

Embracing a Culture of Diversity, Equity, and Inclusion

Topics:

1. DEI – Where to start
2. Embracing diversity – the value of a culturally diverse workforce
3. Community engagement and increased collaboration
4. Latest on COVID-19





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Legal Disclosure:

The Coronavirus pandemic is an ongoing, continuously evolving situation.

Northern Light Health encourages everyone to follow federal and state governmental guidance and mandates.

Northern Light Health does not know the particulars of your situation, so the information presented today is general in nature and is based upon Northern Light Health's own experience, which may or may not apply in your specific situation, and which may be revised as we learn more about the Coronavirus.

Accordingly, following any guidance Northern Light Health presents today in no way guarantees that you, your employees and/or your customers and clients will not contract or spread the Coronavirus.

Ask us questions – give us feedback – this hour is for you

- Please use the **chat** function to ask your questions at anytime.

Safe Return to Business Survey

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1. I am able to apply the tools and guidance provided today in supporting my safe reopening? *

Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree

2. My questions about opening safely were answered in a way that I understood? *

Strongly Agree
 Agree
 Neutral
 Disagree
 Strongly Disagree

3. How likely are you to recommend the Business to Business Zoom Conference series to a fellow colleague and / or Maine employer?*

Very Likely
 Likely
 Neutral
 Unlikely
 Very Unlikely

4. How likely are you to attend one of our Business to Business Zoom Conferences in the future?*

Very Likely
 Likely
 Neutral
 Unlikely
 Very Unlikely

5. What topic(s) would you like us to focus on in the future?

Done

DEI – Where to start

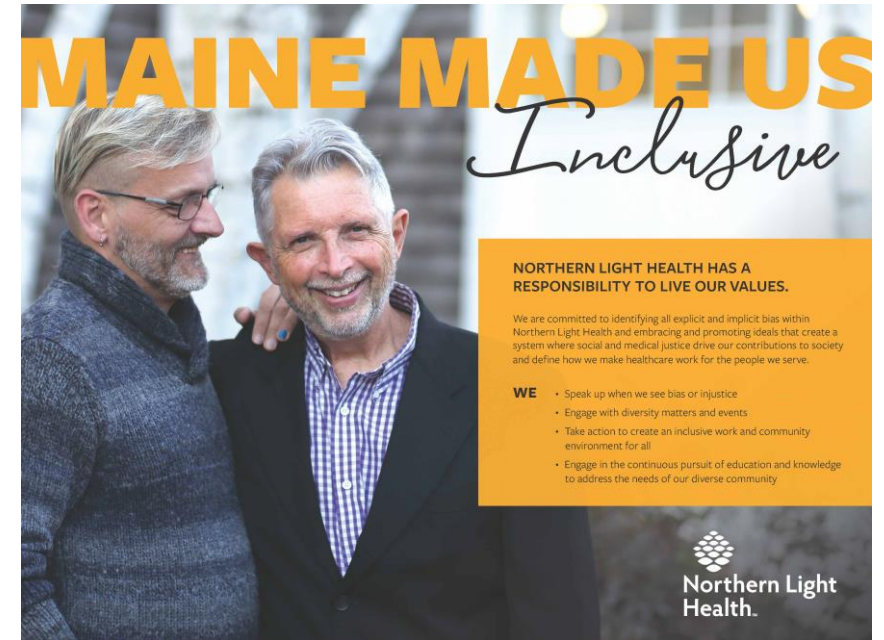
Laying the groundwork...



- **Maine is not a racially or ethnically diverse state**
 - 96% of the population is white
- **Celebrate diversity by creating organizational principles (no 'color-blind' approach)**
 - Culturally literate and respectful of differences
 - Racial, Ethnic, Sexual, Gender
- **Self reflection and awakening to the struggles of marginalized groups**
 - Good start, more needs to be done
 - Systemic change - workforce is aligned with ideal cultural norms
- **Building empathy and supporting courage to do the internal work**
 - Often difficult and conversations can be uncomfortable. It's okay!
- **Concept of cultural humility**
 - Essential to build trust among colleagues within organization
 - Sustains a culture of belonging and respect for all

Creating a culture of humility....

