



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

Date: Wednesday, April 27, 2016  
Time: 2:00pm – 4:00pm  
Place: Board Room – K107  
Chair: Ms. Whiting  
Trustees: Ms. Dee, Mr. McDonald, Mr. Moss and Mr. Spain  
Present: Dr. Boutros, Ms. Becerra, Mr. Boulanger, Ms. Delp, Ms. Diaz, Dr. Herran, Mr. Hodges  
Ms. Johnson-Hall, Mr. Jones, Mr. Martucci, Mr. Mayer, Ms. Negrón-McDaniel, Mr. Peters  
Mr. Pettus, Mr. Phillips, Mr. V. Ruiz, Mr. Stern, Ms. Warman

**MINUTES**

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

1. The minutes of the January 27, 2016 meeting were reviewed and approved.
2. Ms. Whiting presented the Chairperson Update.
  - Ms. Whiting met with the Board Committee members. There will be a new Community Engagement Committee of the board. The goal of the Community Engagement Committee is to expand our engagement with the community by connecting with the public in a different way.
3. Mr. Jones presented the Community Business Enterprise Report for Campus Transformation & Construction.
  - Presented Q1 Summary for 2016.
  - Reviewed the New Project Community Spend.
  - Displayed and discussed New Architect & Engineering Committed Spend, and New Contractor Committed Spend.
  - A request was made by the chair for a breakout of minority, female and small business enterprises. Mr. Jones will provide these deliverables at the next diversity committee meeting of the board.
  - Diversity Reporting Summary for completed projects: April 2015- March 2016.
    - Both Original Diversity Participation and Final Diversity Participation is at the performance base goal target of 25% for thirteen (13) projects
4. Mr. Martucci presented Diverse & Local Spend.
  - Compared Q1 2016/2015 Baseline Spend, Diverse & Local Spend. Q1 2016: at 17%, reflecting no significant change year-to-year.

- Reviewed the percentage breakout for Base Line Spend categories: Medical Supplies, Non-Medical Supplies; Other Expenses; Pharmaceuticals; Temporary/Contracted Labor, Purchased Services and other miscellaneous.
- Q1 2016 Diverse Spend: 4.1% of Base Spend.
- Q1 2015 Diverse Spend: 5.1% of Base Spend.
- Steps Taken Towards Improving Diversity Q1 2016.

Attended the following meetings/events to discuss various programs and collaborative projects:

- Hispanic Business Center – Hispanic Business Expo
- Greater Cleveland Partnership Best Practices Session
- Urban League
- Premier Meetings

Development:

- Supplier Diversity Dashboards (Procurement)
- Data Collection and Analytics
- Supplier Diversity Internal Committee

5. Mr. Hodges presented the Talent Acquisition Report.

2016 Inclusive Candidate Metrics:

- Race/Ethnicity & Gender: We surpassed the 40% diversity percentage goal for management interviewed and hired. The diversity percentage increased due to absorbing HealthSpan
- Race/Ethnicity Only: We met the 20% diversity percentage goal for management interviewed

2015 & 2016 Leadership Racial Diversity Composition by Title shows no significant changes:

- Vice President: 13% & 12% Director: 12% & 11% Manager: 18% & 18%

2015 & 2016 Physician & Leadership Racial Composition by Type is holding steady:

- Physicians: 27% Leadership: 16% Combined: 23%
- Dr. Boutros and Ms. Whiting requested an update on the minority physician recruitment

Workforce Development Highlights:

- Launched Indiana Wesleyan Program for cohort of sixteen (16) individuals throughout the system
- Finalized Move Up/Kellogg grant with Towards Employment
- Interviewed and attended inaugural Employee Collaborative career fair (agencies supporting individuals with developmental disabilities)
- Mr. Spain requested additional information on the curriculum for the Indiana Wesleyan program. Ms. Warman will provide an update at the next meeting

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

- Provided an update on the 2016 Inclusion & Diversity Strategic Goals.
- Cultural Competence in the Patient Experience Initiative – a partnership with Inclusion & Diversity and Patient Experience to:
  - Obtain feedback from the community
  - Provide individual communities with an overview of MetroHealth’s services and how we are serving the community

