

Diversity & Inclusion

U P D A T E

JULY 2020



Twiggie Eure

We continue to be in a season of transition across our country. Times are uncertain, but here at Crouse, we are focused and continue our work building a more equitable and inclusive workplace. We are #CrouseStrong — we have what it takes to get through these challenging times. In our continuing support of the Black Lives Matter (BLM) movement, the D&I Committee collectively created a BLM t-shirt. They will

be sold for \$10 and can be worn on Fridays. We have also begun offering department D&I conversations as a way of creating safe spaces to share how you are feeling, your thoughts and insights. Discussions have been positive, with several emerging themes such as the relevance of the Black Lives Matter movement, Forms of Bias, Microaggression and Privilege.



This D&I Update will focus on Unconscious Bias (or Implicit) and Explicit Bias. I'd love to hear from you about this topic; I can be reached at twiggieure@crouse.org. If you missed last month's update, I encourage you to take a look by visiting the D&I section on CNN (under "View Menu").

Please keep in mind that Crouse's HelpPeople employee assistance program is available as a benefit to you and your family. They can be reached at 315-470-7447. I look forward to doing more good work together!

~ Twiggie Eure,
Director of Diversity & Inclusion

What Does the Black Lives Matter Movement Mean to You?

To me, the Black Lives Matter (BLM) movement means the fight for racial justice for people of color. It means that blacks deserve the right to live and be protected by law enforcement instead of dying in the hands of law enforcement. Black lives are just as important and valuable as ALL lives. Blacks are not inferior to others, but instead, are equal to. The BLM movement means that today is the day and the time is now to speak up for what is right when it comes to racial injustice. The movement is not saying that ONLY black lives matter, but instead, informing others that OUR lives matter TOO!

QUEEN LANE, CD Therapist I & Project Promise Program Coordinator



There is an excerpt from the book White Fragility by Robin DiAngelo that is simple but thought provoking. "What would it be like if you could simply give us feedback, have us graciously receive it, reflect and work to change behavior?" What resonated with me from the book was that in leadership we are in a great position to do more to combat racism. Although having discussions of race can feel awkward, our willingness to engage is what will make Crouse even stronger. I commit to working with the D&I members to actively listen and receive feedback without dismissing what I have not experienced. I see you, I hear you, I stand with you.

COLLEEN PHINNEY, BSN, RN, Interim Director for Medical Surgical Nursing

Unconscious Bias

BIAS can impact us differently. In a professional work environment, we must continue to learn, grow and challenge our own perceptions and biases. **Unconscious Bias (or implicit bias)** is often defined as prejudice or unsupported judgements in favor of or against one thing, person; or group as compared to another. This is when a prejudice turns into an action that is unconscious – in other words, you aren't aware that you are doing it. On the other hand, **Explicit Bias** refers to the attitudes and beliefs we have about a person or group on a conscious level. Much of the time, these biases and their expressions arise as the direct result of a perceived threat (i.e., generally shows up when you are afraid).

In the workplace, it is important to know the difference and how bias can impact relationships. We all have a part to play when it comes to our biases. So, what can we do?

First, be alert. Dr. Sondra Thiederman (consultant, trainer, and speaker in bias reduction, cross-cultural business, and diversity and inclusion) says that we should watch for the first thought that comes into our brain. These are your first assumptions and might be based in bias. Did the first response use the word “all” or “every” or did it imply that every single member of that group was that way? For example, if you think about a homeless person and the word ‘addicted’ comes to mind first, this might be bias. You may also

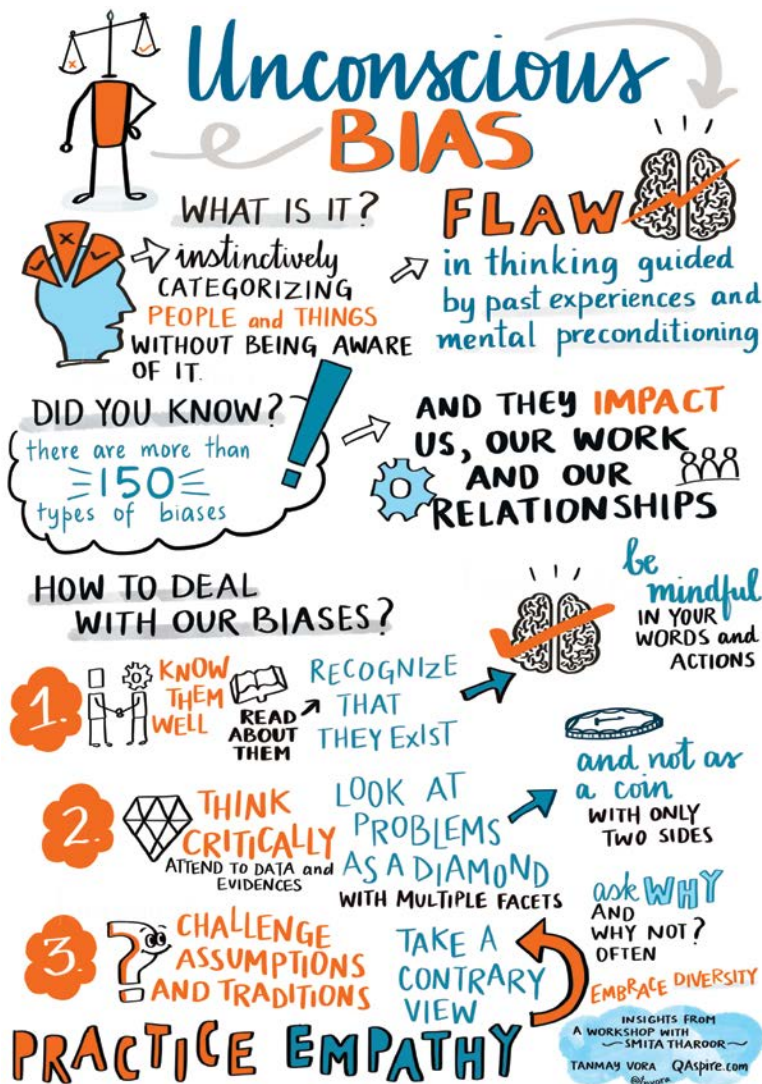
ask yourself, “Have I had a memorable positive or negative experience with this group of people?” You’re probably moving into bias territory.