- Supporting a culture of caring and trust
- Medical equity, racial, and social justice
- Trainings and education
- DEI Council created
 - Reviewing policies and practices
 - Identify ways to support DEI and create trust
- Leadership engagement
 - President and CEO Tim Dentry, “Tim Talk”
 - seeks to “break down barriers, open hearts and minds to diversity, and focus on issues of social and medical justice”
- Diversity and Inclusion Survey
 - 2,000 employees across Northern Light Health



Each of us play a role ...

- To be effective allies, leaders, mentors, and colleagues
 - Examine your own internal biases
 - Understand how privilege and system-level inequities create barriers
- **Make diversity training programs available**
 - Create shared understanding
 - barriers, challenges, and microaggressions
- **Create mission statement**
 - Make sure everyone is seen, heard, and empowered
- **All employees understand**
 - Skills, knowledge, and resources necessary to take action
- **Networking and resource availability**
 - Maine MultiCultural Center, Literacy Volunteers of Bangor, PICA, Racial Equity & Justice, WIN, MIRC,



Embracing diversity – the value of a culturally diverse workforce

Embracing DEI Work in the Work Force

SLOW YOUR ROLL AND ACT WITH URGENCY

- Awareness
- Acknowledgment
- Aspiration

GET PERSONAL

- Where and how do I need to discover deeper truths?
- What challenges must I candidly acknowledge?
- What do I have the courage and conviction to make happen?



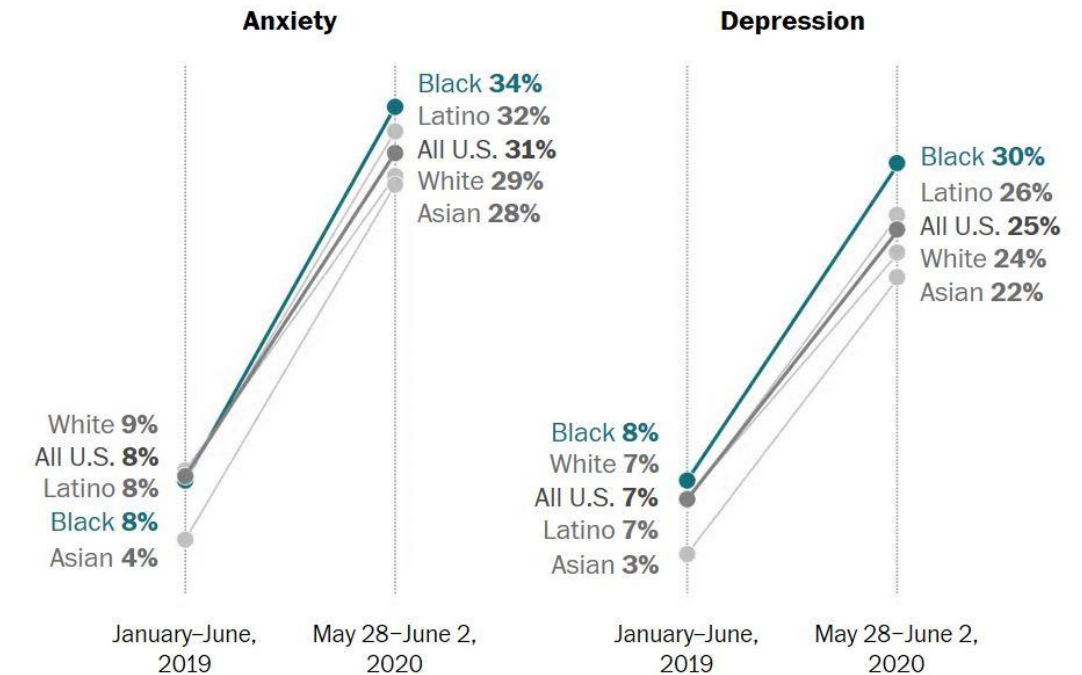
<https://www.rootinc.com/resources/dei-in-2021-slow-your-roll-and-act-with-urgency/>

Focus on Intersection of Mental Health and Inclusion

- Anxiety and depression symptoms more than tripled in Black, Latino, Indigenous, and Asian communities this year.
- Employees from diverse backgrounds can face lack of representation, microaggressions, unconscious bias, and other stressors that may impact their mental health and psychological safety at work.
- Employers should ensure that employees from diverse backgrounds have the mental health support they need.

