

Diversity & Inclusion

UPDATE

SUMMER 2018



Twiggie Eure

Welcome to the summer issue of Crouse Health's Diversity & Inclusion Update newsletter. In this update you will find information 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, Director of Diversity and Inclusion
crouse.org/diversity

Diversity at Crouse Creates Inclusion

CROUSE HEALTH MISSION

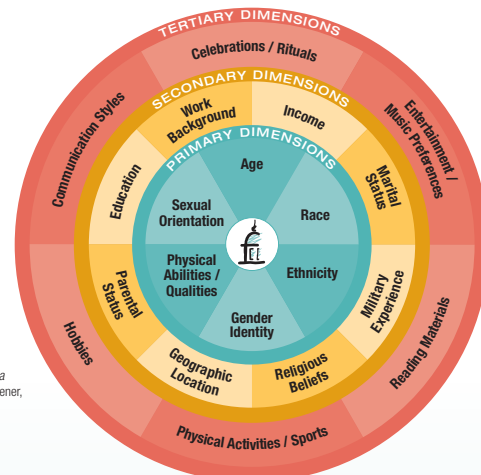
To provide the best in patient care and to promote community health.

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! 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

John Bergemann, Director of Human Resources
Veronica Clanton, Authorization & Verification Coordinator, Patient Access
Allison Duggan, MD, Clinical Quality Medical Director, Quality Improvement
Walter Eiland, Mechanic, Engineering
Twiggie Eure, Director of Diversity & Inclusion; Chair, Diversity & Inclusion Committee
Janelle Harris, DSRIP Patient Engagement Representative, Care Coordination
Laurie Leonard, Registered Nurse, CDTs 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
Nykea Williams, Secretary & Surgical Scheduler, Crouse Medical Practice
Jeffery Youngs, RHIT, Director of Patient Access
Terry Zahler, Educational Coordinator, Educational Services

Crouse Health values 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 every day, and each quarter the D&I Committee will highlight one of our own.



HIGHLIGHTING OUR OWN

Happy Retirement Jerome Walker!

Patient Care Transporter, Patient Transport Department

Jerome Walker officially retired on May 30 as a valuable member of the Crouse Health team after 29 years of service. Jerome started

his Crouse career in housekeeping. He then became a Nurse Helper and moved up to become a Certified Nursing Assistant (CNA). After 10 years, he moved into Patient Transport, which was new at the time. He thought this would be a natural fit, as he had learned his way through the hospital and in this role, he'd be responsible for moving patients in a safe and courteous way to various locations. He recalls, *"I have transported thousands of patients. You know you've made an impact on a patient's life, when they come back to the hospital and remind you of what you told them in the past. That's when you know you've made a positive impact."*

Do you have any Crouse memorable moments?

Yes, these immediately come to mind...I've received the Crouse Compassion Award and the Dr. Kronenberg Lifetime Achievement Award. My biggest accolade by far came from my immediate supervisor, Robin Hallinan, who stated "Jerome, you have the courage to make a difference and the knowledge to understand why. Don't ever lose your drive to achieve. Thank you for giving us your best!"

What is one of your guiding life principals?

"I really try to make a positive impact everywhere I go. I believe in doing the right thing even if there's no one there to see it." Working with young people is a passion of Jerome's. When asked 'what advice can you give a young person today?' his response was: "It's very important to get a good education and obtain as many skill-sets as you can. Make sure you choose your

friends carefully. Try to make a difference in the world by leaving it better than you found it."

