

Diversity & Inclusion

UPDATE

SPRING 2018



Twiggie Eure

Welcome to the first issue of Crouse Health's Diversity & Inclusion Update newsletter. In this update you will find information designed to promote awareness, enhance communication and invite conversation

and participation in a broad range of topics and activities to support Crouse Health's D&I efforts and ability to meet our mission as a community asset and leading healthcare provider in Central New York.

If you have ideas you think should be included in a future D&I Update, please email me at twiggieure@crouse.org.

Twiggie Eure, Diversity, Equity and Inclusion
Recruitment/Retention Coordinator
crouse.org/diversity

Diversity at Crouse Creates Inclusion

CROUSE HEALTH MISSION

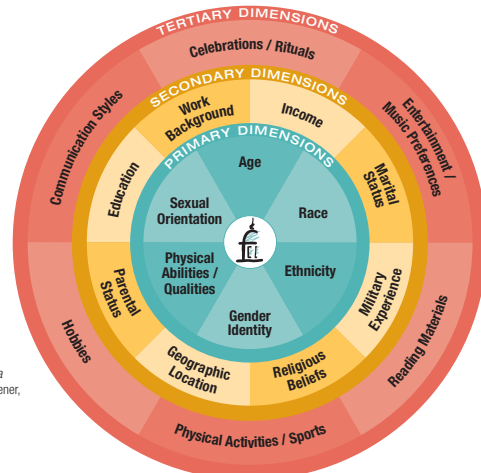
To provide the best in patient care and to promote community health.

Crouse's Diversity & Inclusion Goals Support Our Mission

- Educate the Crouse Health community about the importance and value of D&I
- Increase professional opportunities for Crouse Health employees, with emphasis on D&I
- Increase awareness of the Crouse Health brand in diverse communities

Diversity is...

...all the ways we are different as individual people – the characteristics we are born with, attributes acquired through our life experiences, and our lifestyle preferences.



Wheel graphic derived from *Workforce America's Managing Employee Diversity as a Vital Resource*. Marilyn Loden, Judy B. Rosener, Irwin Professional Publishing, 1991

D&I Committee

OUR PURPOSE

Made up of Crouse-loyal staff from a number of areas, the purpose of the Diversity & Inclusion Committee, founded in spring 2014, is to help Crouse become a more diverse employer in all areas, with a goal to better serve our organization and our community. Committee members meet monthly to discuss, communicate and create collaborations in ongoing initiatives and events that support the goal of enhancing the environment for diversity, inclusion and equity across the Crouse Health system.

MEMBERS

Veronica Clanton, Patient Access Representative, Patient Access
Walter Eiland, Mechanic, Engineering
Twiggie Eure, Diversity, Equity & Inclusion Recruitment/Retention 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
Meghan Mosher, Registered Nurse, Commonwealth Place

Kathleen Miller Murphy, Manager, Community Engagement

Desiree Odom, DSRIP Patient Access Representative, Care Coordination

Karen Sigona, Quality Improvement Analyst, Quality Improvement

Susan Stout, Academic Assistant, Pomeroy College of Nursing

Thomas Tarbox, Educational Coordinator, Educational Services

Jerome Walker, Patient Care Transport, Patient Transport

Terry Zahler, Educational Services

SPECIAL FEATURE: Town Hall Session Report

There were two goals of the D&I sessions: To introduce employees to the D&I initiative and to obtain feedback about D&I at Crouse Health.

Thirty-five one-hour sessions were held from April to December of 2017, with more than 2,500 employees participating. During each session, employees were asked to provide feedback on the following question:

How can Crouse create/foster more awareness and understanding of Diversity and Inclusion among employees and patients/families?

