



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

Date: Wednesday, November 11, 2020

Time: 2:00 p.m. – 4:00 p.m.

Place: Zoom Meeting

Chair: Ms. Dee

Trustees: M. Dee, J. Hairston, J.B. Silvers, V. Whiting

Present: Ms. Allds, A. Anderson, M. Hewitt, K. Dethloff, M. Diaz, S. Goerndt, M. Jones, W. Jones, A. Nevel, M. Stern, S. Rajki, T. Short, Dr. Werner, B. Boulanger, J. Gallo, M. Kondapaneni, J. Platten, E. Weston, B. Roitberg

MINUTES

The meeting was called to order by Ms. Dee at 2:05 p.m.

- I. The minutes of the August 12, 2020 meeting were reviewed and approved.
- II. Information Items

Inclusion, Diversity and Equity Update

Alan Nevel, Senior VP, Chief of Diversity and Human Resources Officer and Margie Diaz gave an update on the racial equity and inclusion goals. The goals highlighted include 1) improving Black and other minority representation at the senior levels of the organization, 2) improving leadership representation of underrepresented groups, 3) focus on hiring, retention, and promotion at all levels for Black and other minorities, 4) enhance hiring, retention, and promotion of diverse candidates for Medical Staff, 5) Create a stronger sense of inclusion and belonging for our Black and other minority staff in particular, and all employees in general, 6) Eliminate or substantially reduce health disparities among our patients, 7) Support regional efforts to reduce mental and physical health disparities, 8) Promote economic equity and participation in all our activities, 9) Establish a range of anti-bias and anti-racism educational programs for all employees.

Racial equity and inclusion benefits patients, employees and the community. There are 4 pillars to build sustainable equity which includes Patient Experience, our Culture and Values, our Human Resources systems, policies and procedures in addition to the Employee Experience. The process is thorough, engaging and assessing our current environment to build capabilities, accountabilities and metrics.

The Employee Education Activities timeline for 4th quarter, 2020 through 2nd quarter, 2021 started with the Board, Execs, Chairs, Directors, HR & Ethics teams, and Employees. These activities will be ongoing.

Margie Diaz provided an update on “Healing Begins with Listening” videos. They are personal stories related to systemic racism and bias. The 1st round of videos include challenges produced by racism. The 2nd round includes positive stories based on relationships and mentors that foster inclusion and the capture the power of diversity.

In the Engage and Assess phase, listening tours were conducted at various sites and Dr. Bob Smith led several Provider focus groups with MDs, DO’s, Ph.D’s and APRN’s.

Tiffany Short, Director of Culture and Organizational Effectiveness

Culture & Employee Engagement ▪ Workforce Development ▪ Lincoln West Science & Health

- Employees are experiencing multiple stressors including childcare/elder care for working parents, fear of catching COVID and impact of remote education for school age children.
- Established Urban Community School partnership for parents of K-8th grade students to subsidize supervised learning for remote students. Up to 25 students attend per day.
- Developed STNA program
- Focused on employee rewards and recognition as part of response to COVID by securing philanthropic dollars via MHS Foundation.
- In lieu of annual Employee Milestone Recognition banquet due to Covid, 310 employees were awarded with a tablet and yearbook
- Launching Phase 2 of ALL IN Employee Rewards and Recognition Program in January 2021 with next phase technology, customer award program featuring acknowledgement with points.

In partnership with Tri-C, MH launched a job access center in January 2020. There are several classes being offered to help employees and community citizens with workforce success and career readiness tips. Participants are able to take classes in Digital Literacy, STNA training, or obtain a Google IT Support Professional Certification. All classes are free.

Lincoln West students will remain remote until after Winter Break. Seniors will begin on-site internships in December 2020 through May 2021. Several sessions were held and are scheduled through the remainder of the year. To keep students engaged, sessions included a COVID update lead by Dr. Margolius, 3-Part Race Relations Series (Let’s talk about racism, Managing your mental health as it relates to handling racism and a Candid talk with Police Officials), and Career Panels for Nursing Heroes, Construction Trade Careers, and IT Careers

Diversity Progress Report - Supply and Diversity Spend

Karen Dethloff, VP Facilities, reported improvement in the department’s diversity spend to include 12.2% MBE, 80% local, and 30% WBE.

Margaret Hewitt, Director Planning, Design and Construction - Overall diversity spend for the 3rd quarter was 73% local; 4% MBE; 12% WBE. There several contracts in place for MBE and WBE firms moving forward.

Justin Gallo, VP Supply Chain reported an increase in diversity spend with a total above \$ 8 million spent on diversity vendors. Overall spend for the 3rd quarter was 37% local, 3% MBE, 2% WBE.

Walter Jones, VP of Transformation indicated there are 450 workers/day on site (at peak) and we are halfway through the project spend. As we approach the end of September 2020, we had 23% minority tradespeople onsite (14% African American; 8% Hispanic) and this is expected to climb. Overall Diversity spend for the 3rd quarter was 62% local; 18% minority spend; 11% women

Arlene Anderson discussed the outreach event hosted the past Saturday. She gave kudos to support staff and Dr. Watts (COVID presentation); Tiffany Short; Sarah Spengler (facilitator) and other presenters. Forty-five MBE and WBE firms participated in “How to Do Business with Metrohealth” event.

Patient Experience Insights: Seona Goerndt, Director of Patient Experience and Jen Lastic, Manager of Patient-Centered Care

Starting in 2014, Patient and Family Advisors (PFA) is an award-winning effort to integrate patients and families throughout the system to collaborate on policies, programs, facility design and delivery of care. There are 45 volunteers and they serve as ambassadors in community, on the PRIDE network council and with Telehealth presentation. Others have been recruited in the Racial Equity, Inclusion, Diversity Initiative.

The patient focus groups engaged African American and Hispanic patients to ascertain positive and negative experiences regarding racial inequity and bias. Several virtual and phone focus groups are planned through December 2020.

Diversity Recruitment: Alan Nevel, SVP, Chief Diversity and Human Resources Officer & Domonique Allds, Director of Provider Recruitment

- Inclusive Candidate Metrics for Race and Ethnicity for Management:
Goal 22%; interviewed 14%; hired 0
- Inclusive Candidate Metrics for Race and Ethnicity for Providers:
Goal 38%; physicians – 21% interviewed, 23% hired; Advance Practice Professionals – 21% interviewed, 38% hired.
- 2nd chance interviews: 14 interviews, 7 hired
- 38% goal race ethnicity and gender (interviewing, recruitment)
- 12% goal for Black and Hispanic recruitment
- Korn Ferry is helping with underrepresentative minority strategy
- In the 3rd quarter 2020, 3 APRN’s hired; one diversity candidate for Director of Behavioral Health - Dr. Danette Conklin
- Chairs of Depts recruitment: AMN health care, Dr. Bernard Godley & Dr. Bernard Boulanger. The Chairs of the Neurology, Pediatrics, Anesthesia and Radiology Departments submitted their plans to interview and recruit candidates for 2020/2021.

Alan announced that Jeremy Short, Director of Talent Management is leaving MetroHealth and going to work at Baldwin Wallace. Mildred Porter Duncan will replace him.

This concludes the Diversity Committee report and I am open to any questions.

III. Non-Consent/Action Items – None

IV. Consent Items – None

Meeting adjourned at 3:14 p.m.

The next BOT meeting is scheduled for February 10, 2021 at 2:00 p.m.

Respectfully submitted by Maureen Dee & Alan K. Nevel