



AGENDA

Equity, Diversity and Inclusion Committee

Meeting Date

September 10, 2024

Time

4:00 P.M.

Location

50 Water Street, Room 1701

CALL TO ORDER

Dr. Patricia Marthone

ADOPTION OF MINUTES

Dr. Patricia Marthone

May 7, 2024

DIVERSITY & INCLUSION UPDATE

Ivelesse Mendez-Justiniano

EQUITY & ACCESS COUNCIL UPDATE

Natalia Cineas
Nichola Davis
John-Conrad Buen
Winnie Wong

OLD BUSINESS

NEW BUSINESS

ADJOURNMENT

Equity, Diversity and Inclusion Committee Meeting - May 7, 2024

As Reported by: Patricia Marthone

Committee Members Present: Patricia Marthone, Mitchell Katz, José Pagán, Jackie Rowe-Adams

CALL TO ORDER

The meeting of the Equity, Diversity and Inclusion Committee of the NYC Health + Hospitals' Board was called to order at 4:20 p.m.

Sally Hernandez-Piñero participated virtually in a listening capacity.

Dr. Marthone moved for a motion to adopt the minutes of the March 5, 2024 meeting.

Upon motion made and duly second the minutes of the March 5, 2024 meeting was unanimously approved.

DIVERSITY AND INCLUSION UPDATE

Ivelesse Mendez-Justiniano, Vice President, Chief Diversity, Equity, & Inclusion Officer, provided an overview of the System's latest diversity and inclusion achievements and activities.

Ms. Mendez-Justiniano reported out on the top five training completions from January - May 2024, which included: Identifying and Managing Unconscious Bias, Religion as a Social Determinant of Health, Women's History Month: Women Mentors in the Workplace, Black History Month: Keeping it Alive, and Building Psychological Safety.

The next update she presented was in the Language Access category, regarding the RFP for interpretation services. The new interpretation services were approved by the Contracts Review Committee (CRC) on April 16th and will be presented to the M&PA Board in June. The new contracts will cover the following: Over-the-Phone and Video-Remote Interpretation (OPI & VRI), On-Site Interpretation (OSI) for Spoken Languages, On-Site Interpretation (OSI) for Sign Languages, and Language Proficiency and Interpreter Skills Assessment.

Ms. Mendez-Justiniano continued on to highlight a new focus on Veterans Services. She shared that a Veterans Pop Up site, in partnership with the Mayor's Office of Veterans Affairs, was launched as a pilot at Metropolitan Hospital. Woodhull held a Veterans Pop Up session on May 3rd. The sessions are open to employees, patients, and the community at large. Onsite staff at the sessions can assist with:

- Starting VA Claim
- Updating military records
- Copying of military records

- Appealing VA decision
- Sharing information about services available & more

Ms. Mendez-Justiniano was pleased to announce that 18 NYC Health + Hospitals facilities (including all 11 acute care facilities and 7 Gotham sites) earned the "LGBTQ+ Healthcare Equality Leader" Designation in Human Rights Campaign Foundation's Healthcare Equality Index.

Ms. Mendez-Justiniano went on to share that in the Gender Equity category, there was a training developed in collaboration with the Institute for Human Identity. The three-month long (18 hours) training is an advanced clinical training program for the System's mental health professionals aimed at building their clinical knowledge and skills to provide affirming therapy to LGBTQ+ patients.

Ms. Mendez-Justiniano concluded her report by highlighting a few notable events and presentations including: a Women's History Month webinar about "Women Mentors in the Workplace", a Holi celebration, H+H staff speaking on panels at Becker's Healthcare 14th Annual Conference, and a feast celebrating Eid.

Follow-up: The Committee would like to know in the future the numbers of veterans served by the veteran services initiatives.

EQUITY AND ACCESS COUNCIL UPDATE

Nichola Davis, Chief Population Health Officer, and Co-Chair of the Equity and Access Council ("Council") initiated the presentation and introduced Dr. Komal Bajaj, who is the Monitoring and Evaluation Workgroup co-chair.