Employee feedback, grouped by category, with recommendations

EMPLOYEE EDUCATION

- Continue educating the Crouse community about the importance and value of D&I and bring to department level
- Expand educational opportunities in various areas
- Consider chemical dependency awareness training for all departments

Key Recommendations

- Offer D&I sessions to those who could not attend
- Create next level D&I training and take to departments
- Partner with Crouse library to link available cultural resources/culturally competent database to D&I site
- Educational opportunities should include all members/areas of the Crouse Health system (i.e. nursing students, Crouse Medical Practice)

LEADERSHIP DEVELOPMENT

- Increase professional opportunities for Crouse employees, with emphasis on D&I
- Identify leaders from within
- Incorporate pre-manager leadership training program
- Enhance manager leadership training

Key Recommendations

- Begin to identify high-potential emerging leaders
- Design and implement Crouse internal leadership academy

INTERNAL RELATIONS

- Reinforce that all employees are to be treated with dignity, respect and are valued
- Need transparent, honest and open communication at all levels
- Visibility among all management
- Connectivity: Enhance team building/work to eliminate barriers
- Highlight employees
- Every role at Crouse is important and needed; educate all about our department roles
- Dealing with 'change fatigue'

Key Recommendations

- D&I Coordinator to continue building relationships with management (i.e. increase visibility during all shifts)
- Implement best practices for sharing information with our employees and patients; address barriers
- Continue building a robust D&I web site to raise awareness, keep staff connected; highlight diverse staff members and department roles
- Encourage managers to hold team meetings across the system for all shifts

The D&I Committee would like to say **THANK YOU** to our employees for your participation and feedback. It is invaluable and will be used to help us continue to build on our D&I goals and initiatives.

EXTERNAL RELATIONS

- Continue to increase awareness of the Crouse Health brand in diverse communities
- Strengthen relationships among our partners

Key Recommendations

- Identify local/national diverse organizations that Crouse should consider joining/sponsoring: NAACP; Spanish Action League/La Liga; National Diversity Council; local refugee agencies, Diversifying the Hill, etc.
- Create a community resource tool and make available to all staff
- Highlight our diverse community partners in a location within the hospital

HUMAN RESOURCES

- Continue learning about D&I "best practices" in other organizations
- Explore opportunities to effectively and creatively welcome new team members to Crouse
- Ensure that third-party vendors follow D&I policies/ procedures
- Address staff concerns around race relations, retaliation, etc.

Key Recommendations

- Collaborate with Northwell Health where applicable
- Review HR policies/procedures to ensure D&I is reflected
- Create employee board that provides employee news
- Review approval process for third-party vendors

2017 was a very busy year for D&I activities at Crouse Health. Some of our accomplishments and activities:

- D&I new employee orientations (began Jan. 2017)
- D&I computer-based learning module (Jan. 2017)
- Manager trainings
- Directors meetings
- Individual department meetings (Dec. 2017)
- Weekly D&I updates in Pink Sheet
- D&I information posted to Crouse website – crouse.org/diversity
- Provided education to over 2,500 employees within the Crouse Health system
- Town Hall report-back sessions (Nov. 2017)
- Continue partnering with and recruiting from diverse organizations
- Continue establishing new relationships across Onondaga County
- Diversifying the Hill Initiative



- Partnered with Cuse Culture & CNY Latino – an online community and magazine that serves minority millennials throughout CNY
- Connections made with diversity-based professional recruitment firms
- Over 3,700 open positions applied to by diverse candidates from Sept. 2016 – Jan. 2018
- Working with HelpPeople, delivered diversity training to over 40 City of Syracuse management/leadership team members in 2017
- Partnered with Syracuse City School District's Career and Technical Education Partnership Council
- Continued to participate in and support community events such as Duck Race to End Racism and Juneteenth
- Celebrated LGBTQI Pride Month
- Syracuse University Coming Back Together (CBT) career fair focus on African-Americans/Hispanic alumni and students



Scenes from the
Oct. 11, 2017 Managers Retreat



WHAT'S NEW?

2018 STRATEGIC FOCUS AREAS

We will continue to focus on our D&I goals. One of our key areas will be to add additional members to our external recruiting source list to attract and recruit diverse candidates into open positions at Crouse.

CAREERS AT CROUSE

Crouse Health is actively seeking dynamic individuals to join our growing diverse and inclusive organization. Detailed requirements are listed on the website at crouse.org/careers/jobs. Interested candidates are encouraged to complete our online application.

APPLICANT REFERRAL PROGRAM (ARP)

The Applicant Referral Program (ARP) is an opportunity to earn a bonus, help a friend or peer find a rewarding career and ensure that Crouse Health continues to employ highly qualified people who support and demonstrate our mission, vision and values. As an employee, you have inside knowledge about your profession and what it means to work at Crouse. The ARP is a way for Crouse to reward you for referring qualified employees and helping us fill open positions. This program is eligible to any current employee.

