

### **AGENDA**

**Equity, Diversity and Inclusion Committee** 

**Meeting Date** 

January 14, 2025

Time

4:00 P.M.

Location

50 Water Street, Room 1701

CALL TO ORDER

Patricia Marthone

ADOPTION OF MINUTES

Patricia Marthone

September 10, 2024

**DIVERSITY & INCLUSION UPDATE** 

Ivelesse Mendez-Justiniano

**EQUITY & ACCESS COUNCIL UPDATE** 

Natalia Cineas Nichola Davis Thea Belay Mytri Singh

**OLD BUSINESS** 

**NEW BUSINESS** 

**ADJOURNMENT** 

Equity, Diversity and Inclusion Committee Meeting - September 10, 2024

As Reported by: Patricia Marthone

Committee Members Present: Patricia Marthone, José Pagán, Jackie Rowe-Adams, Machelle Allen, Sally Hernandez-Piñero

#### CALL TO ORDER

The meeting of the Equity, Diversity and Inclusion Committee of the NYC Health + Hospitals' Board was called to order at 4:00 p.m.

Dr. Patricia Marthone noted for the record that Dr. Machelle Allen is representing Dr. Mitchell Katz in a voting capacity.

Upon motion made and duly second the minutes of the May 7, 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 ten training completions from January - September 2024, some of which included: Identifying and Managing Unconscious Bias, Religion as a Social Determinant of Health, Juneteenth: Celebrating Freedom and Honoring Ancestry, Women's History Month: Women Mentors in the Workplace, and Black History Month: Keeping it Alive.

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 16<sup>th</sup> and the Board in July. 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. She also shared that there is a new Epic integration feature that will be rolled out as part of the new contracts which will further simplify the process in which a provider can request interpretation services while with a patient.

Ms. Mendez-Justiniano continued on to highlight updates regarding Veteran support. She shared that 162 participants engaged with Veteran pop ups from November 2023 to present day. The goal this year was to have a pop-up at each acute care facility, which the team is on track to achieve by the end of 2024. The pop-up sessions are open to employees, patients, and the community at large. Services offered at these pop ups include:

- Starting VA Claim
- Updating military records
- Copying of military records
- Appealing VA decision
- Sharing information about services available & more

Additional Veteran support includes: New ODEI website (launched 8/1/24) features a dedicated space for Veterans, Veterans Fair on 10/3/24 at Gouverneur, and a Veterans Day webinar in November 2024.

In the Disability Awareness area, there has been notable positive feedback reported in regards to the Let's Talk Disability training, which is held live virtually. There have also been several disability events included as a part of community outreach. Examples include:

- Participating and connecting with 100+ people at the Disability Unite Festival 7/14/24 in Central Park
- Participating in the NYC Disability Parade (10/20/24)
- Scheduling adaptive yoga online for disabled patients (December 2024)

Ms. Mendez-Justiniano went on to share that the community outreach work continued in the LGBTQ+ Equity category. In June the team attended 9 Pride events across all five boroughs. Staff members tabled at six festivals, engaging with over 2,500 community members. The team also marched in three parades (Queens Pride, Brooklyn Pride, and NYC Pride March). Other events included TRANSFest (7/13/24), TransLatinx Network Health Fair (8/22/24), and Mayoral events such as the LGBTQ+ Leadership roundtable (8/19/24). The LGBTQ+ Equity team also published multiple communications, collaborating with Corporate Marketing & Communications on various pieces published Systemwide.

Ms. Mendez-Justiniano was pleased to announce that the Office of Diversity, Equity and Inclusion launched its new, updated homepage on the Insider making it more user friendly. The updated website allows for easy access to the Essential Documents Resource Library, registering for education and capacity building sessions, accessing information on services offered, and much more.

Ms. Mendez-Justiniano went on to share the list of NYC H+H recipients of awards that PoliticsNY and am NY issued, including AAPI Power Players list, 2024 LGBTQ+ Power Players, and 2024 Power Players in Diversity, Equity, and Inclusion.

Returning the focus to community outreach, Ms. Mendez-Justiniano concluded her report by highlighting the team's participation in the National Dominican Day parade and hosting of seven (7) Back to School health festivals.

#### 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 John-Conrad Buen and Winnie Wong, who are the Asian American and Pacific Islander (AAPI) Inclusion Group co-chairs.

Mr. Buen noted that the group worked together to establish what its goal is, which is to create an inclusive workspace that will make AAPI members feel heard and respected. He then outlined the group's objectives, which include:

- 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.