Anxiety and depression symptoms have more than tripled since 2019, with black Americans shouldering the heaviest burden

Percent screening positive for anxiety or depression



Rates of positive screenings for anxiety and depression are [published weekly by the Centers for Disease Control and Prevention](#) based on data from the Census Bureau's Household Pulse survey.

Familiarize Workforce with Resources

- Educate and empower managers to lead on both mental health and inclusion.
- Get grounded in organizational values and workplace culture.
- Be intentional about doing the work.
- Pace yourself: *again, slow your roll and act with urgency.*

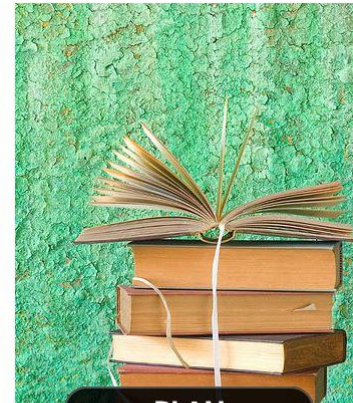


www.racialequitytools.org/



FUNDAMENTALS

Learn concepts. Find data & tips.



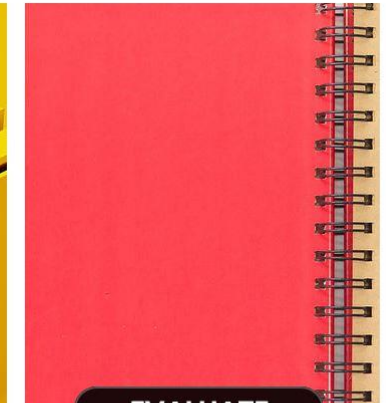
PLAN

Examine issues and plan.



ACT

Find strategies and advocate.



EVALUATE

Evaluate progress and results.

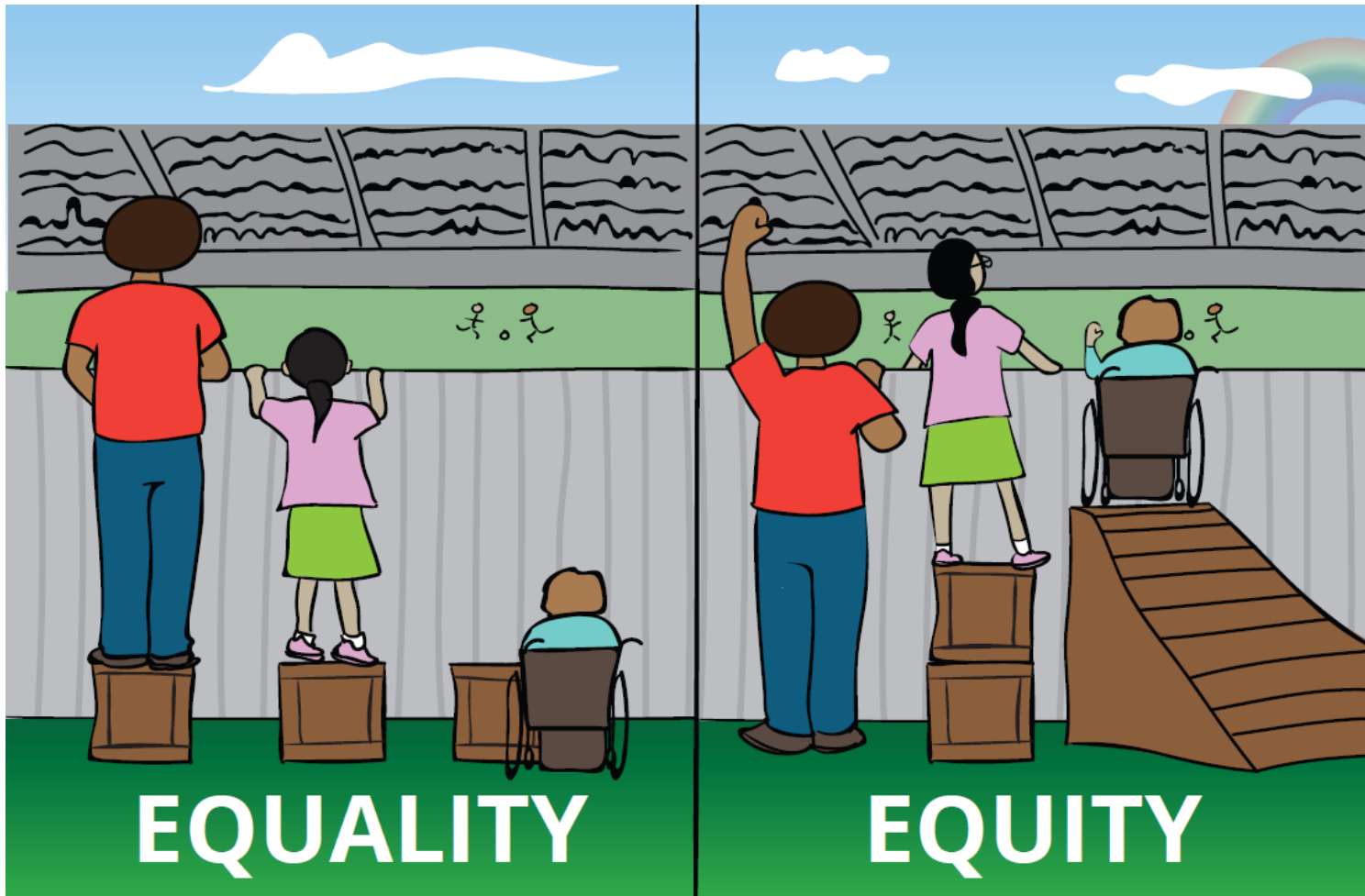
Community engagement and increased collaboration

