

Diversity & Inclusion

UPDATE

SPRING 2019



Twiggie Eure

Welcome to the spring 2019 issue of Crouse Health's Diversity & Inclusion Update newsletter. In this update you'll find information to promote awareness, enhance communication and invite conversation

and participation on 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

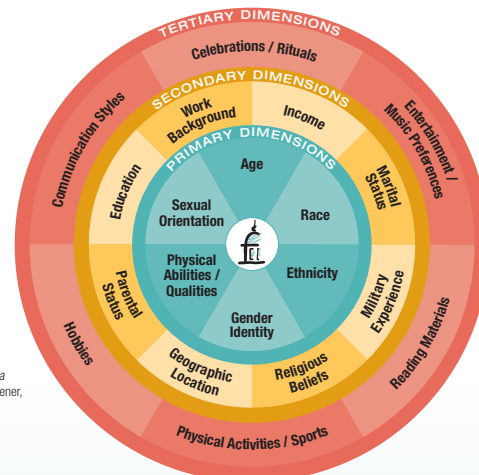
To provide the best in patient care and to promote community health.

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 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 to support diversity, inclusion and equity across the Crouse Health system.

MEMBERS

John Bergemann, Director of Human Resources

Chelsea Castor, Regional Neonatal Transport, Coordinator, Neonatology

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

Carrie Kangah, Associate Professor, Pomeroy College of Nursing

Laurie Leonard, Registered Nurse, CDTs Outpatient Drug Abuse

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

Manuel McCoy, IT, Clinical Support Specialist, Information Technology

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. Every person is entitled to human rights without discrimination. We embrace and support this basic right within the Crouse healthcare system and in 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.



HIGHLIGHTING OUR OWN

Ahmija Smajlovic

Nutritional Services Worker

Ahmija Smajlovic is originally from Bosnia. Losing her husband, father, and two brothers to the Bosnian War of 1995, she came to the states in 2002 with her son. Following her uncle, once arriving to Syracuse, she connected with a refugee program. A woman there helped her get settled and she found her first job in a temporary agency. When asked about her experience once arriving in the states, Ahmija says, "I came here as a single mom. I spoke no English and it was hard, but once I connected with the refugee program, they really helped me and my son. My sister moved here five years before me. Shortly after my arrival, my mom and brother came as well. In the Bosnian culture, families stick together. I also noticed that there were so many Bosnians already here. I had to ask someone, "Is this really America?"

When asked about the significance of family, a huge smile came across Ahmija's face. During holidays, the Bosnians travel to each other's homes to celebrate. "We are very busy visiting each other. On nice days, we go outside to drink coffee while the kids play."

Ahmija started working at Crouse in 2003. Speaking primarily Bosnian, learning English hasn't been easy.

But "I've picked it up through my job and I speak Spanish," says Ahmija. "I love my job at Crouse! I love everything about Crouse. I've been able to pick up my English skills by working in various positions within the Nutritional Services department, like food prep, floor stock and now cashier." Laughing out loud, she says, "When I started as a cashier, I remember being very scared, I didn't want to mess up people's money!"

When asked what her thoughts were about our Diversity and Inclusion Initiative, Ahmija stated, "I definitely feel like I belong here and so does my family who works here." Ahmija's son works in payroll, her nephew is a buyer, her sister-in-law is in the kitchen, her cousin is a cook and her daughter-in-law is a dietary operator.

Ahmija enjoys cooking and spending time with her family and new two-month-old granddaughter when she's not working at the hospital. "My son has graduated from Onondaga Community College and my nephew graduated from LeMoyne. Syracuse has been really good for my family," says Ahmija.

Ahmija, thank you for sharing your story with us! Your passion and dedication for what you do every day here at Crouse is greatly appreciated.

Tonya Being Tonya (TBT) 3rd Annual Children's Coat Giveaway

Not only did the Christmas tree light up at Jubilee Park on South Avenue in Syracuse, but the faces of over 100 children lit up as well! New coats were donated by generous Crouse Health employees and Syracuse community residents. A big 'shout out' to our very own Tonya Swift-Freeman (pictured right), Secretary/Revenue Clerk, Surgical Suite OR, and Founder of TBT

Children's Coat Giveaway, for her vision and willingness to make a difference.