Mr. Buen then discussed how the group determined how it would create an engagement opportunity for members, and as such, the team developed a plan of what projects it would work on. The first workshop the group hosted was held on June 22, 2023 where participants did the following:

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

Ms. Wong continued the presentation and shared details regarding the second workshop the group hosted on May 21, 2024 during AAPI Heritage Month. The workshop was a virtual lunch and learn with Dr. Kevin Nadal regarding Microaggressions: How AAPI Communities Navigate Racism and Other Forms of Oppression. During the session participants:

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

Ms. Wong then highlighted that the group had the opportunity to join the Mayor's Gracie Mansion AAPI Heritage Month celebration two years in a row now which they have all enjoyed. The group has also had several networking events offsite, allowing members to enjoy food tastings together as food is a rich part of the cultural experience.

Ms. Wong lastly touched upon a future event that is being planned, a Healing Workshop. They are still in a preliminary brainstorming stage for the event, however, they are considering covering a variety of AAPI rooted healing modalities such as:

- 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.

Ms. Wong concluded the presentation by indicating that the group is in the process of creating a logo which they will look to utilize to make themselves more visible at community events but also something to provide the group with a sense of representation.

Dr. Marthone asked if there was any old business or new business.

A member of the public addressed the Committee. The Chair of the Committee Dr. Marthone referred the speaker to the Chief of Staff to provide the appropriate policy process for the Public to participate at Board and Committee Meetings.

Hearing no old or new business from the Committee members, the meeting was adjourned at 4:59 p.m.



# Equity, Diversity & Inclusion Committee

Diversity, Equity & Inclusion Office Updates
January 14, 2025

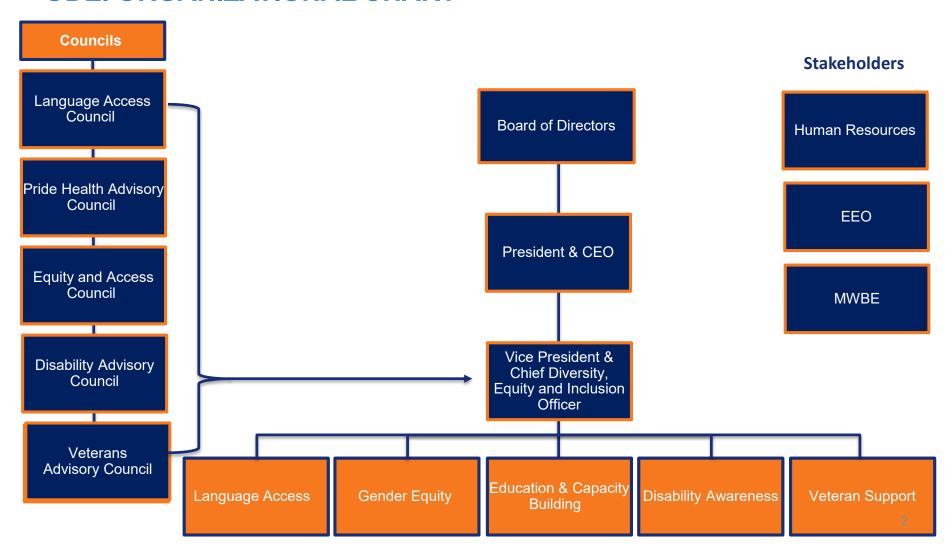
Ivelesse Mendez-Justiniano

Vice President & Chief Diversity, Equity & Inclusion Officer

Pronouns: she, her, hers



### ODEI ORGANIZATIONAL CHART





### **EDUCATION AND CAPACITY BUILDING**

# **Top Training Breakdown (1/1/24 – Current)**

Training	Modality	Total Completions*
Sexual Harassment Prevention Training <sup>^</sup>	e-learning	59,409
Identifying and Managing Unconscious Bias	e-learning	25,644
Religion as a Social Determinant of Health	Workshop	268
Diversity and Inclusion in a Healthcare Setting (NRP)	Workshop	231
Juneteenth: Celebrating Freedom, Honoring Ancestry	Workshop	213
Women History Month: Women Mentors in Workplace	Workshop	205
Black History Month: Keeping It Alive	Workshop	176
From Past to Present: Lessons from Native Communities	Workshop	175
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
TOTAL		86,743

<sup>\*</sup> These are not unique employees as some may have engaged in more than one training.

