



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

Date: Wednesday, January 25, 2017  
Time: 2:00pm – 4:00pm  
Place: Board Room – K107  
Chair: Ms. Whiting  
Trustees: Ms. Whiting, Ms. Dee, Mr. McDonald and Mr. Spain  
Present: Dr. Boutros, Mr. Hodges, Ms. Johnson-Hall, Mr. Jones, Dr. Kea, Mr. Martucci, Ms. Negrón-McDaniel, Mr. Stern, Ms. Warman, Ms. Becerra

**MINUTES**

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

1. The minutes of the October 26, 2016 meeting were reviewed and approved with one correction. Dr. Kea was inadvertently omitted on the attendance list. She was present at the October meeting.
2. Ms. Negrón-McDaniel presented Office of Inclusion and Diversity (I&D) Report.

**2017 Inclusion and Diversity Goals (6):**

- Culturally Competent Care: Providing culturally competent care that reduces health disparities and promotes health equity. Expand the REaL (Race, Ethnicity and Language) Program. Improve the care of LGBT patients. Organize a Transgender Youth Committee that will focus on improving care to youths and support to their families.
- Recruitment and Retention: Support the System’s activities for identifying, recruiting, hiring and developing a qualified diverse pool of candidates.
- Workplace Inclusion: Strengthen the Employee Resources Group Program. Cultivate a culture that enables individuals to contribute to their full potential and to increase employee engagement, satisfaction and retention.
- Training and Development: Provide education and learning opportunities for residents and managers. New this year, will provide a Diversity Toolkit for Managers. The toolkit will contain different topics.
- Supplier Diversity: Support the System’s efforts to increase participation and spending with minority, female and local business enterprises. We will continue to participate in internal/external outreach and education.
- Community Engagement: Increase the visibility and awareness of The MetroHealth System in the communities we serve. Navigating your care session in the community this year in partnership with the community health advocates; continue cultural competence focus groups in partnership with patient experience and market intelligence.

### REaL Initiative: Patient demographic data collection of race, ethnicity and language

- 2015 – 2016: Patient encounters with “Missing,” “Unavailable,” or “Declined,” demographic data was collected from four clinics (Main Campus: Cancer Care, and Pediatrics; McCafferty; and Broadway.)
- Gap analysis completed and identified areas for additional education; implemented education sessions with more than two-thousand employees.

### Healthcare Equality Index (HEI)

- MetroHealth is the recipient of the Equality Award. Achieved: “Leader in LGBTQ Healthcare Equality” Scored 100/100.
- The survey assessed the following:
  - Training in LGBTQ Patient-Centered Care; LGBTQ Patient Services, and Patient and Community Engagement
  - Patient and Employment Non-Discrimination; Equal Visitation
  - Transgender Patient Services
  - Employee Benefits and Policies
  - Patient Self-Identification

### 3. Mr. Jones presented the Community Business Enterprise Report for Campus Transformation & Construction.

- Presented Q4 New Project Community Spend for 2016.
  - New Architecture & Engineering Committed Spend at 82%
  - New Contractor Spend at 28%
  - Total New Committed Spend at 31% (achieved our goal)
- Reviewed the Rolling 12-month Completed Projects Summary (1/2016 – 12/2016).
  - Both Original Diversity Participation and Final Diversity Participation exceeded the performance base goal maximum of 30%
- Ms. Whiting asked that a column is added to show the final diversity participation percentage of minority business enterprise, small business enterprise, and female business enterprise.

### 4. Mr. Martucci presented Diversity & Local Spend.

- Reviewed 2012 – 2016 Baseline total spend for the following categories:
  - Medical Supplies – include Distributor diverse spend under Diverse Non-Local
  - Non-Medical Supplies – include Office Depot diverse spend
  - Other Expenses
  - Purchased Services
  - Salaries & Wages – Temporary Contract Labor
- Compared 2015 – 2016 Baseline, Diverse & Local Spend by categories:
  - 2015 Total percentage Diverse Spend at 20%
  - 2016 Total Percentage Diverse Spend at 23%
- Reviewed Q4 2016 Spend by Category

### 5. Mr. Hodges presented the Talent Acquisition – Candidate Initiative.

#### 2016 Inclusive Candidate Metrics:

- Race/Ethnicity & Gender: We are performing very well and have surpassed our 40% diversity percentage goal for management and physicians interviewed and hired. The percentages range between 48% - 79%.

- Race/Ethnicity Only: Performing well for diversity percentage goal for management interviewed and hired, surpassed our target goal of 20%. Diversity percentage goal for physicians interviewed and hired is slightly below the 20% target goal primarily due to HealthSpan provider integration.

2013 – 2016 Racial Composition by Type:

Over the years, diversity percentage increased.

- Leadership: 13% - 16%
- Physician: 22% - 26%
- Combined: 19% - 22%

Peer Institutions (percentage diversity of medical residents):

- MetroHealth: 53.6%
- University Hospital: 44.6%

Meeting adjourned at 3:55pm

The next BOT meeting is scheduled April 26, 2017

Respectfully submitted by Francine Johnson-Hall