tones:

- Keloids
- Skin Discoloration / Hyperpigmentation
- Melasma
- Hair loss / Alopecia
- Hidradenitis
- Suppurativa
- Vitiligo
- Nail Unit Melanoma
- Lupus involving the Skin

To schedule an appointment, call [216-778-3376](tel:216-778-3376) (DERM).

Our Doctors/Medical Providers



David R. Crowe, MD
Department Chair of Dermatology

Health Equity Imperatives

- Black Infant and Maternal Mortality - Aftershock
- Women & Children's Health Fair and Strategic Partnerships
- BH/MH Addiction
- Access To Care (i.e., Transportation)



THANK YOU

