



AGENDA

**Equity, Diversity and
Inclusion Committee**

Meeting Date

January 9, 2023

Time

10:00 A.M.

Location

50 Water Street, Room 1701

CALL TO ORDER

Feniosky Peña-Mora

ADOPTION OF MINUTES

Feniosky Peña-Mora

OCTOBER 17, 2022

DIVERSITY & INCLUSION UPDATE

Ivelesse Mendez-Justiniano

OLD BUSINESS

NEW BUSINESS

ADJOURNMENT

Equity, Diversity and Inclusion Committee Meeting - October 17, 2022

As Reported by: Feniosky Peña-Mora

Committee Members Present: Feniosky Peña-Mora, José Pagán, Mitchell Katz, Sally Hernandez-Piñero, Freda Wang, and Dr. Shadi Chamany, representing Dr. Ashwin Vasani in a voting capacity

CALL TO ORDER

The meeting of the Equity, Diversity and Inclusion Committee of the NYC Health + Hospitals' Board was called to order at 10:27 a.m.

Mr. Peña-Mora moved for a motion to adopt the minutes of the July 11, 2022 meeting.

Upon motion made and duly second the minutes of the July 11, 2022 meeting was unanimously approved.

EQUITY AND ACCESS COUNCIL UPDATE

Dr. Natalia Cineas, Chief Nurse Executive and Co-Chair of the Equity and Access Council ("Council"), provided an overview of workplace inclusion groups that NYC H+H has established. Natalia explained that inclusion is the practice and policy of providing equal access to opportunities and resources for people who might otherwise be excluded or marginalized, such as those who have physical and mental disabilities and members of other minority groups.

Dr. Cineas detailed the goal of inclusion groups as follows:

- Enhance employee engagement and innovation.
- Improve employee and patient experience.
- Improve leadership skills and abilities.
- Create a safe space for difficult conversations.
- Enhance cultural awareness.

She continued on to share that H+H has established 13 inclusion groups which included the following: Women Mentorship, LGBTQIA+, Anti-Racism Advocates & Allies, Heritage & History, Hispanic/Latinx, Asian American Pacific Islander, African American Caribbean American, Generational, Jewish American, Veterans/Disabilities, Black Female Physicians, Black Male Physicians, and Hispanic/Latinx Physicians.

She explained how the inclusion groups were established and what their progress has been thus far.

- Kickoff meetings were held between December 2021 - February 2022; there were over 20 attendees for each group. Ideas were

brainstormed and top three projects were identified for each group.

- Surveys were disseminated to over 400 participants and survey results were assessed.
- Leads were established for the groups.
- Goals and metrics were set.
- A monthly meeting cadence was confirmed.

Dr. Cineas indicated that a consulting firm has been identified to guide the inclusion groups given that some of the groups are discussing sensitive topics and external support will help with gathering information, problem solving, effective diagnosis, action recommendations, implementing changes, facilitating learning, identifying metrics, and organizational effectiveness.

Brenia De La Cruz-Cedeno, the lead for the Hispanic/Latinx inclusion group, then presented the top projects the group will be focused on. She started by sharing the mission and vision that the group established. Their mission is a taskforce leading to inspire, uplift and collaborate with Hispanic/LatinX Communities and Influencers towards a diverse and equitable workplace. The group's vision is bringing health equity and wellness for all Hispanic/LatinX members in the H+H community.

Ms. De La Cruz-Cedeno was pleased to report that the Hispanic/LatinX Making Strides Against Breast Cancer event just recently took place, with the purpose of uniting communities for a common cause and raising money to fund lifesaving initiatives while bringing awareness to H+H employees. Success metrics included walking participation and amounts of funds raised, both of which are being calculated and finalized.

Ms. De La Cruz-Cedeno continued on to discuss the next initiative, which is a workshop contextualizing the use of the terms "Hispanic," "Latina/o," to present-day "LatinX," exploring how "LatinX" crafts space beyond the gender binary towards greater inclusivity. Success metrics include participation in the workshop, live Q&A, and registration count from the System.

