



AGENDA

**Equity, Diversity and
Inclusion Committee**

Meeting Date

April 3, 2023

Time

11:00 A.M.

Location

50 Water Street, Room 1701

CALL TO ORDER

Feniosky Peña-Mora

ADOPTION OF MINUTES

Feniosky Peña-Mora

JANUARY 9, 2023

DIVERSITY & INCLUSION UPDATE

Ivelesse Mendez-Justiniano

EQUITY & ACCESS COUNCIL UPDATE

Natalia Cineas
Nichola Davis
Christie Davis
Dionne Durant

OLD BUSINESS

NEW BUSINESS

ADJOURNMENT

Equity, Diversity and Inclusion Committee Meeting - January 9, 2023

As Reported by: José Pagán

Committee Members Present: José Pagán, Sally Hernandez-Piñero, Freda Wang, Machelles Allen, and Michelle Morse

CALL TO ORDER

The meeting of the Equity, Diversity and Inclusion Committee of the NYC Health + Hospitals' Board was called to order at 10:05 a.m.

Dr. José Pagán noted for the record that Dr. Machelles Allen is representing Dr. Mitchell Katz in a voting capacity and Dr. Michelle Morse is representing Dr. Ashwin Vasani virtually in a listening capacity only.

Dr. Pagán moved for a motion to adopt the minutes of the October 17, 2022 meeting.

Upon motion made and duly second the minutes of the October 17, 2022 meeting was unanimously approved.

DIVERSITY AND INCLUSION UPDATE

Ivelesse Mendez-Justiniano, the System's Chief Learning Officer and Interim Chief Diversity & Inclusion Officer provided an overview of the System's 2022 diversity and inclusion achievements and activities.

Ms. Mendez-Justiniano indicated that from January - December 2022 there were almost 1.5 million interpreter request calls fulfilled, which resulted in 20.9 million interpretation minutes. Top language requests for interpreter services included Spanish, Bengali, and Mandarin.

There were over 218k diversity and inclusion training completed System-wide in 2022. Top trainings included Sexual Harassment Prevention, Culturally Responsive Services, and Interreligious Awareness for Patient-Centered Care.

Board Member Sally Hernandez-Piñero inquired about the criteria for training being required. Ms. Mendez-Justiniano explained that either there is a regulatory agency that warrants training in a particular area, or there is a law that dictates employers provide training (i.e. sexual harassment prevention), or senior leadership at H+H requests training to be required in alignment with the System's strategic priorities.

Ms. Mendez-Justiniano then provided an ethnicity and gender breakdown of training completed, noting the top five titles that have completed 1 or more Diversity & Inclusions training modules are: Nurse, Physician/Fellow/Resident, Patient Care Associate/Technician, Clerical Associate, and Service Aide.

Dr. Machelles Allen requested to see a comparison of the System's overall staff demographics to the training completion demographics to see if they align; Ms. Mendez-Justiniano indicated she will report back at the next meeting.

In response to questions, Ms. Mendez-Justiniano indicated that there will be an unconscious bias training roll-out System-wide to all HR staff, which includes providing unconscious bias strategies in hiring.

Ms. Mendez-Justiniano also indicated that she will provide an update on the "others" category within job titles that have completed training to highlight what is included in that bucket.

Ms. Mendez-Justiniano then presented updates in the Gender Equity category. She confirmed that the Long Term Care Equality Index (LEI) application was submitted. The main difference in this year's application was that the Office of Diversity & Inclusion collaborated with all of the Post-Acute Care facilities and submitted one application on behalf of the System. An additional new component of the LEI application was the LGBTQ Executive Briefing Training which was required to be completed by all Post-Acute leaders. H+H achieved 100% compliance as all 153 Post-Acute Care leaders completed the training.

Ms. Mendez-Justiniano also reported that a Transgender Non-Conforming (TGNC) in-patient room assignment guidance document was finalized and released. This document will assist facilities when patients come in seeking rooms based on what gender they identify with. Additionally, a Transgender Non-Conforming (TGNC) Transition Letter was created to support Trans employees on their trans journey, including who would like to address their colleagues about their transition and how they would like to be referred to moving forward.