Dr. Bajaj first discussed the Institute for Health Improvement (IHI) framework for health care organizations to improve health equity. Strategies for building health equity infrastructure include:

- Create the data infrastructure to improve health equity
- Build organizational capacity to support efforts to improve health equity

In terms of creating the data infrastructure, the steps include:

1. Provide staff training and support in obtaining accurate race, ethnicity, and language (REaL) data
2. Articulate the reason for stratifying REaL data
3. Characterize missing REaL data
4. Assess the accuracy of your REaL data

Dr. Bajaj then summarized the dimensions of REaL data which include: Accuracy, Completeness, Timeliness, and Consistency.

She then provided a brief outline of how the System has been working on improving race, ethnicity, and language (REaL) data over time. In 2021, data collection fields were updated, ethnic groups were standardized, and ethnic background categories expanded from 20 to 200. An enterprise definition for race and ethnicity was also approved. From 2021-2022, departments began utilizing the same standardized ethnic groupings. From 2022-2024, data collection methods improved (MyChart, kiosks). The goal continues to be to stratify quality measures by complete and accurate REaL data across the System.

Dr. Bajaj noted after improving REaL data collection, key health care metrics can be viewed and tracked from an equity lens. She then provided the example of blood pressure control rates by race/ethnicity among adults with hypertension. Looking at the variation of the results allows for the ability to deliver more targeted solutions to address gaps in care.

She then outlined next steps as it relates to assessing completeness, consistency, and accuracy. For assessing completeness, the rate of missing race and ethnicity among H+H patients from 2020-2024 should be evaluated, in terms of how the completion rates have changed since the new REaL fields were implemented. Comparing Race/Ethnicity standardized groupings in June 2022 vs. in April 2024, the "Unknown" category dropped from 18% to 8% and the "Something else" category dropped from 18% to 10%, thereby showing an improvement.

In terms of assessing consistency, Dr. Bajaj indicated that next steps would be to: 1. Map ethnicities/countries listed in the ethnic background field to H+H racial/ethnic categories and; 2. Assess agreement between patient's race/ethnicity and ethnic background. For assessing accuracy, the next step is to survey patients to collect self-reported race/ethnicity data.

Following Dr. Bajaj's report, there was discussion around how to encourage patients to provide or validate their data, while also giving them the choice of not disclosing their information. The group also discussed how it will be important to assess the flow of data collection at the point of care at each site (both inpatient and outpatient), whether a registration staff member inputs data, or there is a proxy, or it is self-reported by the patient.

The Committee recommended to staff that communities sometimes respond better to surveys when there is an understanding of how the information being collected is for their improvement and betterment. The staff further explained the process of using a proxy and why it is used.

Dr. Marthone asked if there was any old business or new business, and hearing none, the meeting concluded and was adjourned at 4:48 p.m.

