

Diversity, Equity and Inclusion

Eastern US Quality Improvement Collaborative

January 12, 2022

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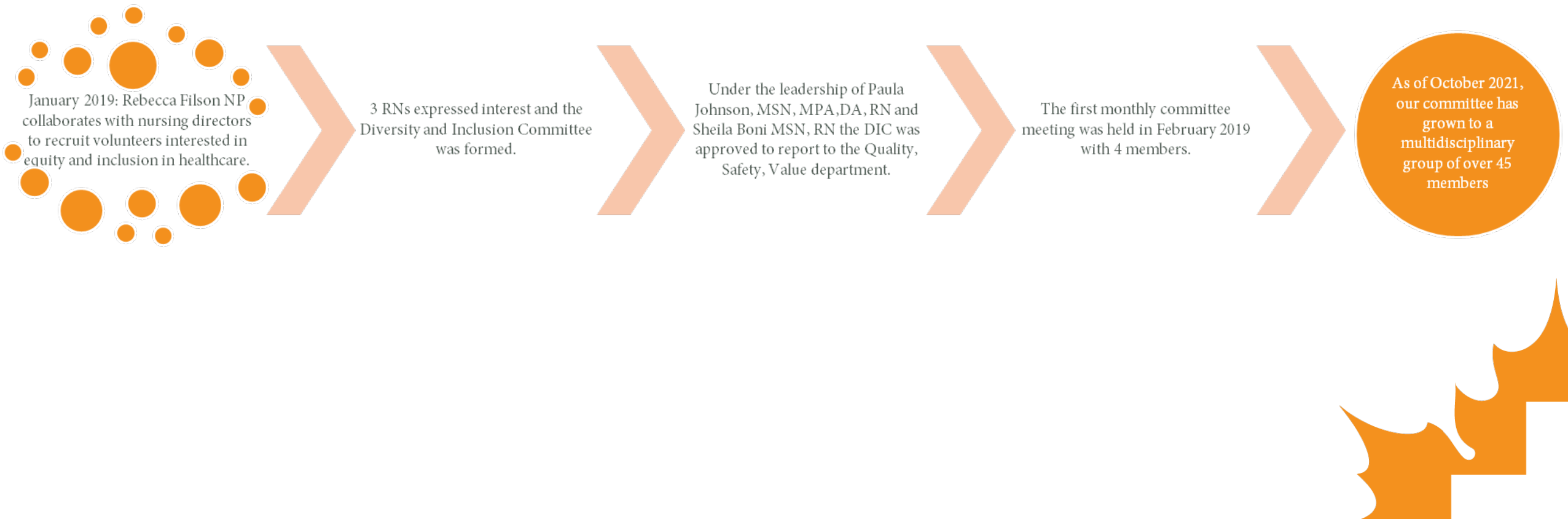




Where We Started



Committee Development



Diversity and Inclusion Committee Charter

Committee Purpose & Function
The purpose of the SVHC Diversity and Inclusion Committee is to understand how unconscious bias affects care delivery within the SVHC community, and to develop and implement strategies to mitigate its impact on our patients, colleagues, and the communities we serve.

Business Case
There is extensive evidence and research that finds unconscious or implicit biases can lead to differential treatment of patients by race, ethnicity, sexual orientation, national origin, gender identity or expression, weight, mental health, or substance use disorders. Implicit bias refers to the attitudes or stereotypes that affect our understandings, actions and decisions in an unconscious manner. It is the process by which we automatically categorize individuals and, once categorized, associate specific meanings with that category which influence our decision making, behaviors, and interactions with that individual. According to the Joint Commission in a 2016 Safety Alert on "Implicit bias in health care," cognitive bias affects clinicians' behavior that, in turn, affects patient behaviors and decisions that include higher treatment dropout, lower participation in screenings, avoidance of health care, delays filling prescriptions, and lower ratings of health care quality.

Project Scope
All SVHC entities which provide care and services to underrepresented populations (encompassing race, ethnicity, gender, socio-economic status, weight, gender identity or expression, sexual orientation, disability, and persons with substance use disorder) and including patients, colleagues and the communities we serve.

Goal
Conduct literature review and gap analysis to assess the needs of our underrepresented groups.
Assess knowledge and comfort level of staff and providers in the provision of culturally sensitive and inclusive care.
Revise current policies and procedures to support inclusive and equitable care.
Provide ongoing education and training to staff, providers, and volunteers.