Connecting with your community...

- Long history of working with diverse communities
 - Community Health Outreach Workers (CHW)
- Cultural Research Guide
 - Focus groups in top 12 communities
- Flu Clinics, Preventive Screening, Health Education, and Service
- COVID response to Housing Authorities and Shelters
- Reconsider our approach using the lens of equity



Creating community partnerships

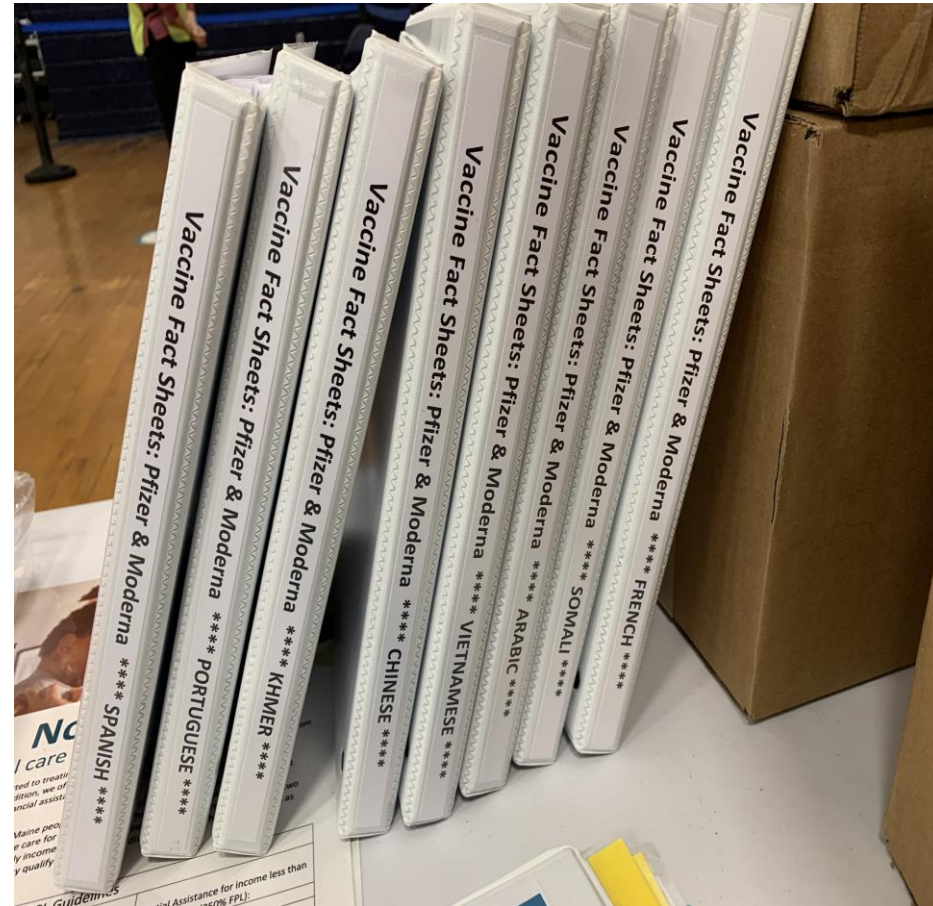
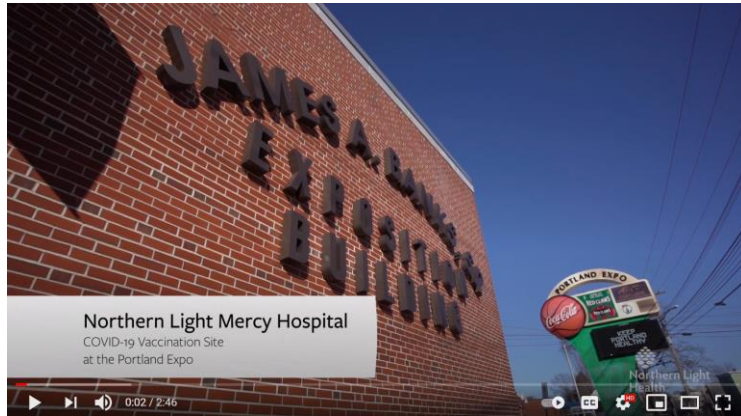