<sup>^</sup> SHP training cycle runs from September 1, 2023 – August 31, 2024



### LANGUAGE ACCESS

#### **RFP for Interpretation Services Update**

- New interpretation contracts started November 1
  - 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
- One primary vendor for OPI and VRI with iPad equipment delivered to all facilities

### **Medical Interpreter Skills Training Program**

Cohort began early December with 207 candidates in 28 facilities and 21 languages

### **Epic Integration**

New Epic integration feature coming in 2025 as part of the new interpretation contracts

### Section 1557 / ACA's Civil Rights in Healthcare Regulation

- Updated notices on non-discrimination, language access, and effective communication for individuals with disabilities through on-site promotion and digital materials in 14 languages.
- Updated SNEO (Systemwide New Employee Orientation) training with Section 1557 content as required for employee awareness.





#### **VETERAN SUPPORT**

# **Veteran Pop-Ups with Department of Veterans' Services:**

Facility	Self-Identified	F	Participants
BELLEVUE		65	8
ELMHURST		20	4
HARLEM		16	14
JACOBI		41	32
KINGS COUNTY		61	23
LINCOLN		30	58
METROPOLITAN		13	7
NORTH CENTRAL BRONX		1	32
QUEENS		18	n/a
SOUTH BROOKLYN HEALTH		4	10
WOODHULL		20	12
Total	2	89	200

### **Additional Veteran Support**

- Veterans Fair on October 3<sup>rd</sup> at Gouverneur with 20 exhibitors and 100 participants
- Let's Talk Veterans Webinar on November 8<sup>th</sup> with 70 participants
- Launch of (internal) Veterans Website 200+ Resources



**2025-** Continue Veteran Support Focused initiatives

**2026**- Earn Veteran Friendly Designation for NYC Health + Hospitals 5



### **DISABILITY AWARENESS**



# Let's Talk Disability 2024:

Year	Sessions	Participants
2023	4	169
2024	7	312

[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**

- Disability Unite Festival July 14<sup>th</sup> -120 participants
- CODA Movie Screening at Woodhull 22 participants
- NYC Disability Parade on Oct 20<sup>th</sup>
- Adaptive Yoga online for disabled patients-Dec 3<sup>rd</sup>
   9 participants



### SYSTEM LEVEL ACHIEVEMENTS – LGBTQ+ EQUITY

#### **LGBTQ+ Equity & HR Talent Acquisition collaboration**

- In late 2024, the LGBTQ+ Equity team collaborated with HR Talent Acquisition to commence targeted recruitment efforts for members of the LGBTQ+ community.
- The teams jointly attended two events:
  - On October 9, 2024 both teams attended Queer in Every Career, an annual LGBTQ+ recruitment event hosted by The LGBT Center.
  - On November 12, 2024 both teams attended the first annual Transgender, Gender Non-Conforming, and Non-Binary (TGNCNB) Job Fair organized by the NYSDOL in conjunction with The LGBT Center and Governor Hochul's Office.
- Activities are part of our Talent Acquisition strategy to increase recruitment of under represented groups and also addressed an opportunity for improvement highlighted in recent HEI and LEI surveys.







### SYSTEM LEVEL ACHIEVEMENTS – LGBTQ+ EQUITY

### Long-Term Care Equality Index (LEI) — Post-Acute/Long-Term Care Facilities

- November 2024, the LGBTQ+ Equity team submitted all evidence for the 2025 Long-Term Care Equality Index (LEI), a joint project of The Human Rights Campaign Foundation (HRCF) and SAGE.
- The LEI is the nation's foremost benchmarking survey of residential long-term care and senior housing communities on policies and practices dedicated to the equitable treatment and inclusion of their LGBTQ+ residents, visitors and employees.
- A total of 2,861 staff out of 3,182 members completed the 'Bill of Rights for Long-Term Care Facility Residents who are LGBTQ or Living with HIV' training in two months
- All PAC/LTC facilities achieved over a 90% completion rate.
- This training also meets the requirements for the new Public Health Law section 2803-c-2(7)(a).
- The designation will be announced in Spring/Summer 2025.



