

ROUNDUP

UI Health | 

Hospital & Clinics | June 2023

Our Commitment to Diversity, Equity, Inclusion, Belonging

How UI Health is working to ensure all patients
and staff feel valued and respected



Meet
the Office
of Diversity
& Community
Health Equity

The Office of Diversity & Community Health Equity

Working to Ensure All Patients and Staff Feel Valued and Respected

UI Health’s Mission, Vision, and Values are not just statements shared at New Employee Orientation and listed on our Strategic Goals document. As an organization, we strive to embody exactly what we have committed to. This is why the addition of Inclusion to our ICARE Values in 2021 was so significant: We committed to fostering and supporting an inclusive environment for our patients and staff as one of our core values at UI Health: Inclusion, Compassion, Accountability, Respect, and Excellence.

The creation of the Office of Diversity & Community Health Equity (ODCHE), also in 2021, is one way that UI Health has invested in making an inclusive environment for patients to receive care and for staff to come to work.

This new division and team comprise multiple domains:

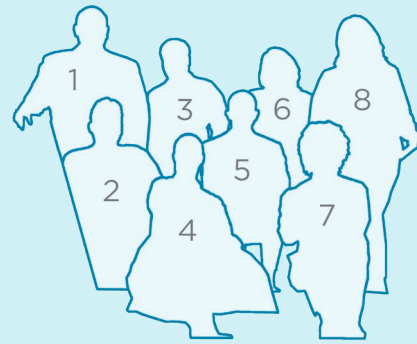
- Diversity, Equity, Inclusion (DEI)
- Health Equity
- Community Relations
- Care Coordination

We know that impacting diversity, equity, inclusion, and belonging (DEIB) requires focuses on all these areas. In doing so, we can provide quality care and deliver excellent patient outcomes; improve employee engagement and satisfaction; and, ultimately, create a better and more welcoming UI Health for all.

Here is how our teams are improving DEIB across our organization.

Diversity & Inclusion

Led by Director Jolie Holliman-Dougé, the Diversity & Inclusion team has been working diligently over the last year to



On the Cover

1. Juan-Pablo Mosqueda, Manager, Community Relations
2. Anthony Heard, Director, Care Community Relations
3. Rani Williams, Chief Diversity & Community Health Equity Officer
4. Jolie Holliman-Dougé, Director, Diversity & Inclusion
5. Carl Johnson, LGBTQ+ Patient Navigator
6. Pilar Carmona, Senior Director, Community Relations
7. Cotis Mitchell, Director, Health Equity
8. Aisha Achesah, Assistant Director, Health Equity

highlight the breadth and depth of our patients and staff. These efforts started with [Cultural & Heritage Celebrations](#) and the launch of the UI Health [Inclusion Calendar](#), and they since have expanded to include introducing pronoun education and pins across the organization to promote awareness and respect for gender identities. We’ve also introduced podcasts to enhance employee engagement.

As we increasingly demonstrate the value of Inclusion through practices and education, we have worked with our UIC campus partners to deploy Bias Resource Tools, including a mechanism that allows reporting of biased events and behavior and opportunities for growth, education,

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Office of Diversity & Community Health Equity (continued)

and healing. We also are sharing Bias Educational Toolkits and, in the future, will introduce annual bias education, aligning with the statewide requirement for licensed clinicians. Inclusive Leadership Training and Employee Resource Groups will be among our diversity, bias, and inclusivity programming in FY24.

Health Equity

Health Equity has long been at the core of the UI Health mission. Led by Director Cotis Mitchell, the Health Equity team is excited to both support and introduce resources that will benefit our patients and the broader community over time.

Over the last year, this team compiled and produced the [2022-23 UI Health Community Assessment of Needs \(UI-CAN\) and 2023 Implementation Plan](#) and designed an outpatient transportation pilot that has just launched in two clinics, led by Assistant Director Aisha Achesah. As part of the Quality & Safety Transformation, a Health Equity Committee was formed and is focused on monitoring health disparities and opportunities for improving health equity and quality for all of our patients.



UI Health CHAMPIONS

The department now is home to the [CHAMPIONS Program](#), our internship program that introduces high school

students to careers in healthcare. This is part of a broader focus to increase diversity in healthcare students, staff, and faculty at UI Health and nationally. As we look toward the next year, we anticipate additional partnerships with high school pipeline programs, job development organizations, and community-based organizations to help expand both our hiring opportunities and reach into the communities we serve.