As a founding member of the Diversity & Inclusion Committee, Jerome has been an instrumental force for positive change. When asked what he'd like us to remember, he replied, *"I am retiring. I hope the D&I Initiative will never lose its core essence, which is to always be inclusive in creating opportunities at all levels of the organization. I was pleased that our CEO, Kimberly Boynton, was receptive to the idea, moved quickly, and started an ad-hoc committee. I am glad to say I can see some measures of success. I am really proud to have been in an organization that made, and is making, a difference. When I come back to Crouse, I will hopefully see more signs of this continuing positive change."*

Retirement Plans...To Keep Making Community Waves

Jerome plans to stay in the area and continue working with the 100 Black Men Association and its Health & Wellness program, for which he is grateful that Crouse Health continues to support. He will also be teaching a class in partnership with the Hillside Work Scholarship Connection. Whatever Jerome Walker's next steps, you can be assured that he will be somewhere positively impacting lives!



DUCK RACE

To End Racism

In its 16th year, the family-friendly event featured groups from different cultures, religions and ethnic backgrounds, all to encourage inclusive thinking and societal understanding. As a corporate sponsor, Crouse Health continues to support InterFaith Works' efforts through sustaining dialogue circles throughout the year in schools, community centers, faith organizations, and among refugee and native born groups.

Every individual is entitled to human rights without discrimination. We embrace and support this basic right as part of our culture and commitment to our community. Treating each individual with respect and dignity is part of the Crouse mission, vision and values; our guiding principle of Carepassion; and our diversity, equity and inclusion initiatives.



The Crouse
Carepassion Duck



Twiggie Eure pictured with Todd Cross, Vice President of Ticket Sales, Syracuse Crunch Hockey Club, 2018 Duck Race Co-Chairs (aka "Duck Diva & Duck Dude")



Twiggie Eure & Tonya Swift-Freeman with Gwen Sanders, InterFaith Works Duck Race to End Racism Coordinator



Adam Shopiro, Patient Access Supervisor, pictured with "Quackers" (Duck Race to End Racism Mascot)

Notable Updates

Diversifying
the Hill
INITIATIVE



CROUSE HEALTH
Affiliate of Northwell Health

CUSE CULTURE
MAGAZINE



Hutchings
Psychiatric Center



UPSTATE
MEDICAL UNIVERSITY



U.S. Department
of Veterans Affairs



Diversifying the Hill Initiative News

Members of the initiative welcome new member, Hutchings Psychiatric Center, to help further efforts to expand professional employment opportunities for those who live and work in the city, at the member institutions and partnership businesses. Members recently participated in a webinar and half-day work session hosted by Centerstate CEO, focusing on key findings from the Talent Task Force's Market Assessment for Central New York.



D&I Tip

"They may forget your name, but they will never forget how you made them feel."

— MAYA ANGELOU



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 our website at crouse.org/careers/jobs. Interested candidates are encouraged to complete an 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 and will provide \$2,000 for an RN referral and \$1,000 for a non-RN referral.

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.

Juneteenth Celebration

Crouse Health has been a tremendous supporter of Juneteenth. Each year, the Juneteenth Festival is held to acknowledge and educate the community about the importance of Juneteenth, as well as the role people in the greater Syracuse and Central New York area have had, and continue to have, in achieving and maintaining freedom, equity and opportunity for our nation's African American community. The festival is an inclusive event transcending racial and ethnic boundaries.



Pride Month Celebration

Each year during the month of June, the LGBTQ community celebrates and is celebrated in honor of the Stonewall Riots that took place in New York City in June of 1969. Crouse Health's D&I Committee hosted our celebration on June 28th in the small café. Our guest speakers, Rev. Edith Washington and Karen Fuller, Q Center, shared insightful and informative messages with the audience. We have already begun planning for next year, so stay tuned. Thanks to all who stopped in!

D&I Awareness Months

If you have any suggestions on how to bring awareness to our monthly themes, please contact Twiggy at twiggyeure@crouse.org.

FEBRUARY

Black History

JUNE

LGBTQ Pride

OCTOBER

National Disability Employment Awareness

MARCH

Women's History

SEPTEMBER

Hispanic Heritage

NOVEMBER

Native American Heritage

APRIL

Autism Awareness

MAY

Asian Pacific American Heritage & National Military Appreciation