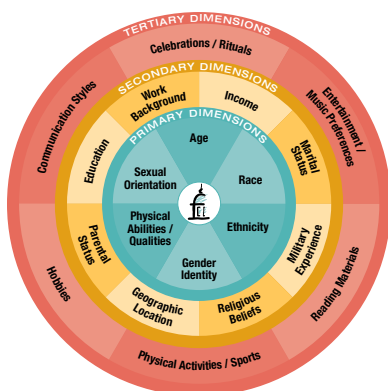


Crouse Health's Commitment to Diversity and Inclusion (D&I)



Crouse Health values diversity among its employees, patients, families and the communities we serve. In simple terms, **diversity** is the combination of human differences we are born with, such as age, gender identity and ethnicity. Diversity recognizes that individuals are unique in their educational backgrounds, religious affiliations, veteran status, work backgrounds, life experiences, communication styles and lifestyles among other characteristics.



Inclusion puts the concept and practice of diversity into action. It creates an environment of respect, involvement and connection. Inclusion adds a richness of ideas, backgrounds and perspectives to our culture and brings value and success to our organization.

At Crouse Health, we enhance our existing culture by creating an inclusive environment where:

- Processes, guidelines, policies and culture create the ideal experience for patients, families, and employees.
- All are treated with fairness, respect and dignity.
- All can contribute thoughts and ideas from their unique background and experiences.
- All have opportunities to grow and advance within the organization.

Crouse Health recognizes that our employees, medical staff and volunteers are our greatest assets. Our goal is to maximize each individual's unique talents and potential. With the strong support of the board of directors and our leadership team, we promote D&I at all levels of Crouse Health.

Simply put...we work better together!

Crouse Health believes a diverse workforce helps our organization provide quality patient care. It also helps us interact with the communities we serve. Partnering with our senior leaders, management team, diversity committee, employees and community partners, we will continue to support and promote an environment of inclusion by:

- providing diversity and inclusion learning in our new employee orientations.
- providing diversity and inclusion learning for all employees every year.
- recruiting and retaining a diverse workforce.
- promoting policies and practices that support our patients, families, employees, medical staff, students and volunteers.
- supporting new ideas from our diversity committee that meet the needs of a diverse staff population.
- offering activities and events to show appreciation and promote awareness of all cultures.



Diversity & Inclusion

at Crouse

What it's all about

- Our mission calls us to provide the BEST patient care we can; to do so we need to strengthen our ability to serve our patients. Crouse should be known in the community as an organization that treats all people without bias or judgment.
- This is not new – we have focused on Servant Leadership and Relationship-Based Care, initiatives that tie directly to a focus on the fundamentals of diversity and inclusion in our workplace.
- This is not a ‘training’ initiative; rather, it is a vital part of who we are as an organization, and how we position Crouse for success in the future in a very competitive and chaotic healthcare environment.
- The advancement of all who work here regardless of race, religion, socio-economic background is important to the organization. Creating a work place so employees are able to advance within the organization is fostered through our ability to value and respect each other, as well as create mechanisms that prepare employees for advancement.
- We have a social responsibility to ensure that recruitment and hiring practices and policies reflect our mission, vision and values by promoting and strengthening the diverse community we serve, both within and outside the organization.
- While our M/V/V – and our culture – form the foundation for diversity and inclusion as a strategic imperative within our organization, we are also bound by various requirements and regulations that we are responsible for adhering to.
- In line with keeping Crouse strong, Senior Leadership is committed to fostering an environment in all areas of the organization that supports learning, understanding and acceptance of the principles of diversity and inclusion. Crouse has also signed on as a participant of the American Hospital Association’s ‘Pledge for Equity’ initiative, which aims to, over time, address disparities in care delivery and increase diversity in hospital leadership and governance.
- The Diversity and Inclusion Committee, comprised of Crouse-loyal staff from a number of areas, was formed in 2014 as a way to bring attention to helping Crouse become a more diverse employer in all areas, with a goal to better serve our organization and our community, especially in the management area. A group of passionate, caring employees stepped up to ask for support in helping to bring this initiative forward. The committee meets monthly.



