

VMG Diversity, Equity, & Inclusion Staff Survey *Summary* - July 2023

RESPONDENTS

- Approx. 1/3 of the company participated in the DEI survey with 119 respondents.
- The response rate between all 4 centers was fairly close with GHC coming in the highest with 38 and EHC the lowest with 30.
- Responses were from across all types of VMG work categories with the largest two groups responding being the Providers group then the Nursing, Clinical, and Lab group.

RESPONSES

- The respondents had nuanced and accurate assessments of the role of the DEI committee as an accountability lever of the company and an advocate for DEI-centered policies and practices. Several respondents connected a robust DEI program with excellent patient care. There was an acknowledgment that the DEI education thus far has been useful and visible. The acknowledged Committee initiatives include the Ambassadors program, the flags, education on holidays/recognition days, required company-wide DEI training, and participation in Hampshire and Franklin PRIDE events. A few respondents communicated a negative response to DEI efforts.
- The areas where respondents found success in DEI efforts include a sense of welcome for staff and patients, greater understanding of foundational terms, increased use of pronouns, REaL data training, transparency of DEI work through regular communication, DEI representative at each center, an effort to address patient barriers, and the hiring of a part-time DEI coordinator.
- The challenges identified by respondents include: DEI priorities not being clear, lack of funding for DEI work, a small number of staff of color, staff salaries being too low, lack of opportunity for staff to become shareholders, employees too busy with primary duties for continuing education on DEI, lack of time for team/employee conversations on DEI, and the 4 centers being 'siloed' from one another. A significant number of respondents were unaware of the challenges.
- The overall suggestions from respondents include more training on DEI topics, ideally some training in-person, community connections, and supplying educational info. in waiting rooms, using case studies for our education, sharing first-person accounts/narratives, creating incentives for surveys, and cataloging DEI communications on the intranet.
- The requests on DEI education include: reality-based case studies, role plays, training on interpreter use during clinical visits as an equity issue, training on racism in healthcare, culturally-sensitive provider conversations with Trans/non-binary patients, training on gender identity and sexual orientation, training on gender equity, training on implicit bias, training that addresses white fragility, training on ableism, guest speakers, use of interpreters and accompanying I-pads and training on weight bias from providers and co-workers.
- 57 responded maybe or yes to joining an affinity group for BIPOC staff and allies or LGBTQ staff and allies
- 16 people responded positively when asked about serving on the DEI committee or helping with social networking groups
- In addition, 17 more people said they would have an interest in volunteering for DEI in 2024.

THEMES

- The majority of the respondents were supportive and enthusiastic about DEI at VMG with only a few people being critical or negative about our efforts on DEI. Of the positive responses, respondents identified the committee's current efforts as being effective.
- The overall sentiment was DEI is good for staff/employees for safeguarding and positive work climate and good for patients as part of quality care and culturally sensitive/informed services.
- Communication on DEI with clear goals/outcomes and activities is important and should be provided with regularity.
- Representation and diversity are important. Increased efforts should be made to hire, retain and promote diverse staff.
- There is a desire for dedicated time for continuing education and team conversations on DEI-related subjects and increased training. There was a range of interest and requests on the modalities of the professional education training: in-person, self-paced, online, scenario/data-based to reflect reality, and a variety of topics.
- There was a high interest -close to 50%- in affinity or social networking groups.