EQUITY, DIVERSITY AND INCLUSION COMMITTEE

**Diversity, Equity & Inclusion Office Updates
September 10, 2024**

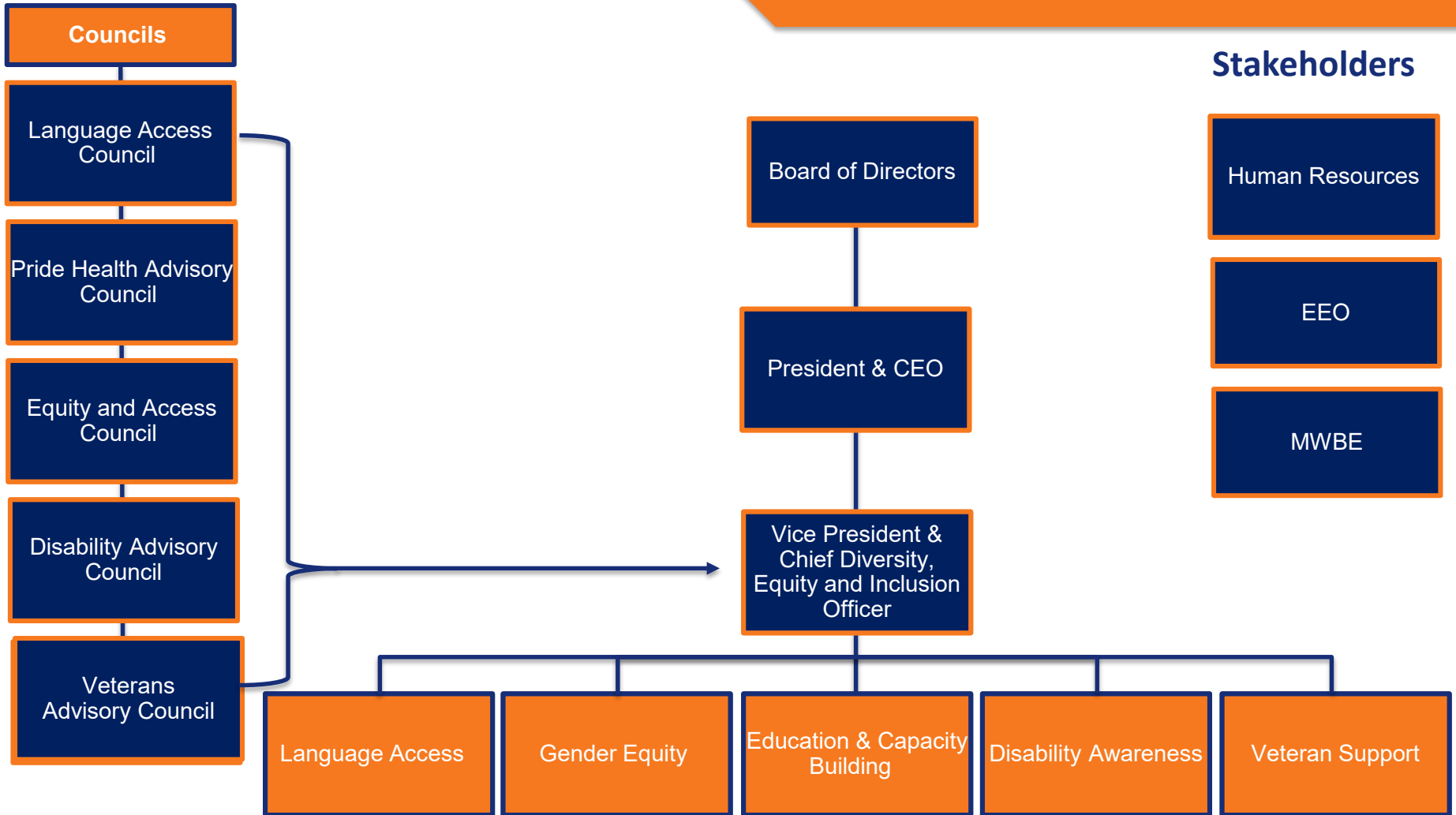
Ivelesse Mendez-Justiniano

Vice President & Chief Diversity, Equity & Inclusion Officer

Pronouns: she, her, hers



ODEI ORGANIZATIONAL CHART



Total number of employees: 43,550 (point in time)

Top 10 Training Breakdown (1/1/24 – Current)

Training	Modality	Total Completions
Identifying and Managing Unconscious Bias	E-learning	19,901
Religion as a Social Determinant of Health Building Psychological Safety	Workshop	268
Juneteenth: Celebrating Freedom, Honoring Ancestry	Workshop	213
Women History Month: Women Mentors in Workplace	Workshop	205
Black History Month: Keeping It Alive	Workshop	176
Celebrate Caribbean American Heritage Month	Workshop	145
Celebrating Diversity: Managing Well in Today's World Lunch Theater	Workshop	100
Interreligious Awareness for Patients and Staff	Workshop	90
Building Psychological Safety	Workshop	87
Intersections of Religion and LGBTQ+ Care	Workshop	74
Culture Flex Session - In-person facilitation (Queens Hospital)	Workshop	20
TOTAL		21,279

* These are not unique employees as some may have engaged in more than one training.