John Bergemann, Director of Human Resources

Veronica Clanton, Patient Access Representative, Patient Access

Walter Eiland, Mechanic, Engineering

Twiggy Eure, Diversity, Equity & Inclusion Recruitment Coordinator, Human Resources; Chair, Diversity & Inclusion Committee

Janelle Harris, DSRIP Patient Access Representative, Care Coordination

Laurie Leonard, Registered Nurse, CD Outpatient Drug Abuse

Rev. Kate Lufkin Day, Managing Chaplain, Rosamond Gifford Spiritual Care Center

Kathleen Miller Murphy, Manager, Community Engagement

Tawyna Montgomery, Patient Access Representative, Patient Access

Desiree Odom, DSRIP Patient Engagement Representative, Care Coordination

Karen Sigona, Quality Improvement Analyst, Quality Improvement

Susan Stout, Academic Assistant, Pomeroy College of Nursing

Tonya Swift-Freeman, Secretary, Revenue Clerk, Surgical Suite/OR

Thomas Tarbox, Educational Coordinator, Educational Services

Jerome Walker, Patient Care Transport, Patient Transport

Nykea Williams, Secretary to Dr. Soultis & NP Burgess, CMP

Terry Zahler, Educational Coordinator, Educational Services

*as of November 2017

Diversity & Inclusion

at Crouse

D&I Committee Membership*

For more information:

Twiggy Eure, MS | Diversity, Equity & Inclusion Coordinator

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Diversity & Inclusion at Crouse

Activity to Date

- Member: American Hospital Association 'Pledge for Equity' Initiative
- Crouse D&I committee formed (2014)
- Held 1st National Coming Out Day (October 2016)
- D&I Managers Retreat (November 2016)
- D&I New Employee Orientations (began in January 2017)
- D&I Online Competency Based Learning (began in January 2017)
- Weekly D&I Updates in Pink Sheet (began in January 2017)
- Crouse Health Commitment to D&I Statement Finalized & included in HR Manuals (February 2017)
- D&I Directors Meetings (February & March 2017)
- D&I Calendar Finalized (February 2017)
 - February (Black History Month Celebration)
 - March (Women's History Month)
 - May (Asian Pacific American Heritage & National Military Appreciation Months)
 - June (LGBTQI Pride Month)
 - September (Hispanic Heritage Month)
- October (National Disability Employment Awareness Month)
- November (Native American Heritage Month)
- Individual Meet & Greet Department Meetings with Twiggy (January – March 2017)
- D&I Follow-Up Managers Meeting (March 2017)
- D&I Upgrade to Crouse Website <https://www.crouse.org/diversity> (June 2017)
- D&I Town Hall Meetings (April – June 2017)
- D&I Make-Up Town Hall Meetings (August – September 2017) Approx 2500 employees participated)
- D&I Increase in Recruitment & Community Partnerships
 - Partnered with Cuse Culture, CNY Latino & Equality Magazine (Black Perspectives, Hispanic Today, Veterans Enterprise & Women in Business & Industry)
 - Continue building Crouse Diversity Recruitment Directory
 - Partnered with Syracuse City School District's Career and Technical Education Partnership Council
- Participated in Duck Race to End Racism at Syracuse Inner Harbor (June 2017)
- Participated in the Juneteenth Celebration, Clinton Square (June 2017)
- Twiggy facilitated Diversity Training for City of Syracuse leaders in collaboration with Help People
- Participated in Jubilee Homes 30th Anniversary Gala (Sponsor)
- Syracuse University Coming Back Together (CBT) Career Fair (September 2017)
- Collaborated with TBT's Give-Away Coat Drive (September 2017)
- * Participated in 8th Annual Fall EMS Teaching Day (September 2017)
- Sponsor, YWCA Spirit of American Women, Twiggy Keynote Speaker (October 2017)
- Founding Member, Diversifying the Hill Initiative (Inaugural Event held on October 19, 2017)
- Sponsor, Syracuse Community Health Center's Evening of Jazz (November 2017)
- Sponsor, 100 Black Men 10th Anniversary Gala (November 2017)
- D&I Make-Up Town Hall Meetings (November – December 2017)