Ms. Mendez-Justiniano provided an overview of key System events which include:

- 10/12/22 - Hispanic Heritage Month Panel, 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, panel event scheduled with Empower (new retirement services vendor)

Ms. Mendez-Justiniano highlighted several Systemwide communications with a Diversity & Inclusion focus. Some of these communications included: Transgender Awareness Week, Native American Heritage Month, and International Day of Persons with Disabilities.

Ms. Mendez-Justiniano presented the Committee with the 2023 Diversity

Calendar, which is available in print and digitally. For the first time ever, the calendar features H+H employees, and thereby showcases the organization's diversity.

Lastly, Ms. Mendez-Justiniano discussed plans for the upcoming year which include:

- Conducting a System-wide Needs Assessment in regards to language access, training, gender equity, and health equity
- Participation in the American Hospital Association (AHA) Health Equity Roadmap Initiative
- Creation of an updated ODI strategy and Health Equity Transformation model for the System based on results from the Needs Assessment and the Health Equity Roadmap
- Updating the Diversity & Inclusion website
- Expanding training opportunities
- Increasing collaboration with Community Based Organizations
- Medical Interpreter Skills Training (MIST) expansion to include Haitian Creole
- Publishing the Linguistic Access Library to serve as a central repository for staff who speak a second language and have been assessed in terms of their level of proficiency
- Creation of a 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

Dr. Pagán asked if there was any old business or new business, and hearing none, the meeting concluded and was adjourned at 10:43 a.m.

JP: tzk

Equity, Diversity and Inclusion Committee

April 3, 2023

Diversity & Inclusion Office Updates

Ivelesse Mendez-Justiniano

Chief Learning Officer / Interim Chief Diversity & Inclusion Officer



System Level Achievements

LANGUAGE ACCESS

Translation

- 23 English Source Documents translated into other languages
- Over the Phone Interpretation (OPI) and Video Remote Interpretation (VRI) Services set up for new Street Health Outreach and Wellness (SHOW) Vans
- Woodhull site Worked with Jacobi Language Access Coordinator (LAC) and Language Line to add Jacobi to the priority list for OPI calls. (Language Line prioritizes is now prioritizing connections with H+H facilities versus non H+H offices/facilities.)

Diversity & Inclusion Training Breakdown (January-February)

Course Name	Jan	Feb	Grand Total
Sexual Harassment Prevention	3,460	2,146	5,606
Interreligious Awareness for Patient Centered Care	675	183	858
Strategies for Fostering Inclusion in the Workplace	672	151	823
Introduction to LGBTQ+ Colleagues	500	113	613
LGBTQ+ Concepts and Terms	417	173	590
LGBTQ+ Stigma and Disparities	406	175	581
Communicating Effectively with Deaf and Hard of Hearing Patients	446	126	570
SNEO Cultural Diversity	316	231	547
Certificate of LGBTQ+ Equity	18	12	30
Collecting Sexual Orientation and Gender Identity Data for Long-Term Care	12	4	16
Grand Total	6,920	3,314	10,234