Milestones
Identified need for Diversity and Inclusion Committee to meet the needs of SVHC's patient population
SVHC representation at Bennington's first annual Pride event, community survey conducted
Partnership with Education and Organizational Development to provide monthly staff education

Team Leadership	
Co-chairs(s):	Caitlin Tilley and Dr. Lisa Downing
Project Sponsor:	Paula Johnson
Team Members	
Quality, Safety, Value: Cathy Hagadorn Alex Heintz	Community Partners: Alexander Figueroa Andrea Malinowski
Executive Management: Pamela Duchene Leslie Keefe	Marketing & Communications: Ray Smith
Corporate Compliance: Mitch Baroody	Professional Development: Alison Camarda
Information Systems: Gail Balch Michael LaRoche	Organizational Development: Rory Price
Medical Staff: Bridget Bromirski Rebecca Filson EB Ghazali Meghan Gunn Jaclyn Lozier Stefanie McGowan-Poling Kimberley Sampson Trey Dobson	Nursing Staff: Megan Cornell Jennifer Coutu Katherine Green Rebecca Hewson-Steller Denise Hollister Patricia Johnson Bentley Munsell Sandy O'Neill Morgan Ottati Seline Skoug Nicole Troop Jodie Waldron
Administrative Support: Erin Michaels Christina Shepley Amy Andrews	Health Resource Management: Nancy Iserman Sarah Sigsbury Shawnee Webster



Past Work


Initiating engagement with our community, patients and staff



Engagement in Community Events



Education Projects – Coffee Conversations

A poster titled "DIVERSITY AND INCLUSION COFFEE CONVERSATIONS 2020". It features a list of months from February to December, each paired with a small coffee cup icon and a corresponding theme. To the right of the text is a large, tilted orange coffee cup with a white Swiss cross logo, spilling dark brown coffee beans onto a dark surface. At the bottom, a banner reads "JOIN US for some TALK and TOGETHERNESS - DETAILS COMING SOON".

**DIVERSITY AND INCLUSION
COFFEE CONVERSATIONS 2020**

FEBRUARY	BLACK HISTORY MONTH
MARCH	DEVELOPMENTAL DISABILITIES AWARENESS MONTH
APRIL	CHILD ABUSE PREVENTION MONTH
MAY	OLDER AMERICANS MONTH
JUNE	LGBTQ+ PRIDE MONTH
JULY	INTERNATIONAL DAY OF FRIENDSHIP
AUGUST	INTERNATIONAL DAY OF THE WORLD'S INDIGENOUS PEOPLES
SEPTEMBER	LATINX HERITAGE MONTH
OCTOBER	SUBSTANCE ABUSE PREVENTION MONTH
NOVEMBER	INTERNATIONAL DAY FOR TOLERANCE
DECEMBER	WORLD AIDS DAY

JOIN US for some TALK and TOGETHERNESS - DETAILS COMING SOON


First Coffee
Conversation was held
February 20, 2020.



Position Statement – Medical & Nursing Staff

The medical and nursing staff of Southwestern Vermont Healthcare are committed to supporting a diverse and inclusive community of care within our organization. We commit to the idea of building a care community that explicitly recognizes the value of human diversity. We aim to demonstrate our inherent, unwavering value of and respect for the rich spectrum of human differences in race, ethnicity, gender, age, socio-economic status, national origin, sexual orientation, gender identity or expression, genetic information, veteran status, disability and religion.

We affirm that each of us shares responsibility for creating and maintaining an environment of mutual respect and support. We understand that diversity fosters innovation and creates a welcoming environment for our patients, colleagues and community. We will strive to ensure the value of diversity is upheld in everything that we do for our colleagues, patients, families, visitors, the broader community, and all who contribute to the achievement of our mission. We support the availability of educational opportunities to create a culturally agile work force and a healing environment that demonstrates respect for the individuality of employees, patients, and visitors.



Nursing Orientation



- Introduce concepts and terminology related to sexual orientation
- Define sex assigned at birth
- Discuss concepts and terminology related to gender identity
- Identify health and healthcare disparities in the LGBTQ community
- Strategies to create a welcoming environment for gender and sexuality minority patients, staff, and colleagues



Current Work




General Orientation: A primer on diversity, equity, inclusion, and implicit bias for all new SVHC staff.