Own our own bias. Refer to the diagram in this article.

Educate ourselves. Refer to the short list of resources at the end of this article. The more you know, the more you grow.

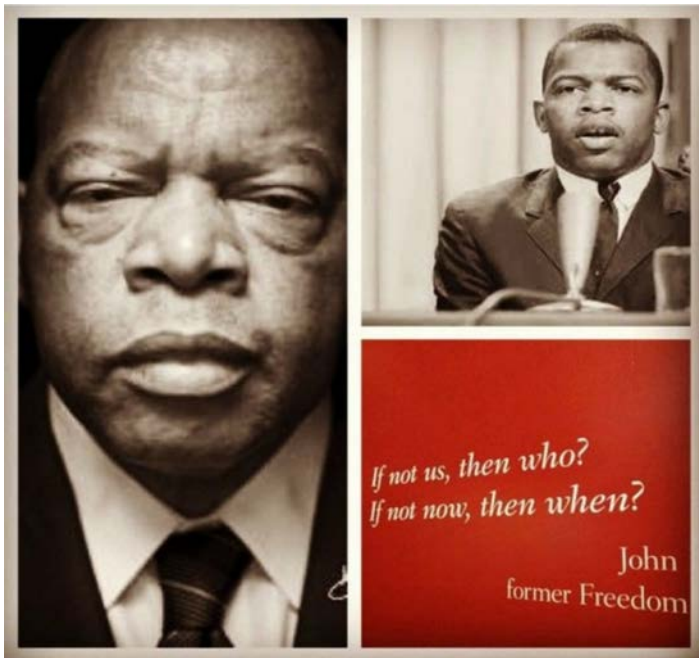
Know the Crouse Health D&I Policy. The D&I Policy supports our culture and commitment to fostering an environment that is respectful and supportive of differing opinions, viewpoints and perspectives.

Definition Sources Used: Vanderbilt University, perception.org, Diverse City LLC., Sondra Thiederman & Tanmay Vora diagram used by permission.



Recommended Resources

- Dr. Sondra Thiederman – Bias in the Workplace & Demonstration Tape – Unconscious Bias (YouTube Videos)
- Project Implicit – There is an opportunity to take an Implicit Association Test (IAT) from a list of possible topics – implicit.harvard.edu/
- Uncomfortable Sessions for a Black Man – youtube.com/watch?v=h8jUA7JBkF4
- Implicit Bias vs Explicit Bias: What's the difference? – youtube.com/watch?v=WEKd_7QL-q8
- How does Implicit Bias Affect Health Care – youtube.com/watch?v=ze7Fff2YKfM
- 13th – A Netflix Original Documentary | Ava DuVernay
- *Why Are All the Black Kids Sitting Together in the Cafeteria?* | Beverly Daniel Tatum
- *So you want to talk about race* | Ijeoma Oluo
- *White Fragility* | Robin Diangelo
- *How to Be an Antiracist* | Ibram X. Kendi
- *The New Jim Crow* | Michelle Alexander
- *Between the World and Me* | Ta-Nehisi Coates
- *I Am Not Your Negro* | James Baldwin



Remembering John Robert Lewis

Often called “one of the most courageous persons the Civil Rights Movement ever produced,” John Lewis dedicated his life to protecting human rights, securing civil rights liberties, and building what he called “The Beloved Community” in America. John Robert Lewis served in the United States House of Representatives for Georgia’s 5th congressional district from 1987 until his recent death. For more information on his life and legacy, visit: johnlewis.house.gov/john-lewis/biography



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

Mark Caccavale, Nurse Manager, 7 Memorial

Chelsea Castor, Regional Neonatal Transport, Coordinator, Neonatology

Erin Christopher, RN, Lactation Services

Veronica Clanton, Authorization & Verification Coordinator, Patient Access

Allison Duggan, MD, Clinical Quality Medical Director, Quality Improvement

Twiggy Eure, Director of Diversity & Inclusion; Chair, Diversity & Inclusion Committee

Rebecca Howden, Manager, Environmental Services

Kevin Johnson, MD, Crouse Chemical Dependency (Psychiatrist)

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, Director, Women’s Health Integration, Community Engagement

Tawyna Montgomery, Patient Access Representative, Patient Access

Dennis Sanabria, Manager, Patient Access

Frankie Sanabria, Patient Care Transporter, Patient Transport

Karen Sigona, Quality Improvement Analyst, Quality Improvement

Tonya Swift-Freeman, Clinical Information Coordinator

Thomas Tarbox, Educational Coordinator, Educational Services

Diane Thomas, Patient and Guest Relations Rep., Patient & Guest Relations

Alann Weissman-Ward, MD, Medical Director of Commonwealth Place

Terry Zahler, Educational Coordinator, Educational Services

Welcome!

The D&I Committee would like to welcome:

- Corey Giannone, Counselor I (410)
- Queen Lane, CD Therapist I & Project Promise Program Coordinator (410)
- Amanda Marsh, RN (NICU)

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.