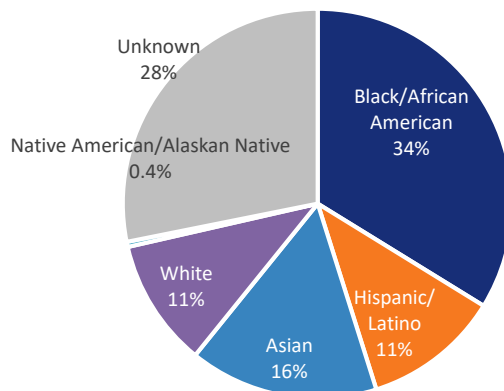
System Level Achievements

TRAINING

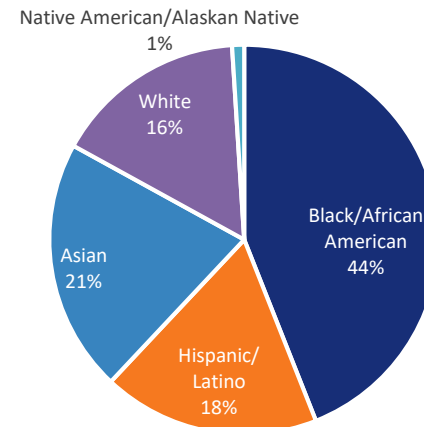
Training Completions

- Total: 10,234
- Training Completions Participant Gender Breakdown: Female 67%, Male 30%, Unknown 2.6%, Non-Binary 0.04%
 - Systemwide Staff Gender Breakdown: Female 68%, Male 32%, Unknown 0%, Non-Binary 0%
- Top Titles: Nurses 27%, Physicians/ Fellows 17%, Patient Care Associates/ Technicians 7%, Service Aides 5%, Residents 4%, Nurses Aides 3%, Clerical Associates 3%, BHAS 2%, Volunteers 2%, Social Workers 2%
 - Systemwide Staff Top Titles: Nurses 17%, Residents 8%, Physicians/ Fellows 8%, Patient Care Associates/ Technicians 6%, Clerical Associates 5%, Service Aides 3.5%, Social Workers 2%

Training Completions Participant Ethnicity



Systemwide Staff Ethnicity



System Level Achievements

- Added the following updated essential documents to the [Essential Documents Directory](#) (Available in the top 13 languages – Bengali, French, Haitian Creole, Russian, Spanish, Simplified Chinese, Traditional Chinese, Albanian, Arabic, Hindi, Korean, Polish, Urdu):
 - Adult Social Needs Screening Tool
 - Pediatric Social Needs Screening Tool
 - Parent Consent to Share Child’s Information between the NYC Department of Health and Mental Hygiene Early Intervention Program (EIP) and NYC Health + Hospitals
- Over 500 printed 2023 Diversity Calendars were distributed
- The Gender Equity team has conducted an internal review of LGBTQ+ content on the ODI Insider pages and has created a more user-friendly and accessible proposed redesign.
- The Pride Health Advisory Council launched quarterly in-person meetings on March 8, The first meeting took place at Lincoln.

System Level Achievements

GENDER EQUITY

- February's virtual systemwide Achieving Health Equity for LGBTQ+ People training was attended by 53 participants.
- The team facilitated a live virtual training on February 13 as part of the SNEO Hospital Police New Employee Orientation – 34 staff attended this training.
- Amendments to the Long-Term Care Equality Index report were re-submitted to Human Rights Commission (HRC) following preliminary feedback. The team is now awaiting an update from HRC and Services & Advocacy for GLBT [Gay Lesbian Bisexual Transgender] Elders (SAGE) regarding the status of the submission.
- The Gender Equity team is meeting weekly to focus on planning for Pride 2023 activities. Engagement with the Pride Committee survey has been strong with over 70 staff members responding so far. The team has reached out to Public Affairs Directors across the system to help promote the survey before it closes at the end of February. The team is also focusing on registration for Pride events in May and June, ordering collateral, and creating a thank you event for LGBTQ+ staff and Pride Committee members at the end of June.

System Level Achievements

GENDER EQUITY

- Achieving Health Equity for LGBTQ+ People workshop
 - March 20
 - 33 staff members participated
- The Gender Equity in-person Achieving Health Equity for LGBTQ+ People sessions
 - February 23 – Elmhurst Pediatrics team 29 participants
 - March 2 – Elmhurst Ambulatory Care team 29 participants

System Level Achievements

Events

- 2/9/23 – Hosted Black History Month Panel: Racial Differences and Disparities in Healthcare for African Americans – 148 attendees
- 2/15/23 – Participated in Diversity Equity and Inclusion Empower Panel Event – over 7,000 registered
- 2/28/23 – Impact of Race in Workplace Dynamics: Race Matters – 145 attendees

Communications

- 1/17/23 – Martin Luther King
- 2/22/23 – Black History Month
- 3/1/23 – Zero Discrimination Day
- 3/8/23 – International Women’s Day
- 3/22/23 – Holy Month of Ramadan

Awards

- Achieved global recognition
 - **2023 International Diversity Champion**
 - **2023 International Inclusion Award**

Designation comes from the Diversiton Organization; the official awarding body for the International Inclusion Award and the Diversity Champion Award



Judge Feedback:

- “Solid evidence of organization wide commitment to DE&I through the Office of Diversity and Inclusion’s resources; staff groups and committees/councils. Partnerships with Community-Based Organizations (CBOs) also demonstrates a D&I ethos to reach the hardest to reach through facilitated community engagement.”
- “Training and education provided, and mechanisms for delivery to staff is accessible, diverse and responsive to operational and sectoral contexts.”
- “Excellent recognition for sustained commitment to LGBTQ+ leadership by the Human Rights Campaign Foundation. Equally impressive are the 2011 ground-breaking mandated LGBTQ+ training and Pride Health Centers. Printed LGBTQ+ materials provided as evidence are thorough, respectful and operationally informative.”
- “Evidence provided to support commitment to cultural and religious understanding to inform staff-staff and staff-patient communication and respect – both spoken and written form – accredited ALTA training to ensure accurate translations also shows commitment to accessibility for all – accessibility to clear communication between variously abled people has also been evidenced.”
- “Excellent engagement and amplification of DE&I awareness using international days as a frame for the sharing of information and education to staff. The organization’s DE&I calendar which uses photos of staff celebrating identities is also another useful resource for staff, particularly noted are the action steps suggestions.”
- “Multiple DE&I campaigns, initiatives and operational mechanisms that really demonstrate conscious and intentional ethos to be agents for positive change that are responsive to internal and external stakeholders, **a very impressive application.**”

Ongoing Projects

Projects include:

- Restroom Signage project – Ensuring signage across the system is up to date and compliant with Local Law 79 of 2016, and the Gender Neutral bathroom law of 2021 (A.5240S.6479)
- Mental Health training in conjunction with the Institute for Human Identity
- Human Resources training – Enhancing communication using LGBTQ+ affirming best practices
- Recognition Ceremonies for staff who have completed the Certificate of LGBTQ+ Health Equity training program

Joint Commission Update

- New and revised requirements to reduce healthcare disparities have been introduced by The Joint Commission
 - Applies to Ambulatory Care, Behavioral Health, and Hospitals
 - Standard: Reducing healthcare disparities is a quality and safety priority

Element of Performance (EP)

1. Designate an individual(s) to lead activities to reduce healthcare disparities.
2. Assesses patient health related social needs and provides information about community resources and support services.
3. Identifies healthcare disparities in patient populations by stratifying quality and safety data using sociodemographic characteristics of the patient.
4. Develops a written action plan that describes how it will adjust at least one of the healthcare disparities identified in the patient population.
5. Acts when it does not achieve or sustain the goals in its action plan to reduce healthcare disparities.
6. At least annually, informs key stakeholders including leaders, licensed practitioners, and staff about its progress to reduce identified healthcare disparities.

Grant Submission

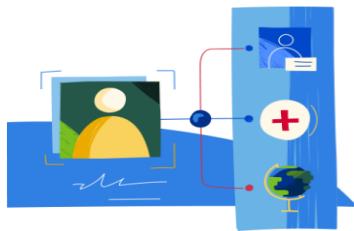
- The NYC Unity Project (the City’s LGBTQ+ interagency coordinating body), in partnership with the Office to Prevent Hate Crimes (OPHC), Mayor’s Office of Equity (MOE), and Destination Tomorrow
- Capacity Building Innovation Grants (“NYC Unity Grants”) for Transgender, Gender Non-Conforming, Non-Binary (TGNCNB) – serving organizations demonstrating strong TGNCNB leadership to serve their communities now and in the years ahead.
- The Office of Diversity and Inclusion is applying for a grant with a view to building capacity at NYC Health + Hospitals/Elmhurst in advance of a Pride Health Center opening at this facility.
- Grant submission will be focused on:
 - “Affirming Clinical Care for TGNC Adults”
 - This trainings is a prerequisite criteria for staff prior to the opening of a Pride Health Center

Planning Ahead

- Participation in Mayor's Office Initiative – Student Apprenticeships
- The Gender Equity team has completed a review of seven LGBTQ+ ELM modules and is due to meet with Fenway to discuss updates.
- Health Equity Roadmap Transformation Model

Health Equity Roadmap

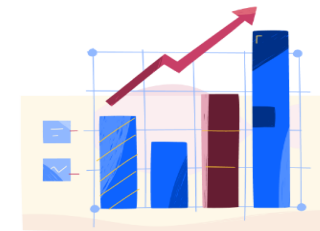
Six Levers of Transformation



**Culturally Appropriate
Patient Care**



**Equitable and Inclusive
Organizational Policies**



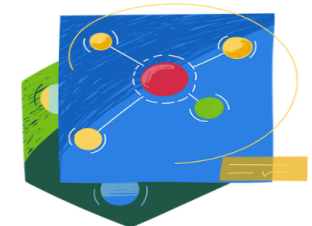
**Collection and Use of Data to
Drive Action**