We are looking forward to collecting new coats for the 4th Annual Children Coat Giveaway. Drop off location for Crouse employees will be Twiggy Eure's office (Administration, Room 1428), or you may contact Tonya directly at ext. 17885.



Sustain the Gain

Fulfilling our mission of promoting community health in all its forms, Crouse Health partnered with Syracuse Community Health Center's (SCHC) Mark Hall, President and CEO; Craig Williams, Chief Medical Officer; and ~jack e Grace, local author, to help school children succeed in their educational achievements.

Crouse President and Chief Executive Officer Kimberly Boynton, Chief Medical Officer/Chief Operating Officer Seth Kronenberg, MD, and Twiggy Eure, Director of Diversity and Inclusion, stopped by SCHC to celebrate the "Sustain the Gain" summer reading initiative and meet some of the participating students and families. Crouse provided a book to 250 students and their families to help encourage increased reading habits at home.



Notable Updates

Diversifying the Hill INITIATIVE



CUSE CULTURE MAGAZINE



Hutchings Psychiatric Center



UPSTATE MEDICAL UNIVERSITY



U.S. Department of Veterans Affairs



Diversifying the Hill Initiative News

Members of the initiative continue to meet on a monthly basis to advance efforts to expand professional employment opportunities for those who live and work in the city, at the member institutions and partnership businesses. DTH was highlighted during University Hill's 2018 annual meeting in November. Members will continue to work on Centerstate CEO's Talent Task Force, participate in upcoming career fairs, and support organizational events. They will also be focusing on their 2019 agenda, which includes hosting three workshops around diversity recruitment, civil service process and other D&I related topics.



DTH members Dr. Malika Carter, SUNY ESF Chief Diversity Officer; David Mankiewicz, President, University Hill; and Twiggy Eure, Crouse Health Director of Diversity & Inclusion at "Tech Meets Taste" event held at The Tech Garden, July 17, 2018.

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THE TIME IS
ALWAYS RIGHT TO
DO WHAT IS RIGHT.

MARTIN LUTHER KING JR.



As official healthcare provider for SU Athletics, Crouse Health was thanked on the court during a recent women's basketball game. Twiggy Eure accepted an autographed basketball on behalf of Crouse Health.

#CrouseForTheCuse
#partnershipsmatter



Have you seen it?

This Diversity and Inclusion banner was recently added to the front of the hospital. The D&I brochure, calendar, newsletters and videos from our events can be found on the Crouse Network Neighborhood (CNN) page. Visit: <http://cnn/>, and click on View Menu > Diversity and Inclusion.

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.

JANUARY

World Religion Day

Martin Luther King Day of Service

FEBRUARY

Black History Month

MARCH

Women's History Month

APRIL

Autism Awareness Month

National Minority Health Month

MAY

Asian Pacific American Heritage & National Military Appreciation

JUNE

LGBTQ Pride Month

SEPTEMBER

Hispanic Heritage Month

OCTOBER

National Disability Employment Awareness Month

NOVEMBER

Native American Heritage Month

National Hispanic Heritage Month Event



Celebrating National Hispanic Heritage Month at Crouse. Fanny Vilarreal, Executive Director of YWCA Syracuse & Onondaga County and Dance instructor Roberto Perez led the way. The event was fun and educational.



MLK Day of Service

Crouse honored the life and legacy of Dr. Martin Luther King, Jr. with our recent inaugural MLK Day of Service. We welcomed We Rise Above the Streets founder, Al-Amin Muhammad to the hospital to meet staff and collect items for Syracuse's homeless. MLK Day of Service is an opportunity for people from all walks of life to work together to help solve our most pressing community problems, including poverty, homelessness and addiction.



Celebrating Native American Heritage Month!

In November the D&I Committee hosted the Native North American Traveling College and the Indigenous People's Dancers in celebration of Native American Heritage Month. Learning about the history, culture and traditions of American Indians and Alaska Natives was amazing. We will definitely be inviting our friends back in 2019!



BLACK HISTORY MONTH 2019

HOME ▾ Love ▾ Heritage

During the month of February, Crouse celebrated Black History Month with engaging events. Our kick-off featured Evelyn Ingram from Wegmans, Drake Harrison and Charles Anderson from 100 Black Men of Syracuse and our Crouse Diversity & Inclusion Committee.