Community Relations

Long led by Senior Director Pilar Carmona, our Community Relations Department continues to demonstrate commitment to providing clinical expertise and education in the communities where our patients reside. Pilar and Juan Pablo “JP” Mosqueda, Community Relations manager, plan and implement community engagement and outreach on behalf of the Hospital & Clinics.

Over the last year, they were instrumental in bringing important service lines to community-health events. In addition, they arranged Spanish listening sessions for the new 55th & Pulaski Health Collaborative in the Gage Park and West Elsdon neighborhoods; partnered with community-based organizations; and succeeded in having UI Health named as a Chicago Housing Authority preferred health partner.



JP Mosqueda representing UI Health at a National Kidney Foundation of Illinois event.

Community health education and clinical staff engagement are the heart of Community Relations and ensure that

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Office of Diversity & Community Health Equity (continued)

health education is not confined to our physical buildings — but in the communities where our patients live. Community Relations is our social responsibility of sustainable health education programs, and it contributes to community wellness. We look forward to continuing to expand the impact of UI Health and continuing the Miracle on Taylor Street annual employee holiday gift drive to make a difference in the lives of homeless, women, and children in shelters.

Care Coordination

Led by Director Anthony Heard, Care Coordination is a key aspect of the ODCHE, as the team of social workers, nurses, and others is charged with ensuring patients “get what they need” to manage their care and self-efficacy.

Care Coordination comprises:

- the Transition of Care team, which follows patients at high risk of readmission
- the Complex Care Management team, which manages medium- and high-risk patients over time
- the Transition Coordinator team, which schedules post-hospitalization appointments for patients based on physician orders during the discharge process
- the 55th & Pulaski team that provides on-site services to patients and community members

In addition, Care Coordinators lead the post-discharge Care Calls that provide patients with much-needed support from Pharmacy, Discharge Planning, and Patient & Guest Experience once they arrive home.

New Initiatives

We recently welcomed Carl Johnson, LCSW, UI Health’s new LGBTQ+ Navigator. Carl joins us having 25+ years of experience in various roles including training and development, case management, and organizational development. In addition, he also has experience leading diversity initiatives and serving on LGBTQ+ Committees. He is excited about being able to provide care coordination services to UI Health’s LGBTQIA patients and community while providing Safe Zone training across the Hospital & Clinics.

There is so much to do, and we are just at the beginning of our journey. We welcome your feedback, suggestions, and participation along the way. Email us at UIHealthDiversity@uic.edu. ■



UI Health participants featured in this year’s Black History Month celebration



MIKE'S CORNER

Our Commitment to Improvement

In life, and particularly in our work in healthcare, one of the most transformative actions we can take is to reflect on where we can improve — and then making it happen.

As we increased focus on our Mission in recent years, one area for improvement we acknowledged was our diversity efforts. To best accomplish our responsibility to serve our communities, we needed to better represent our communities. This commitment was an emphasis in our Strategic Plan developed starting in 2019 and now being fully implemented over the next several years.

One early action in the Strategic Plan was to better reflect the diversities present throughout our communities and the workforce of UI Health, which led to the imperative that we needed to better balance the diversity of our executive leadership and organizational structure.

Our actions around this focus established the Office of Diversity & Community Health Equity, with Rani Morrison Williams as its chief. The new office brought together diversity, equity, and inclusion efforts; health equity activities; community relations;

and care coordination — a holistic reinforcement of the importance of our mission to provide the highest quality care to underserved populations and neighborhoods, and to create a more inclusive space for our patients and our staff. And importantly, it added needed diversity and representation to our executive leadership structure.

In this issue's cover story, Rani and her team share the impressive volume of work they've begun and accomplished in just the past two years — cultural and heritage celebrations; inclusion awareness and activities; community partnerships; care coordination efforts; and more. It's with certainty that I can say that all of us at UI Health have seen their work in action, especially this month — with our Pride activities and Juneteenth recognition. I hope we all can agree that UI Health is stronger because of this important work.