**Diverse Representation in
Leadership and Governance**



**Community Collaboration for
Solutions**



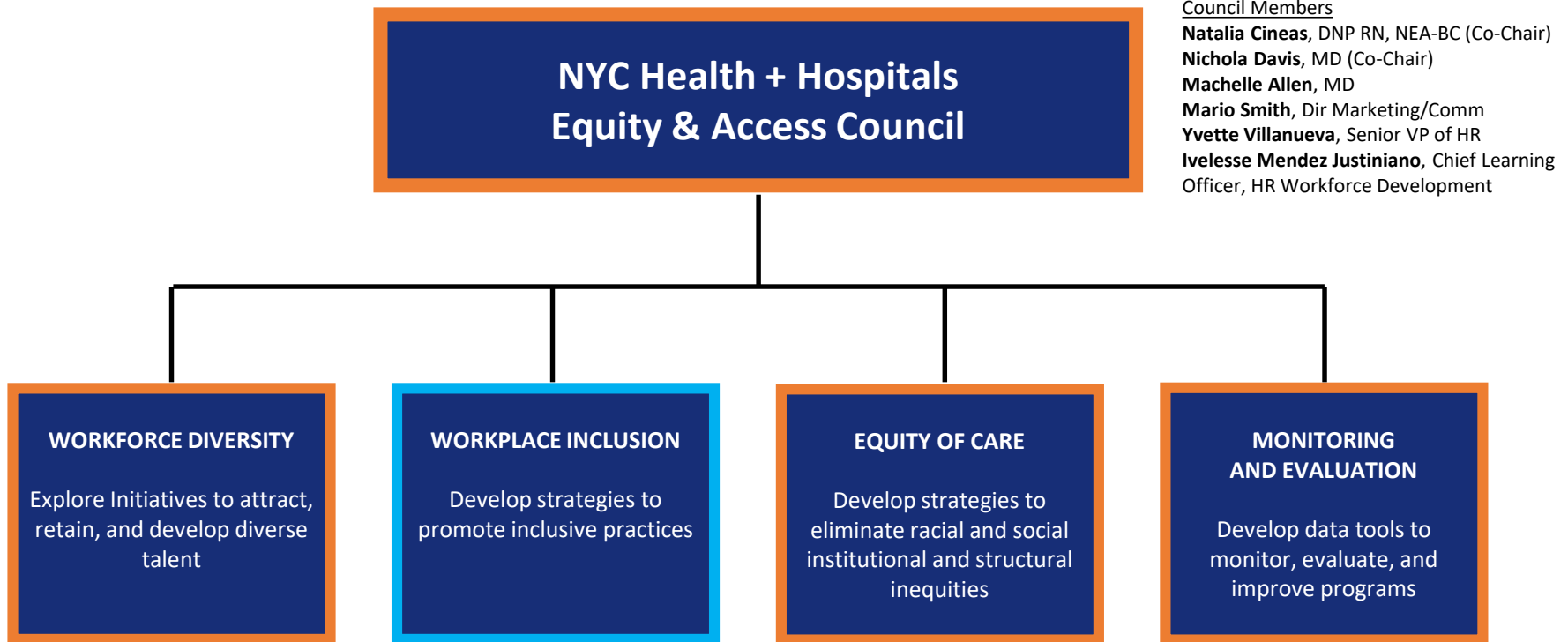
**Systemic and Shared
Accountability**

Equity & Access Council Update

Natalia Cineas, DNP, RN, NEA-BC
Sr. Vice President, Chief Nurse Executive

Nichola Davis, M.D.
Vice President, Chief of Population Officer

Equity and Access Council Governance Structure



Council Members

- Natalia Cineas**, DNP RN, NEA-BC (Co-Chair)
- Nichola Davis**, MD (Co-Chair)
- Machelle Allen**, MD
- Mario Smith**, Dir Marketing/Comm
- Yvette Villanueva**, Senior VP of HR
- Ivelesse Mendez Justiniano**, Chief Learning Officer, HR Workforce Development

