

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

Date: Wednesday, July 22, 2015
Time: 2:00 p.m. – 4:00 p.m.
Place: Board Room - K107
Trustees: Ms. Dee, Mr. McDonald, Rev. Macon, Mr. Spain and Ms. Whiting
Present: Dr. Boutros, Ms. Becerra, Ms. Delp, Ms. Diaz, Dr. Dixon-Williams, Dr. Herran, Mr. Hodges, Mr. Jones, Dr. Kea, Ms. Krisak, Ms. Negron-McDaniel, Mr. Phillips, Ms. Raijki, Ms. Rose and Ms. Warman.

MINUTES

The meeting was called to order by Ms. Whiting at 2:05 p.m.

1. The minutes of the April 23, 2015 meeting were reviewed and approved.
2. Ms. Whiting introduced our new BOT Chair for the next couple of meetings
Rev. Mason.
3. Ms. Mason presented the Physician Recruitment & Retention Initiative
 - The physician graduation minority rate has decreased.
 - Dr. Dixon-Williams and P. Gallagher are collaborating on opportunities to achieve our diversity goals of recruitment, retention and advancement.
 - They have met with the Legal and Marketing Departments.
 - Marketing Materials will be ready for the convention on August 1, 2015 in Chicago.
 - Dr. Dixon-Williams will be operating our booth representing MHS as President of the Medical Staff.
 - E. Allen will create a new brochure with additional minority photographs with the statement “we’ve been looking for you.”
 - Marketing material should reflect links to Greek organizations.
 - Rev. Macon suggested involving Faith Based Institutions.
4. Mr. Jones shared the Transformation & Construction Update
 - 2015 Community Business Enterprise Report was distributed.
 - 2nd Quarter increased 20% with CBE construction
 - Average YTD = 19%
 - Key projects = 25%
 - Brecksville = 35% participation
 - Larger projects in the next 5-6 years
 - National Minority of Architects will be in Cleveland this year.
 - Dr. Boutros requested a 4th Quarter report on funds awarded and funds spent from the beginning of the year – a look back at the past 12 months.

5. Mr. Hodges updated the Talent
 - Management position levels well above target – at 40%.
 - Physician increase at 3%.
 - Suggestions for outreach in Hispanic Community.
 - 2014 – 8% Hispanics hired and in 2015 – 11% Hispanics hired.
 - Dr. Boutros requested D. Warman to prepare a spreadsheet for entire employee staff from 2013, 2014 & 2015 showing the Inclusion & Diversity employees in Leadership/Physician roles.
 - Entry level is at 50% diverse.
 - Dr. Dixon-Williams will reach out to University of Puerto Rico.

6. Ms. Krisak discussed the Supplier Diversity updates
 - 1st & 2nd Spending Categories were presented.
 - In process of reviewing all certifications and breaking down further.
 - Steps Taken for improving diversity:
 - ✓ Premier Vendor Diversity Committee Conference in June
 - ✓ Premier Diversity Presentations
 - ✓ Increase in medical supplies
 - ✓ Diversity community meetings
 - ✓ Webinars sponsored by GCP with local companies
 - ✓ Open House May 4, 2015
 - ✓ May 7, 2015 Construction Employees Association
 - ✓ Local organization meetings
 - ✓ Working with Transportation
 - ✓ Aug. 5, 2015 – Team
 - ✓ September– Tri-C sponsoring event

7. Ms. Becerra
 - We are one of the 15 hospitals on the National Committee for Diverse Vendors
 - Supplier Diversity Program:
 - We cannot local spend – all vendors are in one room and Vendors are partnering together.
 - Presentation: Cardinal Health – to increase diverse spending.
 - Continue to reach out and explore new opportunities.

8. Ms. Negrón-McDaniel shared the Office of Inclusion & Diversity Report
 - a. New role in Inclusion & Diversity includes:
 - With the Joint Commission survey this year, we needed a champion on the clinical side.
 - Ms. Negrón-McDaniel introduced and welcomed our new Manager, Health Equity Initiatives, Ms. Margarita Diaz.
 - Ms. Diaz will partner with Quality, Nursing, Residency, Medical Programs and Patient Experience.

- Dr. Boutros invited Ms. Diaz to join him August 27, 2015 for an 80 Business Leaders' meeting.
- b. MetroHealth Mentoring Program
 - Formally launched in June 2014 with offices of I&D, OD, EAP and Nursing.
 - The initial goal is to launch 4 cohorts per year, with each cohort targeting different levels of the organization.
 - To date, four cohorts have launched including:
 - First time Supervisors/Managers
 - Experienced Managers and Directors
 - EVS, PSR, Food Services, etc.
 - Coordinators, Social Works, Program Specialists, etc.
 - Over 200 staff are currently involved as mentors or mentees in the program.
- Maureen asked the question what is the result of this type of exposure?
 - 12 months after the program, measure annually.
 - Human Resources can follow the career path.
- Dr. Boutros explained the two immediate goals:
 - #1 – open door for opportunity
 - # 2 – Teamwork is developed and understanding within the MHS.
 - Long Term impact per Dr. Boutros instills hope/validation – motivation of possibilities.
 - Ms. Negron-McDaniel stated there are quarterly check in with Mentees/Mentors.
 - Career Workshops for success, interview skills, additional coaching from H/R with one-on-one meetings and help with resumes.
- Rev. Macon asked to verify the diversity numbers.
 - D. Warman shared we hire approximately 1,000 (9,000-10,000 applicants) staff per year excluding residents.
 - HR mentor expands the Tier approach for new employees through the mentoring program.
 - Every new employee is assigned a mentor.
- c. I&D Training and Inclusive Workplace
 - I&D and Employee Labor Relations partnership
 - H/R Employee Relations – goal is to set up employees up for success through individualized coaching.
 - Employee schedules a 1:1 hour long session with I&D to reinforce:
 - STAR-IQ
 - Inclusion & Diversity
 - Dimensions of Diversity – where do you and others fit in the process
 - Cultural Proficiency – starts with the individual permeates throughout the organization.
 - “When you step in it” – tools for navigating everyday situations.
 - Next Steps: Three Actions
 - Ask Every Patient: REAL (Race, Ethnicity and Language)
 - CLAS Standards (Culturally and Linguistically Appropriate Services)

- The 15 Standards have six core areas to address:
 - ✓ Foster Cultural Competence
 - ✓ Ensure Language Access
 - ✓ Reflect and Respect Diversity
 - ✓ Collect Diversity Data
 - ✓ Build Community Partnerships
 - ✓ Benchmark, Plan and Evaluate
 - Graduate Medical Education - Orientation and Diversity Social
 - Commenced new Resident I&D Orientations
 - Diversity Networking Social scheduled for September for internal and all residents
 - Resource Directory being developed to distribute at the event.
 - Patient & Family Advisor program
 - ✓ Better health outcomes
 - ✓ Improvement in pt. safety
 - ✓ Greater pt. and family satisfaction
 - ✓ Wisser allocation of organizational resources
 - I&D Advocacy
 - Critical Dialogue on the Cleveland Indians Logo
 - The Council agreed employees are allowed to wear Cleveland Indians apparel
 - Further discussion will continue during open season next year
- d. Awards and Recognitions
- MHS Received the “Best in Class” for Board Diversity Award from the Greater Cleveland Partnership (GCP) and the “Commission 50” Award for progress in creating, enhancing and sustaining their diversity and inclusion strategies.

Meeting adjourned 3:47 p.m.

The next BOT meeting is scheduled for October 28, 2015.

Recorder: Pamela Adams