- Develop an action plan for improving cultural competence in the patient experience for the communities served by MetroHealth
- 2016 Inclusion & Diversity Education.
  - Online Learning Modules:
    - Inclusion & Diversity at MetroHealth
    - Lesbian, Gay, Bisexual and Transgender (LGBT) Module
    - “Ask Every Patient REaL” (Race, Ethnicity and Language) – meaningful data collection in order to inform population health strategies
    - Language Access Services – educational and reference module for staff
- Inclusion & Diversity Dashboards.
  - Leadership Diversity:
    - Check in with last year’s leaders
    - Reaching out to additional areas
    - Meeting with the Dyad Leaders/Service Lines
  - Supplier Diversity:
    - New initiative in partnership with Supply Chain
    - Target 5-7 areas this year to discuss challenges and opportunities, share information and resources
- Workplace Inclusion.
  - Sample of current activities:
    - I&D is part of the cultural Integration Team for former HealthSpan (now MetroHealth facilities)
    - New Employee Resource Group: SOAR (Sponsorship, Opportunity, Achieve, Reward). This group will target frontline staff on individual development. We have a total of eight groups
    - Ambulatory Sites engagement
    - Employee Experience
    - Critical Dialogues

7. Ms. Delp presented the Transgender Job Fair Report.

- MetroHealth hosted a Transgender Job Fair at the Medical Center on Saturday, April 23, 2016, 9am – 4pm.

#### Why a Transgender Job Fair?

- The Transgender Job Fair served as an opportunity to remind our community of MetroHealth’s mission and commitment to serve all
- According to a National Transgender Discrimination Survey, individuals who are transgender or gender non-conforming experience unemployment at twice the rate of the general population, and 90% reported harassment, mistreatment or discrimination on the job

#### Job Fair Highlights

- Opening Remarks & Welcome: Dr. Akram Boutros, President & CEO, The MetroHealth System; Amy Delp, Vice President, Quality & Inclusion
- More than fifty-five (55) fair participants
- Forty-five (45) committee members, volunteers and community champions
- Seventeen (17) Northeast Ohio employers met with candidates to share job opportunities

- Twelve (12) community partnering groups shared pertinent information
- Workshops offered on Presenting the Best You; Resume Writing; Interviewing Skills; Dressing for Success; Training, Education & Professional Development
- Professional makeup artists/stylists offered individual consults
- Photographer
- Keynotes: “Born This Way” and “Your Rights in the Workplace”
- Breakfast/Lunch provided
- Closing Remarks and Raffle

8. Ms. Diaz presented the Health Equity Initiative: Minority Nurse Recruitment Fair.

- The purpose of the Nurse Recruitment Fair is to present MetroHealth’s Nursing Program, share information on how to register and search for nursing opportunities at MetroHealth. Also, share the nursing journey of six diverse nurses at MetroHealth and network with participants.
- Information tables: Human Resources; Professional Education; Nurse Residency; Care Program; Nurse Senate; Magnet; Inclusion & Diversity; Employee Resource Groups; Patient Experience.
- Ms. Diaz will provide an update on the event and outcomes at the next committee meeting.

9. Mr. Pettus presented the Lincoln West Mentoring Program at MetroHealth.

- The idea for the mentoring program came to fruition as an outcome of a “Friends of Lincoln-West” meeting with community members and Debbie Warman, Vice President of MetroHealth Human Resources. The goal of the program is to help students develop skills to work in the healthcare field and encourage students to pursue the areas of interest. Ultimately, the students will return back to the community to work at MetroHealth.

Program Components for High School juniors:

- A two (2) year partnership with Lincoln West High School (CMSD) and MetroHealth that includes:
  - Careers/Speaker Series: MetroHealth employees share their career journey
  - Summer Employment: Nineteen (19) students completed a three (3) week paid work experience in areas of interest
  - Mentoring and Shadowing Experience: MetroHealth mentors share their experiences and roles
- Lincoln West Graduation: May 19, 2016, 10am – 11:30am, R170
- MetroHealth mentors nominated for a STAR-IQ Award for Inclusion & Diversity: Anne Marie Anderson and Danielle Suminski

Meeting adjourned at 3:45pm

The next BOT meeting is scheduled for July 27, 2016 at 2pm

Respectfully submitted by Francine Johnson-Hall