Workplace Inclusion Group



Presented by: Natalia Cineas, DNP, RN, NEA-BC, FAAN
Senior Vice President, Chief Nursing Executive, Co-Chair Equity & Access Council

Women Mentorship

LGBTQIA+

Anti-Racism Advocates & Allies

Heritage & History

Hispanic/Latinx

Asian American Pacific Islander

African American Caribbean American

Generational

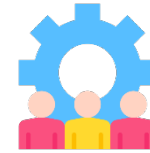
Jewish American

Veterans/Disabilities

Black Female Physicians

Hispanic/Latinx Physicians

Black Male Physicians

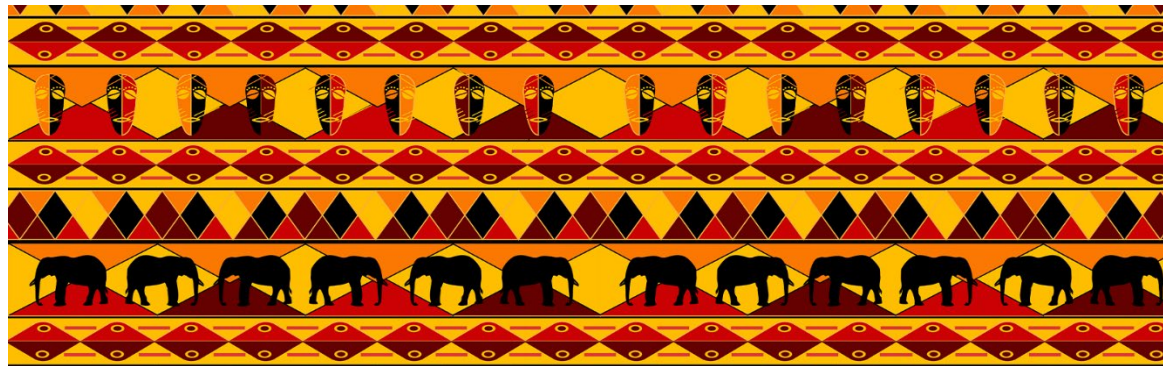


13 Inclusion Groups



African American & Caribbean American Inclusion Group

Christie Davis & Dionne Durant
Leads of the Inclusion Group





Inclusion Group Purpose

- The African American and Caribbean American Inclusion Group will develop programming to bridge the gap between what unites the African American and Caribbean American groups internal and external to the NYC Health + Hospitals health system while educating on our diverse heritage and cultures. In addition, the inclusion group will help to educate the health system on the value of these ethnic groups to the productivity and longevity of the health system.
- Education will be for the edification of group members, the health system, and the community that we serve remembering that “we are whom we serve.” Education will also express the celebration of our cultures, acknowledgment of our differences, openness to learn from each other, and express that we welcome collaboration.

How we launched our group



African American Day Parade









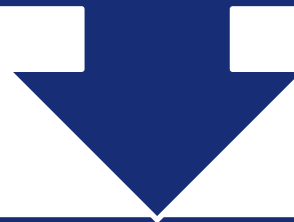






What We Know

A large % of staff members employed by NYC Health+ Hospitals identify as African American or Caribbean American



Several of the hospitals within our health system are in communities of color or mixed cultural populations and service members of the African American and Caribbean American communities.

What We Know

According to 2018 NYC DOH
Community Health Profiles:

- In Brownsville, Brooklyn the rate of expectant mothers receiving late or no prenatal care is higher than the citywide rate. One in eight births to Brownsville residents is preterm (three or more weeks before the due date), higher than the citywide rate.
- Morris Park and Bronxdale's adult obesity rate is 32%, which is higher than the rest of NYC.
- In Central Harlem the infant mortality rate is higher than the citywide rate.

Activities Planned

Educational Workshops

- ❖ Topics will express our diverse cultures and include health disparities affecting POC in the African American and Caribbean American diaspora including birth outcomes, chronic disease, and citywide statistics.
- ❖ Priority on highlighting prominent clinical staff representing these cultures.
- ❖ Events to be organized quarterly, virtual and/or in person.

Day of Solidarity

- ❖ Explore the concept of solidarity in the context of this inclusion group and determine what definition of Solidarity and Black Solidarity to focus on.
- ❖ Plan an event or solidarity activity to be held during Black History Month.