This concluded the Equity and Access Council update. Board Chair José Pagán praised the group for all the progress they have made in a short period of time and appreciated the diversity of topics. Board Members Freda Wang and Mr. Peña-Mora echoed similar sentiments.

DIVERSITY AND INCLUSION UPDATE

Ivelesse Mendez-Justiniano, the System's Chief Learning Officer and Interim Chief Diversity & Inclusion Officer shared key highlights of the System's latest diversity and inclusion achievements and activities, as the Board previously accepted her full written report.

Ms. Mendez-Justiniano provided an update on the Medical Interpreter Skills Training (MIST) program given the significant growth it has experienced. She indicated that program had over 144 applicants in its first year. She also indicated the ethnicity and gender breakdown of the 2022 program participants, noting the top titles included: Clerical Associates, Nurses, Coordinating Managers/ Assistant Coordinating Managers, Community Liaison Workers, and Patient Care Associates/ Technicians. Ms. Mendez-Justiniano shared that the program has launched new cohort registration and the program was expanded to include Mandarin and Russian, in addition to Spanish which was the initial language the program focused on. She explained that the program criteria for acceptance is not just based on application, however, participants are assessed for language fluency by an external vendor before they can continue on to the training.

Ms. Mendez-Justiniano then presented updates regarding the Food & Nutrition Educational Assistance program. H+H has an educational trust focused on food and nutrition staff represented by DC37 and 1199, which covers certificates, tuition assistance, and professional dues. In FY 2023, the total amount disbursed was \$25,393. Ms. Mendez-Justiniano went on to compare the program's participant demographics to the overall food and nutrition staff demographics. She pointed out that Asians (39%) and Whites (33%) represented majority of the participants, while majority of the staff are Black/African American (52%) and Hispanic/Latino (21%). We are working on increasing our outreach in order to ensure that participant demographics are better aligned to staff demographics. Outreach has included: visiting the facilities' food and nutrition departments to increase awareness of the program, participating in symposiums, and developing an accessible online application.

Board Member Sally Hernandez-Piñero inquired about the number of staff who have applied to the food and nutrition educational assistance program. Ms. Mendez-Justiniano noted that she will follow up with the data. Ms. Hernandez-Piñero also asked how much money will be available for this year. Ms. Mendez-Justiniano clarified that it's similar to a trust fund and we receive an annual amount of \$150,000 per year.

Ms. Wang requested that for the future, if possible, she would like to see how the training completion demographics compares to the overall staff demographics.

Ms. Hernandez-Piñero also inquired about the status of the expanded nursing mentor program and physician mentor program. Ms. Mendez-Justiniano noted that she has been working closely with Dr. Cineas on the nurse mentoring program. Initially, the nurse mentoring program focused on retired nurses coming back to serve as mentors to new nurses. The expanded nurse mentoring program focuses on developing future nursing leaders. Surveys were distributed to determine interest in the program; the results revealed that over 500 nurses are interested. In terms of physician mentoring, Ms. Mendez-Justiniano indicated that she met with Doctor's Council which expressed a high level of interest in partnering to develop a mentoring program for their education and professional development. Mr. Peña-Mora added that he would be interested in learning more about pharmacist mentoring opportunities in future meetings.

Mr. Peña-Mora asked if there was any old business or new business, and hearing none, the meeting concluded and was adjourned at 11:00 a.m.