Offer Access to Ongoing Education Opportunities

- Webinar live streams and access codes
 - Online trainings
 - Live streaming Grand Rounds presentations
 - Mandated internal learning for all staff regarding the impact of bias in healthcare
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Nursing Advisory Council Statement

Please take responsibility for the energy you bring into this space.



Your words matter. Your behaviors matter.
Our patients and our teams matter.

Take a slow deep breath and make sure your energy reflects our shared mission before entering.

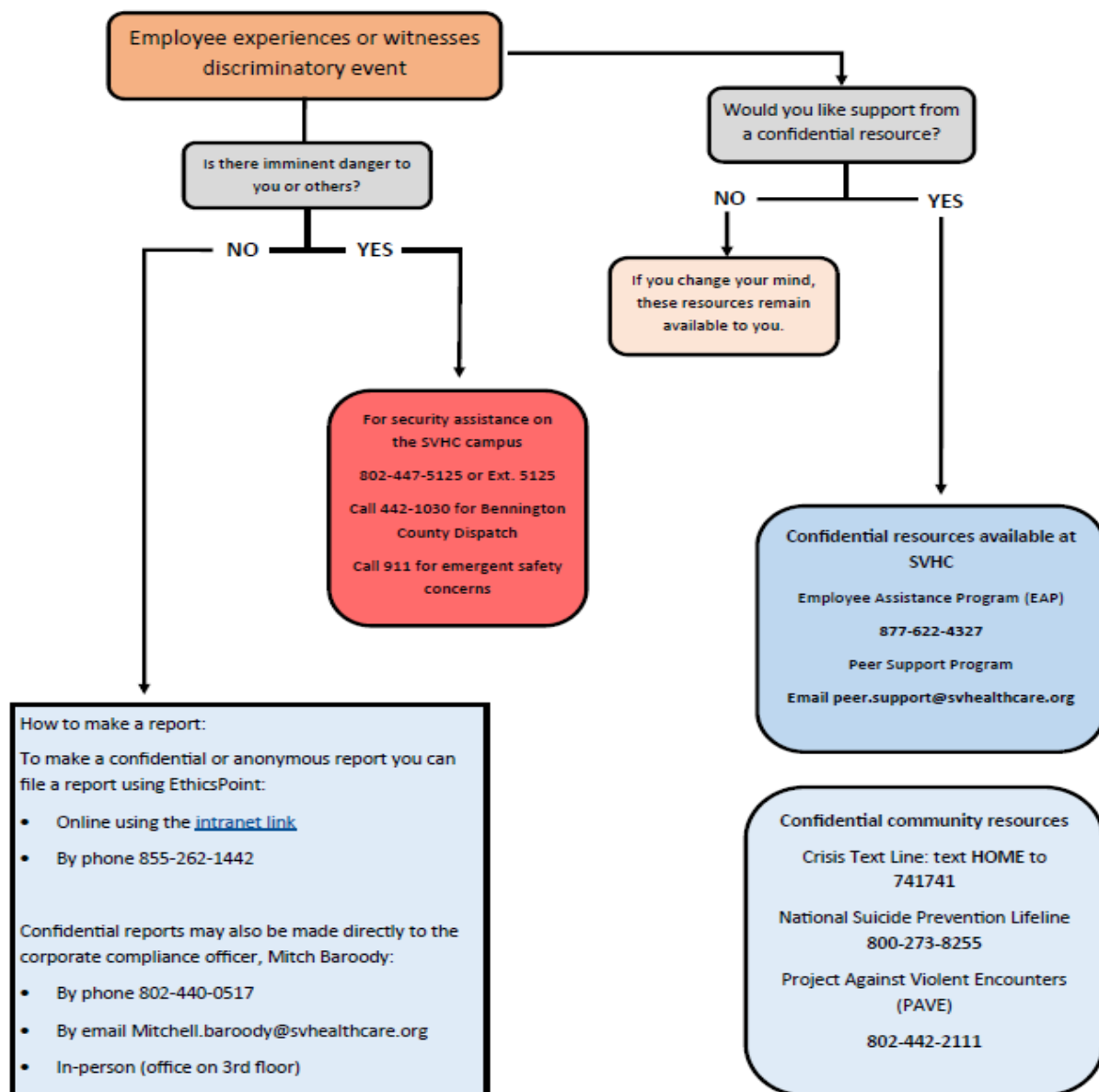
Thank you.