RFP for Interpretation Services Update

- New interpretation contracts were approved by the CRC on April 16th and the Board on July 25th
- New contracts will cover the following services:
 - Over-the-Phone and Video-Remote Interpretation (OPI & VRI)
 - On-Site Interpretation (OSI) for Spoken Languages
 - On-Site Interpretation (OSI) for Sign Languages
 - Language Proficiency and Interpreter Skills Assessment
- New contracts to start in Q4

Epic Integration

- New Epic integration feature coming in early 2025 as part of the new interpretation contracts
- NYC Health + Hospitals has the largest usage by session volume of MyChart in non-English languages within the United States for both 2023 and year to date in 2024

VETERAN SUPPORT

Veteran Pop Ups with Department of Veterans' Services:

- 162 participants engaged with Veteran pop ups from November 2023 to present day
- Bellevue on Aug 22nd
- South Brooklyn Health on Sept 18th
- Elmhurst on Sept 24th
- North Central Bronx on Oct 22nd
- Harlem on Nov 8th
- *Kings County on Nov 13th
 - Part of larger Veterans celebration of 65 veterans at Kings County
- Services offered:
 - Start VA Claim
 - Update military records
 - Copy of military records
 - Appeal VA decision
 - Learn about services available & more

Additional Veteran Support

- New Veterans ODEI website launched August 1st
- Veterans Fair on October 3rd at Gouverneur
- Veterans Day Webinar in November

JOIN US FOR A DEPARTMENT OF VETERANS' SERVICES POP-UP EVENT AT ELMHURST!

WALK-INS WELCOME

DATE:
September 24, 2024

TIME:
9AM - 2PM

LOCATION:
Conference Room D8-03
79-01 Broadway,
Queens, NY 11373

Click or scan to make an appointment

SERVICES OFFERED

- ✓ Start a VA claim
- ✓ Update military records
- ✓ Obtain a copy of military records
- ✓ Personalized career guidance

DISABILITY AWARENESS



NYC HEALTH+ HOSPITALS

DISABILITY ALLY

CERTIFICATE OF PARTICIPATION

*Staff who attend the entire session will receive a Certificate of Participation, a Disability Ally pin button, and a participation credit on PeopleSoft.

LET'S TALK DISABILITY

Increase your awareness about how your colleagues, patients, and all others with disabilities work or experience their daily lives—whether their conditions are apparent or non-apparent—while being treated in a healthcare environment. Learn the appropriate terminology, including “what to say or do” and behaviors for being inclusive. This interactive session will be led by an expert in the field who will share their lived experiences to guide you through this training.

Next Session:

SEPT. 18th
10PM - 12PM

Click [HERE](#) to Register

Let's Talk Disability 2024:

- July 23rd: 27 participants
- July 30th: 15 participants
- Aug 13th: 58 participants
- Sept 18th; Oct 17th; Nov 19th; & Dec 12th
- Positive Feedback Highlight:
 - [I learned] “not knowing that someone has a disability by their looks and also being more sympathetic and understanding of persons with disability”

Community Outreach – Disability Events

- Participated and connected with 100+ people at Disability Unite Festival 7/14
- CODA Training & Movie Screening at Woodhull on July 29th as part of Disability Pride Month
- NYC Disability Parade on Oct 20th
- The Blind Patient Experience Pilot at Queens Hospital on Nov 14th
- Scheduled adaptive yoga online for disabled patients in December



Community Outreach / Pride Events

June 2024

- The LGBTQ+ Equity team attended 9 Pride events across all 5 boroughs including the citywide NYC Pride Festival and March.
- Staff members tabled at six festivals, engaging with 2,579 community members, an 8% increase on 2023.
- Staff members marched in three parades – Queens Pride Parade, Brooklyn Pride Parade, and NYC Pride March.



July & August 2024

- TRANSFest, July 13, the team engaged with **117** community members.
- TransLatinx Network Health Fair, August 22 – the team engaged with **40** community members.