D&I CONVERSATIONS SERIES

Stay tuned for our upcoming D&I Conversations series, where various topics will be discussed, including generational workplace dynamics; equality versus equity; unconscious bias; respect and communication and more.

Crouse Health values the diversity among its employees, patients, families and the communities we serve. Our mission calls for us to provide the best in patient care. Crouse team members do this each and every day, and each quarter the D&I Committee will highlight one of our very own.

HIGHLIGHTING OUR OWN

Tyrone Bibby Cook, Nutritional Services Department



Tyrone Bibby is originally from the Bronx and was raised in Harlem. He has his associate's degree in restaurant management and culinary arts. Tyrone has been cooking professionally for 13 years in various positions including head chef. He and his wife (also a chef) reside in Auburn. His passion for cooking stems from his mom. When asked what the greatest lesson learned from his mother has been, Tyrone says, "She taught me to always cook from the heart and put love in your food. I soon came to realize that every time you make a dish, you hold someone's life in your hands."

"I learned a lot from my mom. She taught me to always cook from the heart and put love in your food. I soon came to realize that every time you make a dish, you hold someone's life in your hands."

A huge grin comes across Tyrone's face when he speaks about his cooking experience. He recalls these as wonderful opportunities that allowed him to meet amazing people. For starters, he helped prepare a 3,000 plated dinner on Ellis Island for President Obama and troops. He has cooked and presented a meal for President Bill Clinton held at the Museum of Modern Art in New York. As if these career highlights weren't enough, Tyrone was invited to help prepare 5,000 desserts for Wimbledon at Radio City Music Hall.

"One of my most memorable moments was not only seeing Whoopi Goldberg after an awards show party, but she walked right up to me and said, 'Have a good night baby!'"

Tyrone Bibby, thank you for sharing your story with us! Your continued hard work and dedication to the Crouse Health mission is greatly appreciated.



D&I Upcoming Activities

APRIL

Autism Awareness Month

March 30 – April 7

Passover

March 30

Holy (Good) Friday

April 1

Easter Day

April 2

World Awareness Day

MAY

Asian Pacific American Heritage Month & National Military Appreciation Month (NMAM)

May 7 – 11

Employee Recognition Week

May 21

World Cultural Day

May 15 – June 14

Ramadan

JUNE

LGBTQI Pride Month

June 9

Duck Race

SEPTEMBER

Hispanic Heritage Month

Sept. 15 – Oct. 15

Hispanic Heritage Month

Sept. 9 – 11

Rosh Hashanah

Sept. 18 – 19

Yom Kippur

OCTOBER

National Disability Employment Awareness Month

Oct. 11

National Coming Out Day

NOVEMBER

Native American Heritage Month

Nov. 1

All Saints' Day

DECEMBER

Dec. 2 – 24

Advent

Dec. 2 – 10

Hanukkah

Dec. 25

Christmas Day

Dec. 26 – Jan. 1

Kwanzaa

D&I Updates

Information about upcoming events can be found here in our quarterly newsletter (published March, June, September, December), the weekly online Pink Sheet and the Crouse Health Twitter/Facebook pages. Stay tuned for exciting events taking place all year long.

In addition to our monthly “themed” calendar, here are some upcoming events/activities:

- APRIL 7** Economic Empowerment Day at PSLA at Fowler High School (community-wide free event)
- APRIL 21** AHA Heart Walk at Onondaga Community College
- MAY 7-11** Crouse Employee Recognition Week
- MAY 22** Crouse Health Education Fair (small cafeteria)
- JUNE 9** Duck Race to End Racism (Syracuse Inner Harbor)
- JUNE 15** Juneteenth in downtown Syracuse

The members of the Diversity and Inclusion Committee would like to acknowledge that one of our very own, Jerome Walker (Patient Transport) will be retiring June 1, 2018.

Jerome is a founding member of the D&I Committee. He has been a tremendous force and will be greatly missed. If you see him, be sure to congratulate him on his upcoming well-deserved retirement. If you know Jerome, you know he will certainly be active throughout our community.

*Thank you for your dedication to Crouse Health and our committee.
We wish you well Jerome!*