Mass vaccination clinics...

- Open with guidance from diverse leaders and partner organizations
- Identify, formal and informal leaders
- Alternative enrollment processes
- Identify, cultural brokers
 - multiple communities and organizations
 - help register as well as solicit feedback
- Targeted outreach and education
 - to promote vaccine confidence



Promoting vaccine confidence



Multilingual communications

Se você tiver algum desses sintomas, sua consulta será remarcada.

| | | | |
|---|--|---|--|
|  Tosse |  Febre |  Gafaticos |  Dores musculares |
|  Falta de Ar ou Dificuldade de Respiração |  Garganta dolorida |  Perda do paladar ou perda do olfato |  Náusea, vômito ou diaréia |
|  Nariz escorrendo e congestionado |  Dor de cabeça |  Fadiga | Favor consultar o pessoal da clínica para maiores instruções. |

Welcome

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Bienvenue

Kusoo dhawow

Bienvenido

Bem-vindo

សូមស្វាគមន៍

Boyeyi malam

Northern
Light
Health.



Thank You Merci شكراً لك
Gracias Obrigado
Matondi ស៊ុមអរគុណ
Waad mahadsan tahay



Keep Maine Healthy

COVID-19 – addressing equity and access

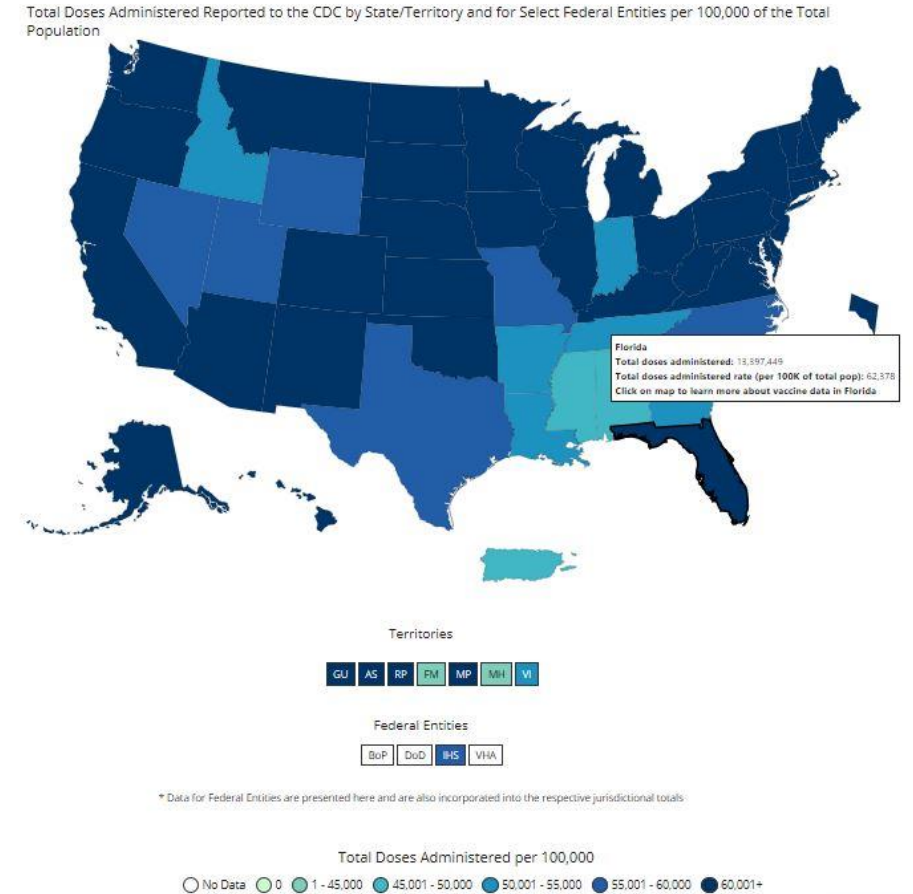
Maine crosses a milestone!

50% of Mainers over age 16 received at least one vaccine dose

- leading the nation in percent of population vaccinated

By the numbers

- 1.09M Total doses
- 434K fully vaccinated
- 32% full vaccinated



Community immunity...

How it happens and how you can help:

- 80% or more of adults are fully vaccinated
- Encourage those you know to get vaccinated
- Slots available across the state!
 - <https://www.maine.gov/covid19/vaccines/vaccination-sites>
 - <https://covid.northernlighthealth.org/>

Vaccines... the next BIG thing

- Latest on Johnson and Johnson

- Younger are eligible

Seek medical care urgently if you develop any of the following symptoms:

- severe headache
- backache
- new neurologic symptoms
- severe abdominal pain
- shortness of breath
- leg swelling
- tiny red spots on the skin (petechiae)
- new or easy bruising

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Tools and resources you can use:

<https://northernlighthealth.org/Resources/Safe-Return-to-Business>

Diversity, Equity, and Inclusion Update March 2021



Introduction