Activities Planned (cont'd)

Multicultural Day

- ❖ The multicultural day will be a day of celebration to celebrate and bring awareness to the diaspora of African American and Caribbean American culture.
- ❖ Held during the months of June to coincide with National Caribbean American Heritage Month and/or September to coincide with the West Indian Day Parade.
- ❖ The event will be virtual or in person.



Dates to consider

- **Black History Month** – February
- **National Caribbean American Heritage Month** – June
- **International Day for the Remembrance of the Slave Trade and its Abolition** – August 23rd
- **West Indian Day Parade** – coincides with Labor Day on the 1st Monday in September
- **African American Day Parade** – September



Possible Workshop Topics



- What are our differences? Vs. What unites us?
- Inclusion journey as an African American or Caribbean American.
- The topic of privilege for any race/color
- First generation immigrant, navigating NYC (education, healthcare, elderly, children)
- To promote the knowledge about public and social policies that impact people of African American & Caribbean Americans

Black History Month Event

NYC
HEALTH+
HOSPITALS

AFRICAN-AMERICAN & CARIBBEAN-AMERICAN
INCLUSION GROUP



Finding Your Roots

Thursday, February 23, 2023

“How to Get Started: An introduction to Genealogy”

Thursday, March 16, 2023

“Digging Deeper”: Tracing Your Family History

Thursday, April 20, 2023

“Uncovering Your Hidden Treasures”: Your Findings - Knowledge is Power

**All sessions are:
12:00 PM – 1:00 PM**



Speaker:

Ruth D. Hunt

Genealogist & Member of the
Afro-American Historical & Genealogical Society-
NYC (AAHGS-NY)
Daughters of the American Revolution (DAR)



Join us as we host a 3 Part Series with the goal to inspire others, particularly African Americans and Caribbean Americans to build on the legacy of their ancestors by documenting and celebrating their family history. All are welcome! These workshops will offer the opportunity to Find Your Roots and trace your family history. Each participant will be given the necessary step by steps tools to begin researching their family lineage.

**SCAN TO
REGISTER**



[CLICK HERE TO REGISTER](https://tinyurl.com/TracingGenealogy)

<https://tinyurl.com/TracingGenealogy>

Live Your Healthiest Life. **NYC
HEALTH+
HOSPITALS**

Indicators of Success


- **# of Activities scheduled and completed**
- **Pre/Post Tests**
 - Show increased awareness and knowledge per workshop
 - Increased knowledge of these ethnic groups
 - Increased understanding of the impact of inequities on these ethnic groups
- **Attendance**
 - Total attendees per workshop and activity
 - # of speakers secured
- **Publicity in the “Insider”**



Indicators of Success

Workshop or Event Outcomes

- Overall assessment of the workshop/event
- “Time well spent” – How will the attendees use the information discussed in their work environment and day-to-day?
- Length of the workshop – was the length of the workshop adequate?
- Assess the speaker’s knowledge of the workshop subject
- Assess the speaker’s ability to relay the subject matter (interactive, engaging, etc.)
- Assess location for in-person activities and workshops
- What was most appreciated?
- Any suggestions for future activities, workshops, and events



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COVID-19


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Monkeypox


Resource Hub

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PICTURE OF THE DAY
 NYC Health + Hospitals African American Caribbean American Inclusion Group co-leads Christie Davis and Dionne Durant (pictured right) along with staff from NYC Health + Hospitals/Harlem were honored guests at the annual African American Day Parade.

NEWS Wednesday, October 5, 2022




Pass The Veggies: NYC Health + Hospitals Expands Plant-based Meal Program to Include Dinner!

In a continued push toward healthier and tastier meals, plant-based dinners are now available. [FULL STORY >](#)




Meet our New Reproductive Health Navigator

New staff position supports our patients' right to choose and ensures access to safe abortion care. [FULL STORY >](#)



NYC Health + Hospital Scholar Nurses Honored

More than seventy of our nurses join the Doctoral Circle of Excellence for achieving the highest level of education in their field. [FULL STORY >](#)



EXPLORE OUR

COVID-19

HEALTH CARE

HEROES

WEBSITE

Emergency Alerts



Thank you!