Mayoral Event Participation

- LGBTQ+ Leadership roundtable event August 19th
- MOIA Task Force August 22nd



Pride Communications

- The LGBTQ+ Equity team published multiple communications, collaborating with Central Comms on various pieces:
 - Systemwide email inviting staff to volunteer at Pride events
 - Systemwide email from Dr. Katz
 - Systemwide emails to promote the LGBTQIA+ Inclusion Group event “Being our Authentic Selves”, a conversation with Dr. Mitch Katz, President and CEO”, and “Intersections of Religion and LGBTQ+ Care” training.
 - LGBTQ+ Equity team featured multiple times in Insider Photo of the Day
 - “Advancing our Mission with Pride” Insider piece to kick off Pride month
 - Press release to announce HEI designation for 18 H+H facilities
 - LGBTQ+ WebEx background
 - Press release to celebrate Metropolitan’s 200th Gender Affirming Surgery
 - Notable LGBTQ+ dates highlighted in ODEI June newsletter
 - “Did You Know?” information on Stonewall Uprising on Insider page
 - “We have Pride” Insider piece to highlight staff involvement in all Pride activities across the city
 - Over 80 social media posts throughout June (LinkedIn, Instagram, Facebook)



ODEI Site Update

- On August 1, 2024, the ODEI, in collaboration with the Digital Solutions Team, migrated its services and information from the old intranet site to the new and improved Insider SharePoint.

Things you can do on the site:

- Access the Essential Documents Resource Library (content translated into top 13 languages)
- Register for education and capacity-building sessions
- Access information on all offered services
- Read cultural articles and staff profiles
- Apply for Inclusion Groups
- Promote upcoming events



Women's Equality Day Campaign

- Published on August 26, 2024
- Photographed and interviewed women across different facilities, skill sets, and cultural backgrounds for the Women's Equality Day "**Empowered Women, Empower Our City**" campaign across our social media and insider channels.



Awards

- **May** PoliticsNY and am NY "AAPI Power Players" list; Khoi Long, MD, Eric Wei, MD, Zeesswhan Chaudhry, MD, and Lina Benayoun
- **June** amNY Metro, PoliticsNY, and Gay City News's "2024 LGBTQ+ Power Players" Mitchell Katz, MD and Ken Louie
- **August** PoliticsNY and amNY Metro's "2024 Power Players in Diversity, Equity & Inclusion" Ivelesse Mendez-Justiniano & Carlos Cabrera
- Brandon Hall Group HCM Excellence Gold Award for "Best Learning Team"