Additional events included a youth-centered program that featured our very own Manuel McCoy, IT, and Kenyatta Burden, PA, who spoke about their personal journeys, entertainment from Pretty Girls Rock...Simply Because They Have To; a dance routine performed by 10th grader Kayla Green; and a celebration at Commonwealth Place where our featured speaker was Al-Amin Muhammad, with entertainment from the Eternal Hope Worship Church Spirit of David Dance Team. We ended the month with an art exhibit by Jaleel Campbell and an outside trip to Painting with a Twist.

Interviews are posted on the D&I CNN page of Kwabena Boahene, MD (cardiologist); Sylvia Norton, MD (ophthalmologist); and Tanya Paul-Shepherd, MD (obstetrician-GYN). Visit our CNN page to see and hear what these accomplished physicians think about diversity and inclusion.



Drake Harrison and Charles Anderson, 100 Black Men of Syracuse; Evelyn Ingram, Wegmans; and Diversity & Inclusion Committee



Manuel McCoy (left) and Kenyatta Burden, PA



Black History Month Interviewees
Kwabena Boahene, MD (left),
Sylvia Norton, MD (center) and
Tanya Paul-Shepherd, MD (right)



Artist Jaleel Campbell (center) is joined by Kimberly Boynton and Twiggy Eure at his art show



Crouse welcomed Sodexo Global Chief Diversity Officer

Crouse Health hosted Sodexo's Senior Vice President of Corporate Responsibility and Global Chief Diversity Officer, Dr. Rohini Anand this past fall as part of our ongoing Leadership Series for the management team. Sodexo is our nutritional services partner and they impact millions on a daily basis, with over 85 million customers, 450,000 employees and 80 countries served. Dr. Anand is known around the world for the role she has played in building the company's diversity strategy and in creating an effective diversity scoreboard to measure the company's progress. We extend thanks to Sodexo's management team members Tim McCarthy, Food Service Director and David Boyd, Director of Diversity, for helping get Dr. Anand to Syracuse.

Strength lies in
differences
not in
similarities.

— STEVEN COVEY —

D&I at Crouse

2019 STRATEGIC FOCUS AREAS

We will continue to focus on our D&I goals. A key area will be to attract and recruit diverse candidates into open positions at Crouse. We will also look to spark interest in the Crouse Future Leaders Program for 2020.



Congratulations to Queen Lane, CD Therapist I and D&I Committee member Tonya Swift-Freeman on graduating from Crouse Health's inaugural Future Leaders Program. They selected Twiggy Eure for their shadowing/mentorship experience. Not pictured, but also a graduate of

the program, is D&I Committee member Janelle Harris.

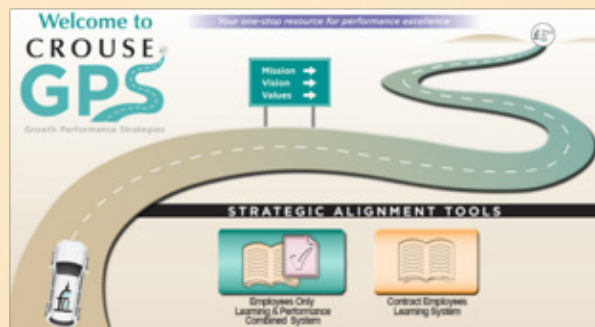
CAREERS AT CROUSE

Crouse Health actively seeks dynamic individuals to join our growing diverse and inclusive organization. Detailed requirements are listed on 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 open to any current employee and provides \$2,000 for an RN referral and \$1,000 for a non-RN referral.



GROWTH PERFORMANCE STRATEGIES (GPS)

The Diversity and Inclusion Computer Based Learning (CBL) course has been updated. All Crouse Health employees (system-wide) will be required to complete the Diversity & Inclusion online course. To access the course:

- Go to <http://cnn/>
- Click on GPS at the top of the page
- Click on Employees Only Learning & Performance Combined System box
- Click on Learning Assignments in the far blue box to your right-hand side of the screen
- Click on Diversity & Inclusion
- Click launch course

Pathways in Technology Early College High School

Sixteen of our D&I Committee Members are enthusiastically serving as Career Coaches for the SCSD Pathways in Technology Early College High School (aka P-TECH) Program 2018-2019 school year. P-TECH is a new type of school that brings together the best elements of high school, college and the professional world. For more information on how you can get involved, please reach out to Twiggy Eure at twiggyeure@crouse.org.

