

## **Monthly DEI Committee Meeting, 02/06/2024**

Facilitated by Audra Winn

Submitted by Sara Boisvert on 02/07/2024

### **AGENDA**

#### I. Meeting started at 12:04 pm

- Welcome
- Noted Sara taking meeting minutes today.
- Acknowledged Whitney is traveling and Paul double-booked during today's meeting. Paul may join us towards end of meeting if possible.

II. Motion to approve January Minutes: Tara, Niloufar, and Cathy moved to approve January minutes; minutes approved.

III. Ice Breaker! Human Chain (Tara): Team activity about making connections.

#### IV. Updates:

- Mike has left VMG and therefore our committee. Their contributions were helpful during their time here. Discussed whether we would like to fill their open spot and the additional spot that has been vacant since last Fall due to an applicant accepting and then needing to decline due to personal commitments. The committee agreed we would like to put one invitation notice out to VMG employees to fill 1-2 openings at this time. Audra to send an invitation e-mail out. Deadline for applications will be 02/29/2024.
- Interpreter services improvements are going forward. Things are being elevated to Gina to be sure that everyone in the company who uses the services is well-trained.
- There are resources on the intranet in the meantime for interpreter services.
- A smaller sub-committee (Audra, Shanice, Shawn, and Tara) is reviewing support resources to make interacting with staff, especially during appointments, much smoother.
- Shanice updated us about the ability to send an Athena link for ASL services directly to patients instead of using a Zoom link. This was an issue before.
- Previously open Ambassador positions have been filled: GHC – Sara Boisvert, EHC – Audra Winn
- Shawn and Shai have stepped up to organize Pride events (Hampshire and Franklin counties)
- Niloufar is hosting the next Mosaic gathering at her home on Friday, February 16 from 5:30 to 7:30 pm. R.V.S.P.s requested to be sent to her by e-mail as soon as possible.
- Upcoming Mosaic events in April: Cultural Potluck at AMC on 4/13/24. Tara planning something low-key for March.
- Shai inquired about Wellness Visit templates for non-binary patients. Currently, there are Female and Male templates only. Tara recommends Shai bringing this to Martha and Meghan's attention directly. Niloufar has offered to get in touch with them.

#### V. 2024 Goals/Initiatives:

Breakout Rooms - Committee members broke off into two groups and shared responses to the following questions:

1. Why did I join DEI?
  2. Where can we make the most impact?
  3. What are the most pressing needs for staff related to DEI?
- Some responses included: Being a more welcoming and inclusive place for employees and patients, helping others to understand DEI's purpose/function, providing more mandatory trainings which will allow the opportunity and time for employees to learn more about DEI, and understanding and eliminating microaggressions.

#### VI. Next Steps:

- Tara has been advocating for more mandatory trainings and will continue to do so. She has been told that 2 mandatory trainings will be allowed this year.
- Jean Jacks has set up DEI training with Tara during their monthly clinical meeting. This is the first time Tara will train DEI in person like this, which Tara is well experienced at. Other managers can request her services at any time for similar trainings.
- Tara will send out the newest DEI statement. Tara reminded the committee to do a final review as soon as possible.
- Tara to meet with Gina on 2/7/2024 to discuss larger strategy on increasing/improving use of interpreter services.

The meeting adjourned at 1:00 pm.

Present: Tara Flippo, Sara Boisvert, Shawn O'Connell, Jean Jacks, Aviva Rabins, Shanice Romero, Kalab Bekele, Niloufar Shoushtari, Cathy Demars, Meghan Gump, Audra Winn

#### 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

- iv. Welcome!
- v. Approve December minutes- Jean Jacks and Tara Flippo motioned to approve

vi. Openings- Happy New Year!

i. Volunteers to organize two Pride events – May (TBD) for Hampshire County and June 15<sup>th</sup> for Franklin County pride- Shai agreed to help but may have family commitments- will update

A. Still have banners 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

iii. Ambassador position for EHC- open/ GHC-open (there are many GHC members in DEI committee)- Tara thoughts to have alternative ambassadors to the co-chairs, remote ambassador for EHC possible

A. Kalab explained role of ambassador and how he engages others

B. Paul Carlan asked if there should be training for role

C. Shai states she would take on the role for GHC but discussed power dynamics with her being a provider.

iv. 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 culture/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 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- effecting 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

v. What have we not finished that we started in 2022 or 2023?

A. Tara- continuing retreat, surveys and pride events annually,

What have we not yet addressed?- will continue to discuss in February meeting

vi. Retreat review and planning (when, what topic)- will discuss next meeting

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