National Dominican Day Parade

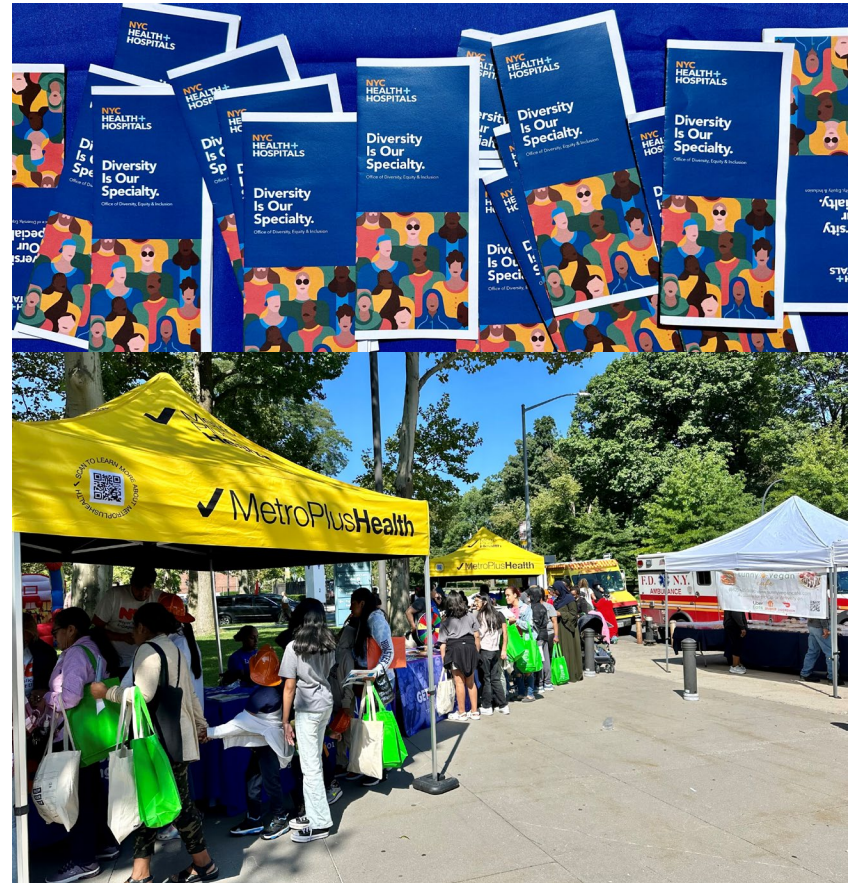
August 11, 2024

Participated in the 42nd Annual National Dominican Day Parade celebrating the communities we serve and promoting the services offered by our System.



Back to School Health Festivals

- **Thursday, August 22**
10am – 3pm
NYC Health + Hospitals/Jacobi
1400 Pelham Parkway South, Bronx, NY 10461
- **Thursday, August 22**
12pm – 3pm
Kaiser Park
2529 Neptune Ave, Brooklyn, NY 11224
Hosted by Senator Jessica Scarcella-Spanton
- **Friday, August 23**
11am – 2pm
NYC Health + Hospitals/Bellevue
462 First Avenue, New York, NY 10017
- **Friday, August 23**
10am – 2pm
2101 East 16th Street, Brooklyn, NY 11229
- **Saturday, August 24**
9am – 4pm
NYC Health + Hospitals/Harlem
47 West 137th Street, New York, NY 10037
- **Thursday, August 29**
10am – 3pm
NYC Health + Hospitals/North Central Bronx
3424 Kossuth Avenue, Bronx, NY 10467
- **Saturday, August 31**
11am – 1pm
Seth Low Playground
Avenue P and West 13th Street, Brooklyn, NY 11204
Hosted by the Chinese American Social Services Center

