It is my goal, by this time next year, that we will aim to identify as many explicit and implicit biases within Northern Light Health as we can, and embrace and promote those ideals that create a system where social and medical justice drives our contributions to society and defines how we make healthcare work for the people we serve.

This report is an update on the progress towards that stated goal and beyond. We’ll be preparing these quarterly, for review by the Diversity, Inclusion, and Equality Council, our boards, our employees, and our communities. That progress is a journey on which we will all participate – a journey that recognizes the positive intent in our hearts and the successes we have had and can have. In three short months, we have made tremendous strides towards understanding and respect. But this can only continue through taking a hard look and coming to terms with the hidden bias that is present within each of us. By supporting each other on this journey, we can learn to have candid discussions and approach issues with a willingness to listen and learn.

We represent and serve all the people of Maine. As healthcare professionals, we promise to treat with compassion, dignity, and respect all who come to us, no matter their race, sexual orientation, background, or social standing. For healthcare workers, no matter your job, it is a solemn oath and is what we stand for. We at Northern Light Health have a culture of quality that starts with a culture of caring which has at its core a culture of caring for one another.

This quarter we will recap the initiatives we have undertaken and on which we’ve made progress. These include:

- Listening sessions held around the system by myself and other leaders
- The Tim Talk podcast
- Initial findings from our employee diversity survey
- Formation and initial meeting of Diversity, Inclusion, and Equality Council

We have many more initiatives planned which you’ll be updated on in the coming quarters. We are in this for the long haul, so there is much more to come: I’m inspired each day by the messages of support I’ve received from people around the system and in the community. I know we can continue to support each other as we progress on our shared journey.

Sincerely,

Timothy Dentry
CEO, Northern Light Health

Listening Sessions Around the System

Background
The CEO, member organization presidents, and HR leaders conducted Zoom dialogue/listening sessions with employee groups and colleagues around the system. These sessions were an important first step in learning about the varied experiences of people who work in Northern Light Health.

Participation
We held 43 listening sessions around the system with 475 participants. Inland, Lakewood and SVH have rescheduled their listening sessions to August.

Findings
This large group of people contributed many perspectives and views on diversity within our system. It’s hard to summarize all the input and learning in one place, but this diagram gives a sense of what we learned through this process.
Background

We created the Tim Talk podcast series to provide a forum for listening, and a goal to begin breaking down barriers, opening our hearts and minds to diversity, and focusing on topics and issues of social and medical justice.

Participation

As of August 18, we have published four podcast episodes on our website, Apple Podcast, Podbean, Spotify, and Google podcasts. Episodes are published every two weeks, publicized internally through our intranet and email announcements, and promoted externally through social media. Bangor Daily News is planning a story on the Tim Talk series.

Listenership

Through three episodes, response to Tim Talk has been outstanding for a first-time podcast. While we seek to build an audience (in the middle of the summer), through three episodes, we have achieved 2,676 unique views to our podcast site, with 1,825 total downloads and plays.

Topics and Guests

Topics and guests broadcast thus far or planned include:

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<tr>
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<td>Dr. Olamileke</td>
<td>NL EMHC</td>
<td>Northern Light’s Role in Medical Justice</td>
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<td>07/30/20</td>
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<td>White Fragility and Microaggressions</td>
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<td>07/30/20</td>
<td>Sarmata Wilson, Intern Dr. Physician Practices</td>
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<td>NL Beacon Health</td>
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<td>08/27/20</td>
<td>Dr. Robert Schlag</td>
<td>NL SVH</td>
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<tr>
<td>09/10/20</td>
<td>Dr. Douglas MacGregor</td>
<td>NL Pediatric Care Ellsworth</td>
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<td>09/14/20</td>
<td>Christopher McCaughlin, AVP - Community &amp; Pediatric Services</td>
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<td>LGBTQ+</td>
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<tr>
<td>10/04/20</td>
<td>Robin Hirsch-Wright</td>
<td>NL Home Care &amp; Hospice</td>
<td>LGBTQ+</td>
</tr>
<tr>
<td>10/22/20</td>
<td>Samantha Paradis, FNP</td>
<td>NL Primary Care Ft. Fairfield</td>
<td>LGBTQ+</td>
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</table>

Data from Podbean, Google Analytics, Google Podcasts, and Apple Podcasts
Updated 8/12/2020

*unable to track listen time on our website
Employee Diversity, Inclusion, & Equality Survey

Background
From June 23 through July 20, 2020, Northern Light Health Human Resources fielded a systemwide employee diversity and inclusion survey. This survey included ten questions with both scaled and open-ended responses.

Findings
Because of the nature of the survey, the open-ended questions included deep and well-thought-out answers. HR is in the process of reviewing the survey results and will provide a full report once the analysis is complete. Over half of the survey respondents identified improvement needed to be more welcoming in one or more categories, and many commented that they were unsure or may be unaware of issues faced by some of their colleagues. Comments uncovered a range of potential areas to explore, and awareness of individual perspectives.

Participation
We received 2,010 responses systemwide. These responses represent approximately 16% of all employees, or 1 in 6 systemwide. The survey was anonymous, but we did include an option to provide name and contact information for those employees interested in being involved in diversity efforts moving forward. We received 296 responses with this information.

In which of the following areas, if any, do you believe Northern Light Health needs to improve relative to providing a welcoming and inclusive environment for employees, patients, and visitors?

![Bar chart showing percentages of responses](chart.png)
Our new council met for the first time on Tuesday, August 18. Members reviewed and approved the council charter, which reports directly to the system CEO. We also reviewed the initial survey results highlighted in this report and discussed short-, mid-, and long-range activities based on clear cut action, and data focused on positive inclusion for meaningful change. The council agreed on the importance of taking our time and not rushing to react or changing for the sake of change. The council will meet monthly through the fall, create a preliminary work plan, and review a 16-month system goal in the next meeting.