# **WORKER EQUITY**

- As of December 12, 2024 we have saved employees \$9.5M via our educational assistance and loan forgiveness programs.
- Food & Nutrition Worker Education Fund Provides funding for educational opportunities targeted staff in Food & Nutrition titles
  - In 2024, \$43.5K was funded across 48 employees Systemwide
  - Examples of educational program paths
    - Pharmacy Tech
    - Social Work
    - Nursing



### **COMMUNICATIONS & MARKETING**

### **Holidays & Observances**

#### October 2024

- Honored LGBTQ+ History Month through an educational systemwide poster campaign highlighting prominent activists in LGBTQ+ History
- Celebrated Italian, German, Hispanic, and Polish Heritage Month through a cultural art gallery event at Queens Hospital

#### November 2024

- Honored Native American Heritage Month with a systemwide email, digital screensaver, and webinar event titled
  "From Past to Present: Lessons from Native
  Communities"
- Transgender Awareness Month was an opportunity to honor those who have lost their lives due to genderbased violence through a system-wide digital screensaver and infographic

#### December 2024

- On December 3, 2024, the International Day of Persons with Disabilities was observed with an Adaptive Yoga session open to staff, patients, and community members of all abilities.
- Human Rights Day observed on December 10, 2024

#### January 2025

2025 Diversity Calendar digital launch and print distribution





#### **COMMUNICATIONS & MARKETING**

### **Partnerships**

- NYC Care partnered with the Consulate General of Mexico in New York, Met Council, and Multi-ethnic Alliance of New York on health care access presentations
- The partnership allows New Yorkers seeking consular services in neighborhoods across the city to be connected to services, including SNAP enrollment (formerly known as food stamps), health insurance (e.g., Medicaid), crisis intervention (e.g., eviction prevention), in addition to NYC Care.



### **Awards**

NYC Health + Hospitals leaders recognized by Crain's New York Business as among the '2024 notable black leaders'

- Seun Ajibade, Director of Nursing for Behavioral Health Services, South Brooklyn Health
- Georges Leconte, CEO, NYC Health + Hospitals/Harlem
- Cedric Olivera, Director of Urogynecology and Reconstructive Pelvic Surgery, South Brooklyn Health





#### **COMMUNICATIONS & MARKETING**

- NYC Health + Hospitals was awarded Silver recognition in the American Heart Association's 2024 Well-being Works Better™ Scorecard, representing a commitment to ensuring an equitable work environment for all staff.
- Organizations can earn a recognition level of Bronze, Silver, Gold or Platinum based on their adherence to the Association's science-backed recommended practices in areas such as health equity, burnout prevention, compensation and benefits, and more.



The American Heart Association has defined best practices for employers to use to build a culture of health and well-being for their workforce. The American Heart Association's Workforce Well-being Scorecard measures the extent to which the company has implemented those best practices. Companies recognized at the Silver level have achieved a score of 137 - 182 out of a maximum 230 points.



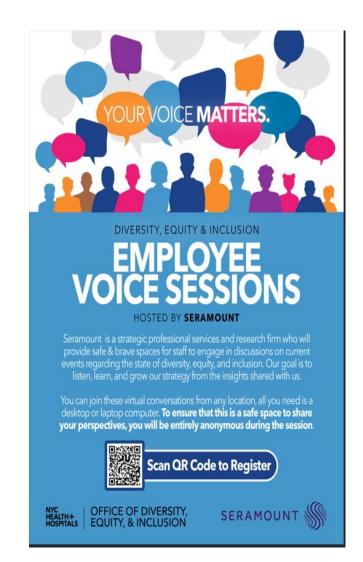
# 2025 – The year ahead...

In Q1- The DEI Office will be hosting:

- DEI Employee Voice Sessions
- Facilitated Leader Interviews

# Purpose:

- Obtain current state information on DEI topics at NYC Health + Hospitals
- Develop strategic plan to address areas of opportunities identified