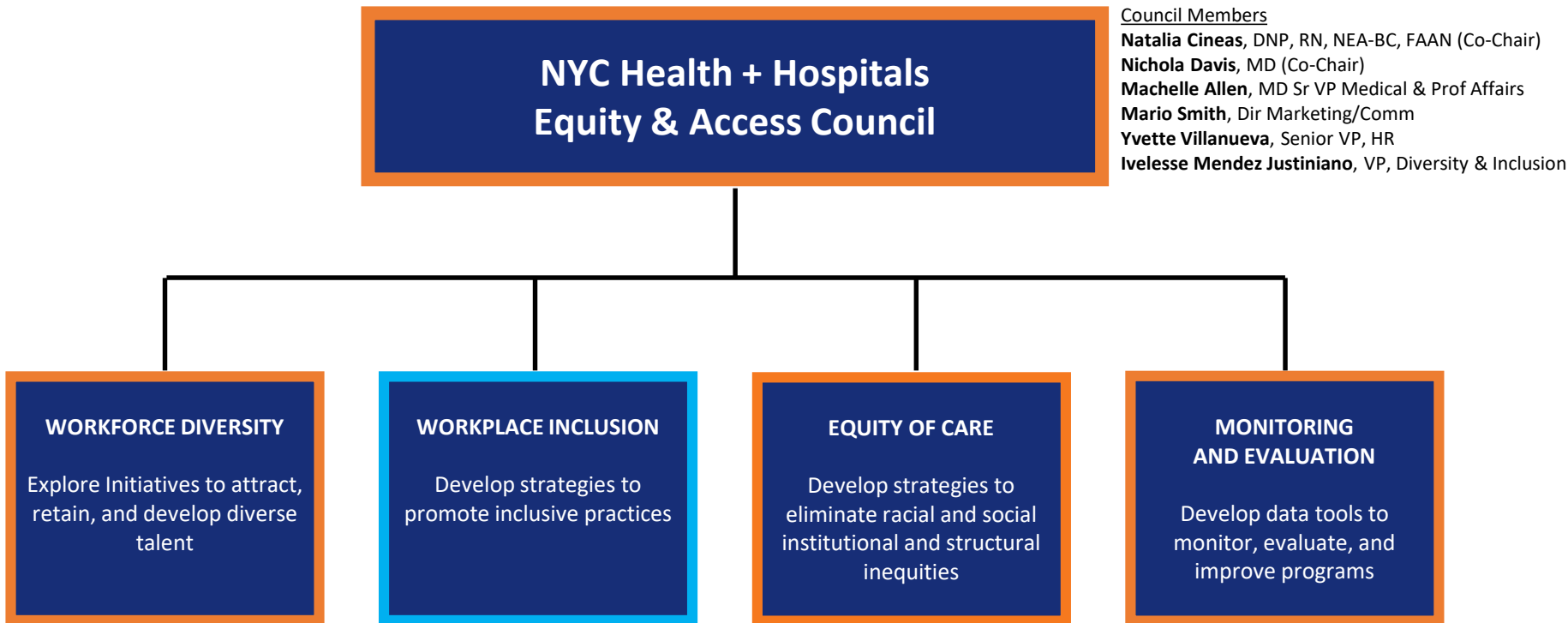


Equity & Access Council Update

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



Workplace Inclusion Group



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



14 Inclusion Groups

- Women Mentorship**
- LGBTQIA+**
- Anti-Racism Advocates & Allies**
- Heritage & History**
- Hispanic/Latinx**
- Asian American Pacific Islander**
- African American Caribbean American**
- Generational**
- Jewish**
- Veterans/Disabilities**
- Black Female Physicians**
- Hispanic/Latinx Physicians**
- Black Male Physicians**
- Muslim**

	Kick Off	Survey	Survey Results Meeting	Establish Leads	Establish Goals & Metrics with Leads	Establish Monthly Meeting
Women Mentorship	✓	✓	✓	✓	✓	✓
LGBTQIA+	✓	✓	✓	✓	✓	✓
Anti-Racism Advocates & Allies	✓	✓	✓	✓	✓	✓
Heritage & History	✓	✓	✓	✓	✓	✓
Hispanic/Latinx	✓	✓	✓	✓	✓	✓
Asian American Pacific Islander	✓	✓	✓	✓	✓	✓
African American Caribbean American	✓	✓	✓	✓	✓	✓
Generational	✓	✓	✓	✓	✓	✓
Jewish	✓	✓	✓	✓	✓	✓
Veterans/Disabilities	✓	✓	✓	✓	✓	✓
Black Female Physicians	✓	✓	✓	✓	✓	✓
Hispanic/Latinx Physicians	✓					
Black Male Physicians						
Muslim						



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

Muslim



14 Inclusion Groups

Asian American and Pacific Islander (AAPI) Inclusion Group

Co-Lead by

John-Conrad Buen MA, FPCC, Associate Director of Quality Assurance

Winnie **Wong** MS, LCAT, BC-DMT, Licensed Creative Arts Therapist (LCAT)





Group Goal

- To create an inclusive workspace that will make Asian American & Pacific Islander (AAPI) members feel heard and respected.

Group Objectives

- Stand in solidarity with other NYC H+H groups against structural racism, societal inequity, and work towards a non-judgmental safe space where everyone can fully show-up.
- Collaborate with all AAPI groups from NYC H+H facilities and increase awareness of current AAPI issues.
- Increase understanding of AAPI diversity.
- Advocate for all AAPI community members.

