



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

Date: Wednesday, April 26, 2017  
Time: 2:00pm – 4:00pm  
Place: Board Room – K107  
Chair: Ms. Whiting  
Trustees: Ms. Dee, Mr. McDonald, and Mr. Spain  
Present: Dr. Boutros, Ms. Delp, Ms. Diaz, Mr. Ruiz, Ms. Gallagher, Mr. Hodges  
Ms. Johnson-Hall, Mr. Jones, Dr. Kea, Mr. Martucci, Ms. Negrón-McDaniel  
Mr. Stern, Ms. Warman

**MINUTES**

The meeting was called to order by Dr. Boutros at 2:00pm.

1. The minutes of the January 25, 2017 meeting were reviewed and approved.
2. Ms. Negrón-McDaniel presented Office of Inclusion and Diversity (I&D) Report.

**Underrepresented Minority Physician Recruitment Initiative:**

- A Committee was formalized: Office of Professional Affairs, Strategy, and Talent Acquisition:
  - Internal Strategy: Identification of Residents; Follow residents through years and target; Inclusion and Diversity Provider Champions; Host a yearly Recruitment Fair;
  - External Strategy – Eternal Outreach; Greater Cleveland Community Resources; Inclusive Work Environment
  - There was lots of networking, outreach and tracking of candidates interviewed and hired.
- New Providers:
  - Ines Cuebas Rolen, MD: Board Certified Pediatrician; Additional Language: Spanish
  - Shaneeka Rice, CNP: Board Certification – American Academy of Nurse Practitioners/Adult
  - Evangeline Garcia, CNP: Board Certification – American Academy of Nurse Practitioners/Family Practice
- Inclusion & Diversity Integration into Operations: Last year I&D worked on leadership Diversity Dashboards. Currently working with Service Line Dyads, Managers, and Directors to develop I&D goals for their respective areas. Presented to over 60 staff and will continue working on supporting the integration of I&D into Operations.
- I&D Goals: System Partnerships:
  - Culturally Competent Care: Patient Experience Focus Groups; Quality and EPIC - REal (Race, Ethnicity and Language); and DORA – Health Disparities Analysis
  - Community Engagement: Community Health Advocates – Navigating Care;

- Health Improvement Partnership (HIP)- Eliminating Structural Racism Committee
- Supplier Diversity: Construction; Supply Chain; Legal; and Accounting
- Training and Development: Learning & Performance – include I&D module; Best in Class Leadership Program;
- Updated the Disruptive Patient Protocol Policy: added an “employee recovery” plan to the policy (I&D partnering with Employee Assistance Program)
- Values Orientation and Intervention: Reinforce our System’s Values
- Cultural Celebrations / Acknowledgments: Black History Month; Irish American Heritage Month, Women’s History

3. Ms. Diaz presented Health Equity Updates.

- 2017 – 1<sup>st</sup> Quarter Activities:
  - Healthcare Equality Index (Human Rights Campaign survey for LGBT health care) achieved a perfect score of 100 on the Annual Survey; we are designated Health Care Equality Leaders
  - Collecting Meaningful data to improve healthcare for all
    - Face-to-Face Employee EPIC Training: Bi-weekly classes to train staff on how to accurately collect demographic data at point of registration. Overall goal to increase staff knowledge and comfort level when collecting patients’ information
- Phase 2 – Patient Education:
  - Race/Ethnicity and Language (REal) Patient Education Campaign- launches in Q3
- System Partnerships to Improve Experience and Equity:
  - EPIC – LGBT Project: Documenting and centralizing LGBT health information. Improve opportunities for implementing best practices in guiding providers
  - Facilities Management (new partnership): Access to Gender-based facilities; identifying single use restrooms; and updating signage
  - Bathroom accessibility: Change the direction of how bathroom doors open. Over 400 hundred public restrooms throughout Main Campus, over 3% were identified for additional improvements, and 17 work orders submitted
- Health Equity Community Collaborations:
  - Near West Neighborhood partnership with Neighborhood Family Practice, Cleveland Clinic, and several community groups- current focus is on food insecurity and access
  - Eliminating Structural Racism Committee of the County Health Improvement Partnership (HIP): Address policies and systems that either create barriers and disadvantages for members in the community
- 3<sup>rd</sup> Annual Transgender Job Fair – implemented on 4/22/17 with over 75 job seeking attendees and over 20 companies participating this year. Starbucks completed interviews same day and hired several attendees

4. Mr. Jones presented the Community Business Enterprise Report for Campus Transformation.

- Presented the Diversity Reporting Q1 2017 – “Rolling 12-Month Look-back” for construction projects completed from 4/1/2016 to 3/31/2017
  - CBE goal at time of bid: 17%
  - Original Diversity Participation Commitment: 31%
  - Final Diversity Participation: 33%

5. Mr. Martucci presented Supplier Diversity.

- Reviewed the Q1-2017 Baseline Spend

- Reviewed Category Breakout
- Reviewed Top 20 Vendors by Spend

6. Mr. Hodges presented the Talent Acquisition – Candidate Initiative.

2016 Inclusive Candidate Metrics:

- Race/Ethnicity& Gender: Management interviewed/hired at 86% and 78% - exceeded 40% diversity percentage. Physicians interviewed/hired at 50% and 25%.
- Race Ethnicity Only: We are performing well for diversity percentage for management and physicians interviewed and hired. Across the board, we exceeded our 20% diversity management goal. Management interviewed/hired: 45% and 22%. Physicians interviewed/hired: 38% and 25%

2013 – 2017 Racial Composition by Type:

Over the years, there's no significant diversity percentage change for Leadership; and a slight increase for physician diversity percentage.

- Leadership: 13% - 14%
- Physician: 22% - 26%

2013 – 2017 Physician & Leadership Composition:

Across the board, there's no significant percentage change for race/gender.

- Physician race: 22.4% - 25.5; Physician gender: 40.3% - 39.8%
- Leadership race: 13.3% - 14.4%; Leadership gender: 69.1% - 68.3%

- Employee Career Ladders: Opportunities for employees to advance within the System.
  - Collaborating with Towards Employment; and Tri-C to develop a 10-wk. program that will be held at MetroHealth Medical Center. Employees can utilize tuition reimbursement.

Meeting adjourned at 3:25pm

The next BOT meeting is scheduled July 26, 2017

Respectfully submitted by Francine Johnson-Hall