RESPECT FOR ALL

At SVHC we value a safe and inclusive environment for everyone. To support a culture of inclusion, there are a number of reporting options for anyone who experiences, witnesses or hears of prohibited bias, discrimination, harassment, or retaliation. There are a number of support options available to ensure that you feel safe and cared for at work, regardless of whether or not a report is submitted.





Community Outreach Task Force Charter

Statement of Purpose

To reduce health disparities and improve the health status of at-risk, minority, and marginalized populations in our community

Goals

- Strengthen health education and outreach efforts in the community.
- Enhance case management services
- Expand basic health screening and preventive care opportunities
- Improve access to comprehensive, world-class care by identifying and eliminating barriers
- Foster a supportive, inclusive, and safe work environment for SVHC staff

Responsibilities

- To connect with members of local at-risk, minority, and marginalized communities regarding access to health care and care experiences, and to combine this qualitative information with quantitative data to identify priorities for initiatives.
- To evaluate the impact of health outreach programs in the role of improving and extending the reach of health care through activities such as health education, case management, and basic health screening, in addition to facilitating access to services.
- To provide a vehicle for open and transparent communication among the staff and community members regarding health care needs of marginalized individuals.
- To drive organizational leadership in the direction necessary for attainment of organizational goals, delivery of exceptional care to patients throughout our community, and to nurture a supportive and diverse work environment.
- To collaborate with and engage community partners and resources in delivery of health care and preventive health opportunities to marginalized communities.
- To assess health outcomes of at-risk, minority, and marginalized patients, identifying and taking action to remedy modifiable disparities and pursue health equity.

Team Leadership

Project Lead(s):	Rebecca Filson Patricia Johnson Bentley Munsell Caitlin Tilley Rory Price
Project Sponsor(s):	Pam Duchene Leslie Keefe

Team Members

Gail Balch
Alex Heintz
Rebecca Hewson-Steller
Nance Iserman
Michael LaRoche
Stefanie McGowan-Poling
Seline Skoug
Leah Zoufaly

Reporting Structure

- Diversity and Inclusion Committee
- Board Quality and Safety Committee
- Patient Care Services

Business Case

The charge of this task force is to identify and work to remedy health disparities impacting at-risk, minority, and marginalized members of the community. By shining a bright light on health inequities, the task force will encourage action and facilitate accountability to reduce modifiable disparities by using interventions that are effective, scalable, and data-driven.

