



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

Date: Wednesday, October 26, 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, Ms. Clegg, Ms. Delp, Ms. Diaz, Dr. Herran, Mr. Hodges
Ms. Johnson-Hall, Mr. Martucci, Ms. Negrón-McDaniel, Mr. Peters
Mr. Ruiz, Mr. Smith, Mr. Stern

MINUTES

The meeting was called to order by Dr. Boutros at 2:10pm.

1. The minutes of the July 27, 2016 meeting were reviewed and approved.
2. On behalf of Mr. Jones, Dr. Boutros presented the Community Business Enterprise Report for Campus Transformation.
 - Explained the Community Business Enterprise Report is an aggregated design, 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).
 - Organization Performance Based Goal: Minimum – 20%; Target – 25%; Maximum – 30%
 - Community Spend will show committed spend by category (Architect, Engineer, and Contractor), and list projects. Variation will be displayed as a result of new projects, consultants, and contractors being added, the progression of projects as more specific information becomes known, and actual value of spend at the end of the project engagement.
 - Reviewed the New Project Community Spend and Breakout Summary for Q3-2016
 - New Architecture & Engineering Committed Spend
 - New Contractor Committed Spend
 - Total New Committed Spend
 - Presented the Completed Projects (7) Summary for Q3 – Rolling 12 Month (Sept. 2015 – Aug. 2016)
 - Reviewed CM number (the date projects were initiated), the CBE goal at time of bid, and the final diversity participation
3. Mr. Martucci presented Diverse and Local Spend.
 - Q3-2016 Total Diverse and Local Spend: 24.2% of Base Spend
 - Reviewed YTD Q3-2016 Diverse and Local Spend: 23.5% of Baseline Spend
 - Reviewed Q3-2016 Diverse Spend by Business Type
 - Reviewed YTD Sept. 2016 Diverse Spend by Business Type

4. Mr. Hodges presented the Talent Acquisition Report.

2016 Inclusive Candidate Metrics:

- Race/Ethnicity & Gender: The combined diversity percentage is at 59%, well above the metric of 40%
- Race/Ethnicity only: The combined diversity percentage is 24%, which is above the metric of 20%

2013- 2016 Leadership Racial Diversity Composition by Title:

- Vice President: The racial diversity percentage was low due to leadership changes
- Director: No significant changes from year to year
- Manager: From 2014 – 2016, racial diversity percentage increased 1% percent each year

2013 – 2016 Racial Composition by Title:

- Leadership: Diversity percentage increased 13% - 16%; Physician: percentage increased 22% - 28%; and Combined: percentage increased 19% - 23%

2013 – 2016 Physician & Leadership Composition:

- Physician: Physician composition is at 53.9% for race and gender combined
- Leadership: Leadership composition is at 74.6% for race and gender combined

Next Steps:

- Share updated dashboards with leaders from previous quarterly reviews
- Develop plans for 2017 focusing on middle management; establish qualitative and quantitative performance indicators

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

Equity Pledge to Act Update: 2016 Goals and Outcomes

- Collect REaL (Race, Ethnicity and Language) Data: Completed gap analysis on REaL data being collected; assigned “ASK Every Patient REaL” online module to 2,281 pertinent staff
- Facilitate Cultural Competency Training: On track to provide orientation to all new employees; providing orientations to all levels of nursing; and provided orientation to all new residents
- Increase Diversity in Leadership & Governance: Tracking well above the target goal of 40% for race/ethnicity and gender for manager level and upper level positions

Inclusion & Diversity Cases: Investigations; 1:1 Interventions; Values Orientations

- Partnerships are in place: Office of Patient Experience to resolve I&D related complaints and/or grievances; Partnership with Labor Relations for employee orientations and interventions
- 1:1 Interventions: Provide tools and strategies in order to support the employee in increasing their competence; 1:1 orientations to reinforce values and expected behaviors
- Values Orientation: Offered by Inclusion & Diversity as sessions to reinforce the organizational values through the lens of I&D

Recent Patient Cases and Employee Cases:

- Areas of focus: Patient experience and/or delivery of care; race, LGBT/Transgender patient complaints; and partnered with Patient Relations/Office of Patient Experience
- Focused on employee commentary/departmental culture; reinforcing the STAR-IQ/organizational values; reinforce I&D, inclusive culture and provide tools and resources in

order to support the employee in being successful; and partner with the Labor Relations department

- Discussed two letters received from patients to Dr. Boutros regarding outstanding service/care

6. Ms. Clegg presented Cultural Competence in the Patient Experience Initiative – Focus Group Analysis.
- Purpose: Obtain feedback from the diverse communities we serve in order to better understand their individual patient experiences. Increase knowledge and awareness on experiences by the various dimensions of diversity, and develop a plan for improving the patient experience with the diverse patient populations we serve
 - Next Steps: Continue to meet with different communities in 2017 to include additional dimensions of diversity. Develop a targeted cultural competency education plan based on findings.
 - Methodology: Facilitated discussion with populations that are less likely to respond to patient satisfaction surveys. Criteria: MetroHealth patient; meet qualification of specific group

Meeting adjourned at 3:55pm

The next BOT meeting is scheduled January 25, 2017

Respectfully submitted by Francine Johnson-Hall