

## Valley Medical Group Diversity, Equity & Inclusion Committee

Agenda 1-2-24 – Facilitated by Audra Winn, DEI Co-chair

Present: Audra Winn, Paul Carlan, Tara Flippo, Jean Jacks, Shanice Romero, Whitney Robinson, Kalab Bekele, Shai Lev-King, Sara Boisvert, Aviva Rabins

Absent: Shawn O'Connell, Mike Perkalis, Niloufar Shoustari, Cathy Demars

1. Welcome!
  2. Approve December minutes- Jean Jacks and Tara Flippo motioned to approve
  3. Openings- Happy New Year!
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- i. Volunteers to organize two Pride events – May (TBD) for Hampshire County and June 15th for Franklin County pride- Shai agreed to help but may have family commitments-will update
    - a. Still have banner from previous year, Audra described tasks for events (walking, holding banner, a point person to contact)
    - b. Noho pride organizer thanked VMG for participating and voiced appreciation, lots of appreciation from Noho pride go-ers
  - ii. Ambassador position for EHC- open/ GHC-open (there are many GHC members in the DEI committee)
    - a. Kalab explained role of the ambassador and how he engages others
    - b. Tara confirmed there is training for ambassador role.
    - c. Shai states she would take on the role for GHC but discussed power dynamics with her being a provider.
  - iii. Goals and ideas for 2024
    - a. Tara- getting more engagement/conversation about DEI pearls and other agendas
    - b. Jean- continued education for staff around interfacing with patients from other cultures/languages, continuing the affinity group activities, bringing up to other center managers about more DEI integration-plans for this in next manager meeting, believes it is not lack of interest but lack of time
    - c. Audra- integrated DEI education for staff meetings
    - d. Shanice- posters for patients to ask for a translator on reception window or visible space, how do we know what they speak?, forms being available in multiple languages- Tara states all forms are translated in Spanish, SOGI/REal forms would need to be filled out with a translator for non- English or non- Spanish speaking patients
    - e. Shai- sharing patient struggle with portal for their languages- affecting patient care and follow-up, Sara states translators can be used for appointment reminders and referrals but feels this service needs to be explained better company-wide- Tara will follow up with HR and Stephanie Pick about translator use, follow up to ensure departments with patient contact are using translator services consistently, Paul- suggestion of creating 10 best practices around translators and when they may be needed and follow up with Baystate ambassador to make sure they are using translator services, Audra- during

staff meetings putting a gentle plug about using translator services, Jean will reach out to referrals department about use of translator services

- iv. What have we not finished that we started in 2022 or 2023?
  - a. Tara- continuing retreats, surveys, and pride events annually
  - b. What have we not yet addressed?- will continue to discuss in the February meeting
  
- v. Retreat review and planning (when, what topic)- will discuss next meeting

Respectfully submitted by Whitney Robinson, LICSW, Co-chair DEI committee