First Workshop June 22, 2023

**NYC
HEALTH+
HOSPITALS** | EQUITY &
ACCESS COUNCIL

Asian American Pacific Islander (AAPI) Inclusion Group Presents:

Celebrating Diversity

within the Asian American Pacific Islander Community



Lily Divino, Director of
Adolescent Health Program,
Office of Ambulatory Care
and Population Health

Areeba Tariq, MHSC
Data Analyst, Data Core,
Office of Ambulatory Care
and Population Health

FACILITATOR:
Winnie M. Wong,
Licensed Creative Arts
Therapist (LCAT, Level II),
Kings County

OPEN TO ALL - June 22, 2023: 12pm - 1pm

Learning Objectives:

- ❖ Understand factors influencing Asian American Pacific Islander (AAPI) identity in the U.S. (i.e. location, immigration history, family and cultural values).
- ❖ Recognize the diverse characteristics among AAPI patients within NYC H+H that influence health outcomes and health care.
- ❖ Reflect on how AAPI identity impacts NYC H+H employees.

[Click Here to Register](https://tinyurl.com/AAPI-Diversity-and-Inclusion)

<https://tinyurl.com/AAPI-Diversity-and-Inclusion>

Or Scan QR
Code



- Participants learned factors influencing AAPI identity in the U.S. (i.e. location, immigration history, family and cultural values).
- Participants learned to recognize the diverse characteristics among AAPI patients within NYC H+H that influence health outcomes and health care.
- Participants reflected on how AAPI identity impacts NYC H+H employees.

Second Workshop May 21, 2024

AAPI Heritage Month

Asian American Pacific Islander (AAPI) Inclusion Group
Invites You to a Virtual Lunch & Learn With

Dr. Kevin Nadal



Microaggressions:
How AAPI Communities
Navigate Racism and
Other forms of
Oppression

**Tuesday, May 21, 2024
12pm–1pm**

Open to All

Click or Go Here to Register:
<https://bit.ly/hhcaapi-may2024>

Or, scan this QR Code:



Learning Objectives

1. Participants will be able to articulate how their multiple identities have influenced their values, biases, attitudes, assumptions, behaviors and general experience of the world.
2. Participants will be able to describe the types of microaggressions that people experience, as well as the negative impacts that microaggressions have on people, groups, and institutions.
3. Participants will be able to discuss culturally competent and effective intervention strategies in working with others of diverse backgrounds.

Dr. Kevin Nadal is a Distinguished Professor of Psychology at the City University of New York and the current President of the Filipino American National Historical Society. He is the former Executive Director of The Center for LGBTQ Studies; a past president of the Asian American Psychological Association; and the founder of the LGBTQ Scholars of Color National Network. He authored 14 books and 100+ publications, including Filipino American Psychology, Microaggressions and Traumatic Stress, and Queering Law and Order. Having been featured on NBC, CBS, PBS, The History Channel, The New York Times, The LA Times, and more, his most important role is Papa to his three children.

- Participants learned to articulate how their multiple identities have influenced their values, biases, attitudes, assumptions, behaviors and general experience of the world.
- Participants learned to describe the types of microaggressions that people experience, as well as the negative impacts that microaggressions have on people, groups, and institutions.
- Participants discussed culturally competent and effective intervention strategies in working with others of diverse backgrounds.

Visit to Gracie Mansion June 22, 2023



PICTURE OF THE DAY

Members of the NYC Health + Hospitals AAPI Inclusion Group from Central Office, NYC Health + Hospitals/Queens and NYC Health + Hospitals/Kings County attended the AAPI Heritage Reception hosted by Mayor Eric Adams at Gracie Mansion.

AAPI Networking Events

Visit to Gracie Mansion June 2023





**Cultural Food Tasting
July 2024**

**Cultural Food Tasting
November 2023**



Healing Workshop

Medley of AAPI rooted healing modalities

- **Education and Awareness:** To educate participants about different aspects of healing, such as emotional, mental, physical, and spiritual dimensions.
- **Empowerment:** To empower participants by providing them with knowledge and tools to take control of their healing journey and improve their overall well-being.
- **Transformation:** To inspire personal growth and transformation, encouraging participants to move towards a state of greater balance, harmony, and health.

Thank you!