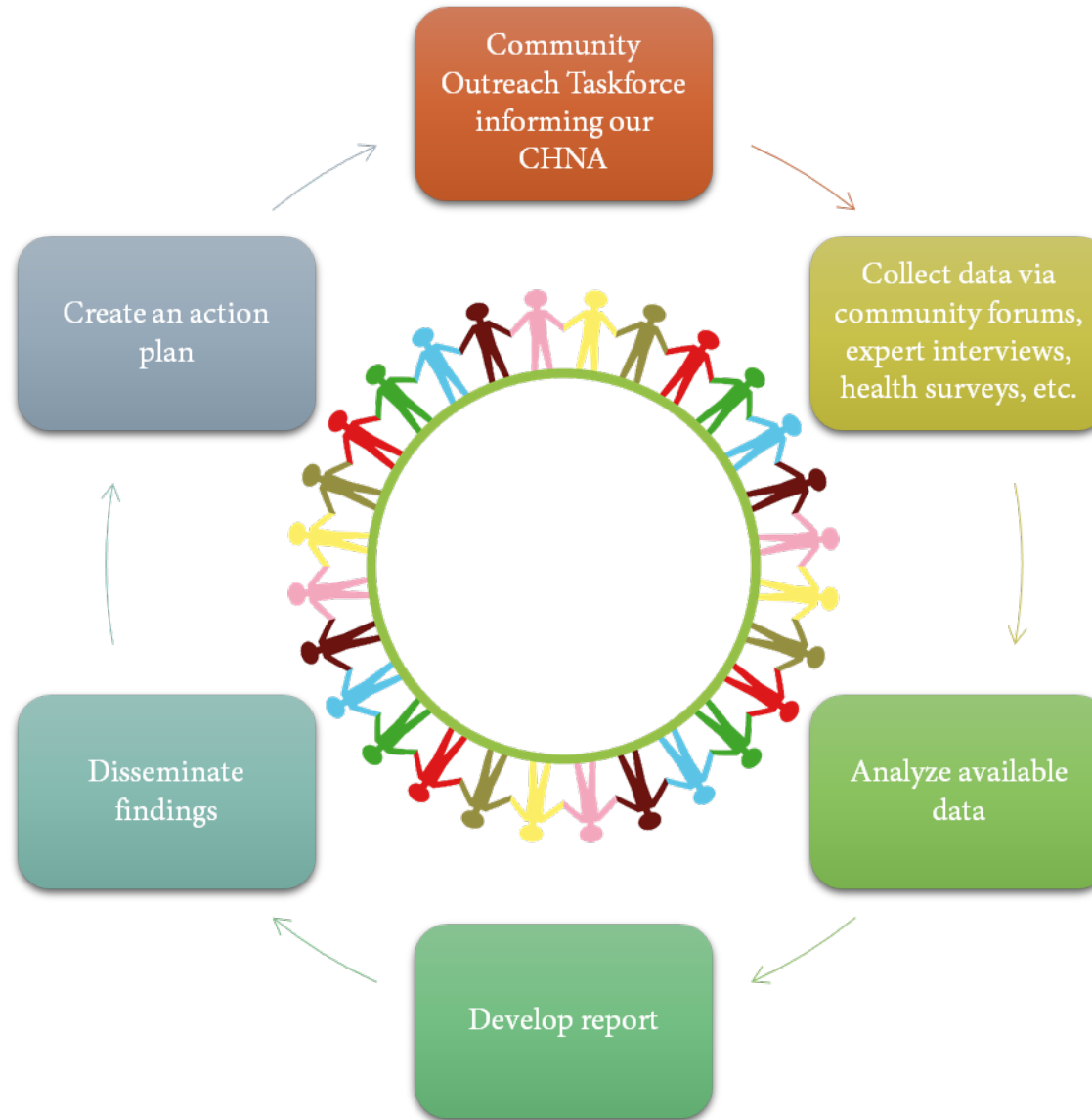
Community Health Needs Assessment

How do you know where to go if you don't know where you are?



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Community Health Needs Assessment (CHNA)



Southwestern Vermont Medical Center

Community Health Needs Assessment 2021



Which of the following best describes your race/ethnicity?
Check all that apply.

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic or Latino/a
- ☐ Native Hawaiian or Pacific Islander
- ☐ White or Caucasian
- ☐ Another race not listed
- ☐ Prefer not to answer

What is your current gender identity?

- ☐ Male
- ☐ Female
- ☐ Genderqueer, neither exclusively male nor female
- ☐ Female-to-male (FTM)/Transgender Male/Trans Man
- ☐ Male-to-Female (MTF)/Transgender Female/Trans Woman
- ☐ Prefer not to answer
- ☐ Other

Have you ever felt that a trait of yours, such as your gender, race, or social status, made it harder for you to get healthcare compared to other people?

Have you ever felt that a trait of yours, such as your gender, race, or social status, make it harder for you to live a healthy life compared to other people?



Demographics Data Collection



Demographics Data Collection Efforts




https://www.medelita.com/media/wysiwyg/blog/patient_interactions_feat_img.jpg

The Committee is committed to changing the way we ask questions surrounding demographics data collection.

- Create a standardized process
- Ensure staff are educated in how to respectfully ask these questions
- Allows us, as a healthcare system, to qualify and quantify how we are doing meeting the health needs of the populations we serve, recognizing that different demographic populations are at higher risk for certain physical and/or mental health problems.
- Understanding who we serve is key to providing comprehensive, equitable care.



Personal lessons learned (the hard way):

- Engage leadership at the top levels.
 - Hallway conversations and modeled behavior make a big impact.
 - Acknowledge the lived experience of committee members and be sensitive to how this work may impact them.
 - Aim for transformative change, not transactional.
 - You can't always change hearts but you can change minds.
- 



Future Opportunities

Connect with other hospital diversity councils to build partnerships and resource sharing

Staff knowledge assessment of culturally sensitive and inclusive care

Continual assessment of unmet needs of marginalized populations that encounter our health system

Policy and procedure review to ensure inclusive and equitable treatment of patients and staff

Ongoing education for all employees

Appointment of a Diversity and Inclusion Officer



Thoughts, questions...?

