



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

Date: Wednesday, July 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: Ms. Allen, Dr. Boutros, Ms. Becerra, Ms. Delp, Ms. Diaz, Dr. Herran, Mr. Hodges  
Ms. Johnson-Hall, Mr. Jones, Dr. Kea, Mr. Martucci, Ms. Negrón-McDaniel, Mr. Peters  
Mr. V. Ruiz, Mr. Smith, Mr. Stern

**MINUTES**

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

1. The minutes of the April 27, 2016 meeting were reviewed and approved.
2. Mr. Jones presented the Community Business Enterprise Report for Campus Transformation.
  - Provided an update on architecture/engineering and construction spend that was originated in 2015 or later to companies with diversity designation including Minority Business Enterprise (MBE), Small Business Enterprise (SBE), and Female Business Enterprise (FBE).
  - Reviewed the percentage breakout summary for Q2-2016 New Project Community Spend: Architecture & Engineering – 82%; New Contractor Committed Spend – 28%; New Committed Spend – 31%
  - Have been tracking construction and now also looking at professional services
  - Most participation is coming from the Cleveland area, and we have more work to do to engage diverse suppliers.
3. Mr. Martucci presented Diverse & Local Spend.
  - Q2 2016 Total Diverse and Local Spend: 16% of Base Spend
  - Reviewed and displayed YTD June 2106 Diverse Spend
  - Reviewed the Q2 2016 Diverse Spend percentage breakout by categories: Certified Business Minority; Certified Business Veteran; Certified Small Business; Hub Zone; Certified Women Owned. Certified Business Minority is up by 3% with the other categories flat
  - Opportunities with categories/ contracts coming up for renewal

**Development:**

- Have more interaction with Directors of Supplier Diversity
- Reviewing current policies
- Focused internal and external education

- The supplier diversity dashboards are finalized. Will be meeting with appropriate departments and would like to coordinate a Supplier Diversity Summit with Premier for capacity-building.

Will present at the following events:

- The President's Council on 9/1/16
- Greater Cleveland Partnership event on 10/20/16

4. Mr. Hodges presented the Talent Acquisition Report.

2016 Inclusive Candidate Metrics:

- Race/Ethnicity & Gender: Surpassed the 40% diversity percentage goal for management and physicians interviewed and hired. The combined diversity percentage is at 66%
- Race/Ethnicity Only: We met the 20% diversity percentage goal for physicians interviewed and exceed the diversity percentage goal for management interviewed/hired and physicians hired. The combined diversity percentage is at an average of 25%
- Over 67 providers from HealthSpan joined MetroHealth but the vast number of providers were non-minority
- Manager level pipeline is growing
- Since 2013 about 1,000 people have been hired into the organization and it is fairly remarkable to be growing the organization
- Dr. Boutros expressed the need to look at the entire enterprise and not just certain areas and look at the demographics in all categories.

Leadership Sessions:

- Senior Leadership Involvement: Incorporated into the interview process. Participate in hiring selection.
- Cultivating Internal Talent: Identify talent from other areas as a potential fit. Focus on growing current team members.
- Networking Opportunities: Begin relationship building with prospective candidates.

Next Steps:

- Q3: Meeting again with Q2 group for status update
- Q4: Develop plans for 2017. Establish qualitative and quantitative performance indicators
- 2017: Meet with managers and frontline supervisors. Collaborate with senior leadership to develop action plans

5. Dr. Kea presented the 2016 URM Physician/Residents initiatives. Various leaders represented MetroHealth at the following events.