We have made concrete progress to further social and medical justice within the Northern Light Health system. In this report, you will learn about the trainings, policies, and initiatives that will allow us to further this important work. We also have links to stories from our own employees' reflections on Black History Month, which was in February, and what it means in their lives.

Diversity, Equity, and Inclusion Council Activity

Our last report outlined initiatives for the council over the next year. This report provides updates on two of those:

Education

Our first foundational training is underway, Unconscious Bias and Microaggressions. This training is currently offered to all employees, and we are expanding the availability to reach as many people as possible. We will be providing four sessions a week starting March 1, with 17 sessions in all during the month, to make this easily available.



It was heartwarming to hear attendees in this round of discussion open up and share deeply personal stories of events that had happened to them or that they had witnessed. Many stated they learned much in this training about issues they had either been curious about or topics they didn't fully understand and had been too uncomfortable to ask about. We couldn't be more pleased with the success of our first training and continue to marvel at the resilience of the human spirit. We will have a new training module in April. Stay tuned for more information on the new module soon.

Policy

We're happy to announce the adoption of a new policy on discriminatory requests for providers or workforce members, effective February 1, 2021. The key language of the policy is as follows:

-Patient/family/guardian requests or demands for a specific type of care Provider/Workforce Member based on characteristics which are identified in this Policy section will not be accommodated. These characteristics include, but are not limited to, race, national origin/ethnicity, religious creed, gender, gender identity or expression, genetic information, sexual orientation, age, disability, veteran or active military status, and immigration status. In rare circumstances, non-discriminatory requests for gender-related accommodation may be considered if the request is due to cultural beliefs regarding modesty or for victims of sexual assault or other trauma. All requests, regardless of gender, should be evaluated within the lens of trauma-informed care.