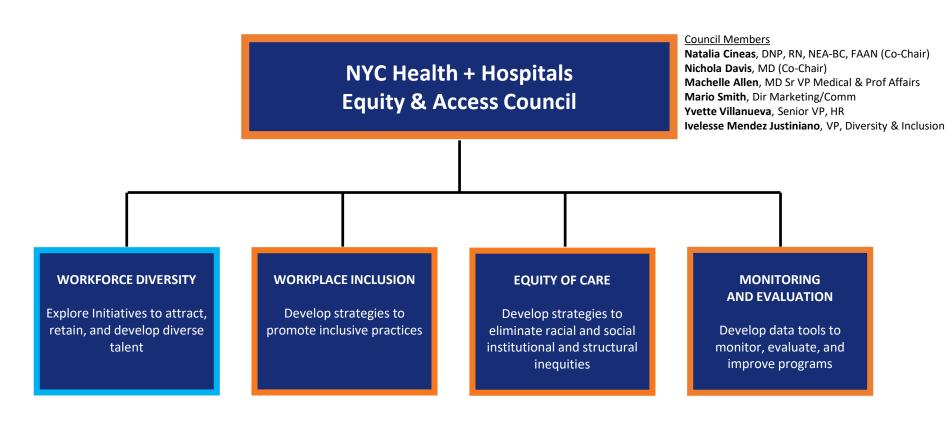
# **Equity & Access Council Update**

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

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

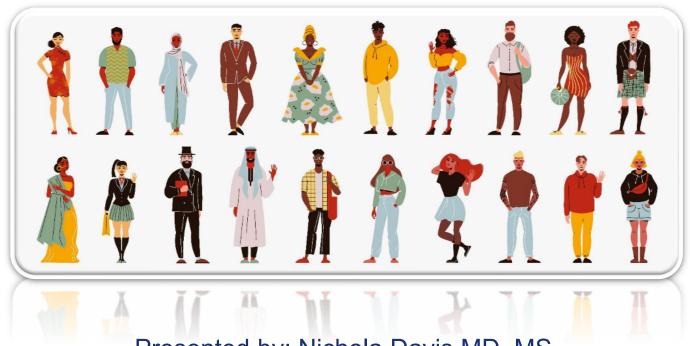


# **Equity and Access Council Governance Structure**





# **Workforce Diversity Workgroup**



Presented by: Nichola Davis MD, MS
Vice President, Chief Population Health Officer, Co-Chair Equity & Access Council



# **Project Leads**

# (MOSAIC) – Visiting Scholars Program

**Thea Belay, MD** Director of Health Equity and Clinical Operations
Office of Medical & Professional Affairs

Mytri Singh, MPH, Senior Director, Finance Administration



# The MOSAIC Program

MOSAIC (Medical Opportunities for Students and Aspiring Inclusive Clinicians) is a suite of interventions that help students and trainees from underrepresented backgrounds succeed in medical school and beyond.

### Our Goals:

- Create a pool of competitive candidates going into medicine
- Build necessary skills and training, beginning early
- Recruit these students into medical school and beyond
- Expand NYC Health + Hospitals' physician workforce
- Expose middle school and high school students to careers in medicine (through partnership with Mentoring in Medicine)



# Visiting Scholars Program (VSP)

# **Eligibility**

- Medical students must be attending a US accredited allopathic medical school
- Students from underrepresented backgrounds are encouraged to apply

# **Program Details**

- VSP students attend a 4-week program and receive a \$2,000 stipend for the rotation and an additional \$2,000 housing stipend if based outside the NYC metro area
- The training provides clinical shadowing, didactic sessions, practical learnings, simulation and experiential training

## **Process**

- Students must submit an application, CV/resume, official transcripts, personal statement and letter of recommendation were due by April 2024
- Decisions are made within a month and students are matched with H+H facility based on elective request



# **Key Accomplishments 2024/25**

# MOSAIC - VSP

The MOSAIC team has received applicants from CUNY, Morehouse, Oregon Health & Science University for rotations at H+H and **20** medical students were accepted for 2024/25 academic year

- These students were placed in the following:
  - <u>Rotations</u>: Dermatology, ER, Family Medicine, GI, General Surgery, OB/GYN, Ophthalmology, Pediatrics, Pathology, Psychiatry and Radiology
  - Hospitals: Bellevue, Elmhurst, Jacobi, Lincoln, Metropolitan, Queens and South Brooklyn
- Eleven medical students participated in VSP in 2023/24, and of those, two students from CUNY Medical School were accepted into H+H Residency programs at Lincoln Hospital and SUNY Downstate/Kings County



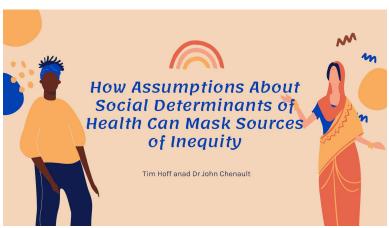
# **MOSAIC Health Equity Curriculum**

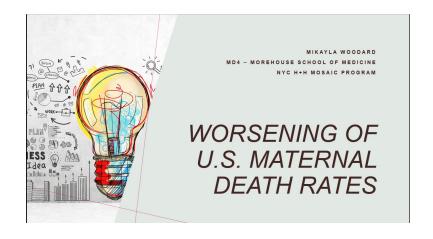
- Weekly didactic series with Dr. Thea Belay
- Guest speakers presenting on health equity topics
  - Social Determinants of Health with Dr. Julie Hyppolite
  - Population Health at NYC H+H with Dr. Leo Eisenstein
  - Racial Bias & Healthcare Inequity: The History of Healthcare Disparities with Dr. Joan Culpepper-Morgan
- Final week is student presentations on an AMA Health Equity module supplementing their clinical experience