FPM: tzk

Equity, Diversity and Inclusion Committee

January 9, 2023

Diversity & Inclusion Office Updates

Ivelesse Mendez-Justiniano

Chief Learning Officer / Interim Chief Diversity & Inclusion Officer



2022 System Level Achievements

LANGUAGE ACCESS

Interpretation

- January – December 2022
- 1,492,362 interpreter request calls fulfilled (20,932,672 minutes)
- Top 3 languages:
 - 1,151,923 Spanish requests fulfilled (16,117,344 minutes)
 - 49,198 Bengali requests fulfilled (711,342 minutes)
 - 45,811 Mandarin requests fulfilled (639,301 minutes)

2022 Diversity & Inclusion Training Breakdown

Total: 218,892

Title of Course	Total
Sexual Harassment Prevention	67,524
Cultural Responsive Services (new hires)	49,295
Interreligious Awareness for Patient-Centered Care	22,905
Strategies for Fostering Inclusion in the Workplace	19,313
Introduction to LGBTQ Colleagues	19,036
Communicating Effectively with Deaf & Heard of Hearing Patients	12,403
LGBTQ Concepts and Terms	5,133
LGBTQ Stigma and Disparities	4,953
Introduction to Unconscious Bias	4,692
Diversity & Inclusion: A Business Imperative	4,523
Cultural Responsive Services (new hires)	4,141
LGTBQ+ Awareness (new hires)	4,141
Certificate in LGBTQ Equity	600
Collecting Sexual Orientation & Gender Equity Data for Long Term Care	126
Achieving Health Equity for LGTBQ People	101
Sexual Orientation and Gender Identity in Epic (Clinical)	6

TRAINING

Training Completions

- Total: 218,892
- Participant Ethnicity Breakdown: Black/African American 35%, Asian 19%, Hispanic 15%, White 14%, American Indian or Alaska Native 1%, Unknown 35%
- Gender Breakdown: Female 67%, Male 32%, Unknown 1%, Non-Binary 0%
- Top Titles: Nurses 20%, Physicians/ Fellows/ Residents 14%, Patient Care Associates/Technicians 8%, Clerical Associates 6%, Service Aides 4%, Others 48%

System Level Achievements

GENDER EQUITY

Long Term Care Equality Index (LEI)

- Application Submission
- LGTBQ Executive Briefing Training – 153 leaders in Post Acute completed training
- Finalized and released Transgender Non Conforming (TGNC) in-patient room Assignment guidance
- Created Transgender Non Conforming (TGNC) Transition Letter to support Trans employees

System Level Achievements

Events

- 10/12/22 Hispanic Heritage Month Panel – Featured staff speaking about their history and culture. (70 Attendees)
- 11/22/22 Transgender Week – Panel “Journey Towards Inclusivity with our Transgender Community” (84 Attendees)
- 12/5/22 – Industry Panel Event focusing on Nursing and Medical Lab Technologists) in partnership with NYC Board of Education. (75 Attendees)
- 1/30/23 – Diversity Equity and Inclusion Empower Panel Event

Communications

- 11/13-11/19/22 – Transgender Awareness Week and Transgender Day of Remembrance
- 11/21/2022 Thanksgiving Message from Dr. Katz
- 11/25/22 – Native American Heritage Month
- 12/3/22 – International Day of Persons with Disabilities

Submission for work completed in 2022 – International Diversity & Inclusion Awards

2023 Diversity Calendar

- Distribution in January 2023
- Available in print and digitally



Planning Ahead

- Conduct System-wide Needs Assessment for:
 - Language Access
 - Training
 - Gender Equity
 - Health Equity
- Participate in the AHA Health Equity Roadmap Initiative-
 - National initiative to drive improvement in health care outcomes, health equity, diversity, and inclusion
- Findings from the Needs Assessment and Health Equity Roadmap will inform the creation of updated ODI strategy and the Health Equity Transformation Model for the System
- Update Diversity and Inclusion Website
- Expand training opportunities under the D&I umbrella
 - Launch of Training for NYC H+H Behavioral Health providers on Clinical Care for LGBTQ Patients (in collaboration with Institute for Human Identity)
- Increase collaboration with Community Based Organizations
- Medical Interpreter Skills Training (MIST) expansion to include (Haitian Creole)
- Finalize and publish Linguistic Access Library
- Creation of Language Access Coordinator Toolkit
- Piloting language assessment initiative for bilingual clinicians (Gotham)
- Piloting restroom signage project (per Executive Order 16 regarding single-sex facilities) at Woodhull