For the complete policy language, employees can go to the policy portal on the intranet and look up policy 17-135.

Black History Month

We celebrated Black History Month at Northern Light Health with various programs to educate and enlighten all who attended.

These included Zoom round tables with community leaders and experts on Black History:

February 10 – Zoom session featuring UMaine history professor Mary Freeman, on the impact and significance of black history month

February 22 – Zoom session featuring Husson University history professor Dr. David Haus, on the impact of Black Leaders on Medicine & Science

February 24 – Zoom roundtable with Maine community leaders discussing microaggressions in the community. Participants included: Tania Jean-Jacques – Hampden School Board, Angela Okafor – Bangor City Councilor, Deqa Dhalac – South Portland City Councilor



Three of our employees graciously shared their own stories on how people in their own lives inspired them to pursue careers in healthcare. They included Darmita Wilson, Interim Director of Physician Practices at Northern Light Mercy Hospital, Terraela Cowes, Administrative Assistant III at Northern Light Home Care & Hospice, and James Fullwood, DPM, Podiatrist at Northern Light Sebasticook Valley Hospital. Their stories were shared in our series of Friday Reflections during Black History Month.

Podcast Report



The Tim Talk podcast included a series of distinguished guests and incredible, thought-provoking discussions. For a special series during Black History Month, we were honored to welcome Clive Callender, MD, Howard University professor of surgery and a pioneer in the acceptance of organ donations among minority communities in the United States. Dr. Callender shared his experiences in building transplant programs while being challenged by almost no funding and a reluctant public.

Our other featured guests during the month included James Varner, director of the Maine Human Rights Coalition, pioneer activist, and co-founder of the Bangor chapter of the NAACP; Kimberly Whitehead, PhD, and chair of the University of Maine DEI Council, and our own Dr. James Fullwood, Podiatrist at Northern Light Sebasticook Valley Hospital, who shared his journey to understanding medical justice around the world.

Upcoming episodes will be focusing on medical and social justice issues from Native American perspectives. Towards the end of spring, we'll also be compiling the most notable segments from what will be a full year of Tim Talk podcasts.



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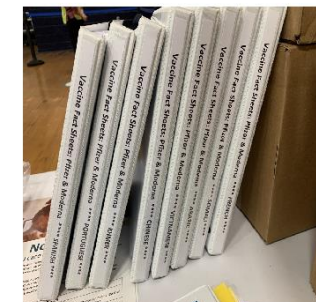


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Good Health Is Good Business

4.22.21 1

Inclusive videos to promote vaccine equity



Northern Light Health.

Good Health Is Good Business

4.22.21

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Join us Thursday, May 6: What are the top 5 reasons for getting vaccinated?



Northern Light Health.

One-hour Zoom conferences
Twice a month on Thursdays at 11 am
Moderated forums with Q&A
presented by Northern Light Health

zoom Business to Business Conference Series

GOOD HEALTH IS GOOD BUSINESS

Thursday, May 6 at 11 AM The Zoom meeting ID will be sent to you upon registering

We Ask the Experts:
What are the top five reasons for getting the COVID-19 vaccine?"

Topics will include:

- Mechanisms of herd immunity
- How the vaccine works and mRNA
- Efficacy - what we know, what we expect
- The data behind vaccination: yesterday and today



Melissa Maginnis, Ph.D.
Molecular and Biomedical Sciences
University of Maine



Elisabeth Marnik, Ph.D.
Assistant Professor
College of Science and Humanities
Husson University

Moderated by:

| | |
|--|--|
| Ed Gilkey, MD, MS, MBA, CPE Senior Physician Executive Northern Light Beacon Health | Jim Jarvis, MD, FAAFP Senior Physician Executive Incident Command, Northern Light Health Director, Clinical Education, Northern Light EMMC |
|--|--|

PLEASE REGISTER BY CLICKING HERE BEFORE JOINING THE MEETING

Attendees are asked to join the conference by Zoom and listen to audio using your computer only. Please do not dial in while also connected via your computer. The dial-in number is for those not joining by computer. This will help accommodate a larger number of participants. **See you Thursday!**
Please contact Lanie Abbott for more information lwaabbott@northernlight.org

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