# **Examples of Student Presentations**











# **MOSAIC VSP 2024 Survey Results**

- "I am motivated to learn more about health equity and committed to addressing disparities in my future career after my experience at NYC H+H"
  - 100% of respondents Strongly Agree or Agree.
- "Overall, how satisfied are you with your elective rotation experience?"
  - 90% responded Very Satisfied or Satisfied.
- Most (90%) would recommend this elective to their peers.



# **EQUITY & ACCESS COUNCIL**

# **Spotlight on our Rotators**



"It was a pleasure being able to have an away elective at the Emergency Medicine Department at SUNY Downstate/Kings County. As a fourth-year medical student, and an aspiring ER doc, this away rotation allowed me to further develop my clinical reasoning and procedural skills."



Charlene Kotei **CUNY School of Medicine** Doctor of Medicine Candidate || Class of 2023



"I believe that finding mentorship and guidance has always been a struggle whether it be through formal programs or trying to find guidance from those who have faced my similar challenges. The MOSAIC program afforded me the opportunity to explore my passions with the much needed assistance I have always looked for."



MOREHOUSE Dinesh G. Shiwlochan Morehouse School of Medicine Doctor of Medicine Candidate || Class of 2023



"During my rotation, we have discussed and learned about the history of social injustice in medicine and how it relates to medicine today. This experience has solidified my love for gastroenterology and further pushed me to pursue my career at a community hospital, such as a NYC Health + Hospitals, so that I may provide specialized care to vulnerable populations in the near future."



Rose Gedeon **CUNY School of Medicine** Doctor of Medicine Candidate || Class of 2023





# **Pre-Medical and Youth Programs**





# **Mentoring in Medicine Leadership Team**

Since 2008, Mentoring in Medicine (MIM) has empowered over 80,000 students, parents, and educators by introducing them to biomedical careers. Through its transformative programs, MIM has guided 580 underrepresented minority students to achieve their dreams of becoming physicians, addressing critical disparities in the healthcare workforce.



Lynne Holden, M.D. President Emeritus



Andrew Morrison - Chief Executive Officer



Yvette Calderon, M.D. Co-Founder and Director of Research



Raj K. Krishnan, M.D Associate Director of School Based Programs



# Medical Pathway Program (Pre-Med Students)

From November 2023 to April 2024, 58 recent college graduates attended a 20-week bootcamp that prepared them for the MCAT, reviewed their medical school application and improved their interview skills. As a result, 31 students are in the current application cycle with a typical 90% acceptance rate.





















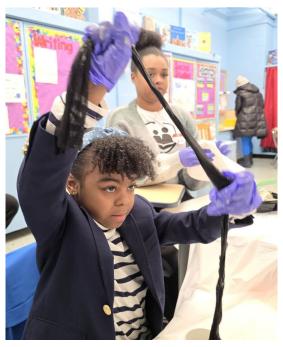


# **Hospital Youth Academy (Middle School Students)**

On Saturday, March 23, in partnership with Harlem Hospital, 52 students, parents, and staff gathered at PS 197. The event featured students building a model of the digestive system, learning about the field of medicine through a health science career panel, and attending an interactive science fair.











# EQUITY & ACCESS COUNCIL

# **Health Science Fairs (High School Students)**

Reached 1,500 students by hosting a 3-hour health science fair across ten high schools. Students had the opportunity to learn how to use a stethoscope, suture wounds, examine animal organs, and simulate blood draws.











# EQUITY & ACCESS COUNCIL

# **Online Biomedical Hackathon**

With support from Einstein College of Medicine and LabCorp, 70 students from middle school to graduate school spent the weekend of October 25 reviewing scientific publications and developing public service campaigns.













# Write Your Book About A Trip to the Hospital (Elementary to High School)

In collaboration with healthcare professionals, students are creating an illustrated children's book about a trip to the hospital.