- Student National Medical Association – Annual Education Conference in Austin, TX.  
Exhibitors: Dr. Karen Kea; Winnie Mason, Minority Development Executive
- Meharry Medical College in Nashville, TN  
Participants: Dr. Sherrie Williams, President, Medical Staff; Marcie Becker, Director, GME; Winnie Mason, Minority Development Executive
- Howard University College of Medicine in Washington, D.C.  
Participants: Dr. Sherrie Williams, President, Medical Staff; Winnie Mason, Minority Development Executive

- National Medical Association – 114<sup>th</sup> Annual Convention in Los Angeles, CA  
Exhibitors: Dr. Karen Kea; Winnie Mason, Minority Development Executive

6. Ms. Diaz presented the Health Equity Initiatives: HR Nurse Recruitment.

Spring Minority Nurse Recruitment and Networking Event – May 19, 2016, Rammelkamp Atrium. The event was well attended. Lots of participation from MetroHealth staff.

- Purpose: Demonstrate our commitment to a culturally diverse nurse workforce and the ability to provide quality, culturally competent patient care. Share MetroHealth’s Nursing Program (Magnet) and diverse nurse experiences.
- Vendor Representatives: Cleveland Council of the Black Nurses Association; Philippine Nurses Association; Northeast Ohio Chapter of National Association of Hispanic Nurses; Chelly’s Nursing Review and Tutoring, LLC
- Outcomes: Received 140 RSVPs and over 100 attended. Of the total attendees, 38 applied for positions.
- Attendees breakout: 2 Nurse Practitioners; 18 BSNs, 80 Associates Degree; 2 LPNs and 3 Students

7. Dr. Smith and Ms. Negrón-McDaniel presented the Inclusion & Diversity (I&D) System Partnerships. Reviewed other initiatives that focus on topics to help caregivers understand the need of patients and patients’ family members; employees to understand the need of one another and how to cope with bias.

- Schwartz Center Mission: To promote compassionate care so that patients and their caregivers relate to one another in a way that provides hope to the patient, support to caregivers and sustenance to the healing process.
- Schwartz Center Rounds Plus Inclusion and Diversity: Making others aware of how their actions, comments, etc. can negatively affect others
- “When Inclusion Fails: Delivering Compassionate Care in the Midst of Difference”

TeamSTEPPS/TeamSTEPPS plus Inclusion and Diversity

- Team Strategies and Tools to Enhance Performance and Patient Safety. Areas of focus: Leadership, Communication, Mutual Support, Situation Monitoring.
- MetroHealth is conducting system-wide implementation of TeamSTEPPS and is a Regional Training Center (one of seven in the nation.)
- Inclusion and Diversity goals: Break down silos and barriers to communication; empower all staff to speak up when they see a potential safety issue, and to improve teamwork through honest dialogue

The MetroHealth System is a 2016 Award Honoree: AHA Equity of Care Award

- The goal of this award: recognize outstanding efforts among hospitals and care systems to advance equity of care to all patients; accelerate progress of the National Call to Action to Eliminate Health Care Disparities; and spread lessons learned and progress toward health care equity and the promotion of diversity
- Dr. Boutros will receive the 2016 Ohio Leadership Excellence Award in October
- Dr. Boutros mentioned the initiative, “Empowering Cleveland’s Youth.” This initiative kicked off today and Dr. Boutros is a member of the committee planning and implementing the initiative.

Participated in the following Community Service and Requests.

Community Service

- Diversity Center of Northeast Ohio Board membership
- WKYC Community Advisory Council
- YWCA: It's Time to Talk Advisory Committee
- Empowering Youth/Exploring Justice

Requests

- Commission on Economic Inclusion (presented Unconscious Bias)
  - Cardinal Health (presented Unconscious Bias)
  - Medical Mutual: Inclusion and Diversity Best Practices
  - Chief Calvillo and Chief Luke: Inclusion and Diversity Best Practices
- Hispanic/Latino Recruitment and Latino focused Multi-Specialty Practice meetings:
    - Exploring existing recruitment and service model. Continuing discussion on formalizing a plan for recruitment
    - Assessing the needs of the community
    - Identify resources and assets currently in existence
    - Form a task group to initiate the work

Meeting adjourned at 3:30pm

The next BOT meeting is scheduled October 26, 2016.

Respectfully submitted by Francine Johnson-Hall