It is remarkable to look at what we have achieved in such a short period of time. But most of all, we should be immensely proud of the actions we took to get there. We reflected on ourselves and acknowledged that Diversity, Equity, Inclusion, and Belonging are areas in which we must be better. We committed to this as an organization. And we put in place the people and resources to make it happen. We are achieving great things, and we are doing so as a more diverse, equitable, and inclusive organization. UI Health is a better workplace as a result. This is a testament to your commitment and service to our organization and our patients. Our patients continue to count on us for their critical needs, so our mission to serve continues. ■

QUALITY & SAFETY TRANSFORMATION

Perioperative PE/DVT Rate



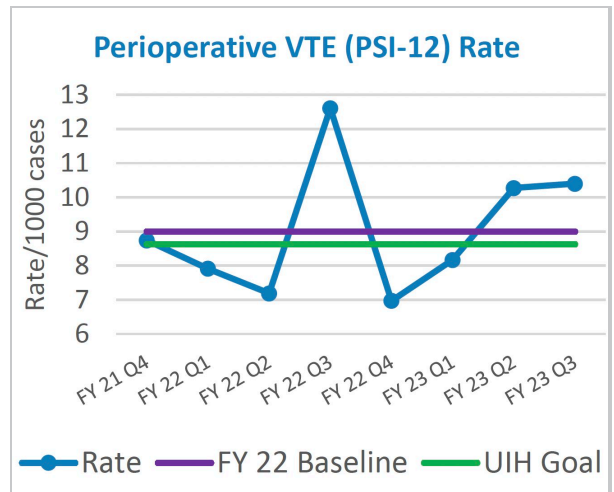
Reducing the incidence of pulmonary embolism (PE) or proximal deep-vein thrombosis (DVT), one of our True North

Metrics, requires vigilance among physicians and nurses on the care team, and the cooperation of our patients themselves.

Action Items to Reduce PE/DVT

- Complete VTE risk assessment within 8 hours of admission AND prior to signing admission order sets.
- Educate and reinforce to your patients the importance of VTE prophylaxis measures, including the “3Ms” – Movement, Machine Compression (IPC devices), and Medication.
- Ensure that your patients have appropriate orders for VTE prophylaxis based on their risk level.
- Continuously evaluate your patient’s status. Reassess VTE risk during admission, and ensure patients are receiving appropriate VTE prophylaxis.
- Escalate any refusals and consider the use of a DOAC for patients refusing their injectable VTE chemoprophylaxis.

(VTE Chemoprophylaxis Refusal–DOACs order panel will soon be available in Epic.) Refer to Hospital Policy RI 5.03 Patients Who Refuse Medically Necessary Care.



True North Metric Progress: Perioperative PE/DVT Rate

Definition: Rate of perioperative PE or proximal DVT, secondary diagnosis, per 1,000 surgical discharges for patients age 18+.

Baseline (Q4 FY21 - Q3FY22): 8.99

Goal: 8.63

Current Rate (Q4FY22 - Q3FY23): 8.93 ■

SAFETY

COVID Stand Down Incident Command Ending June 29

As of Thursday, June 29, we are ending our COVID Stand Down activities. Since the end of the COVID-19 Public Health Emergency on May 11, our Incident Command team — led by Dr. Janet Lin, Dr. Shelly Major, and Crystal Singleton — has worked to coordinate COVID response actions and establish future states for the various operations, policies, and rules we modified during the pandemic. Stand Down updates will remain available on the intranet until Friday, July 14.

Many initiatives that were adopted during the pandemic will continue, though they will need to be modified to meet today’s needs. With Human Resources, we are implementing a workgroup to identify feasible and sustainable approaches and will share permanent changes or policies for these areas when they become available. ■



RECOGNITION

UI Health Receives *Practice Greenhealth Emerald* and *Greening the OR Recognition* Awards



UI Health recently received two awards recognizing sustainability-in-healthcare efforts.



UI Health received the Greenhealth Emerald and Greening the OR Recognition Awards from Practice

Greenhealth, a healthcare sustainability organization.

The Greenhealth Emerald Award recognizes outstanding hospitals for their commitment to environmental stewardship and their sustainability achievements. This competitive award recognizes the top 20 percent of applicants within

Practice Greenhealth’s “Partner for Change” category and is focused on advanced sustainability programs and exemplary scores in a range of categories. [UI Health previously has been recognized with the Greenhealth Emerald Award.](#)

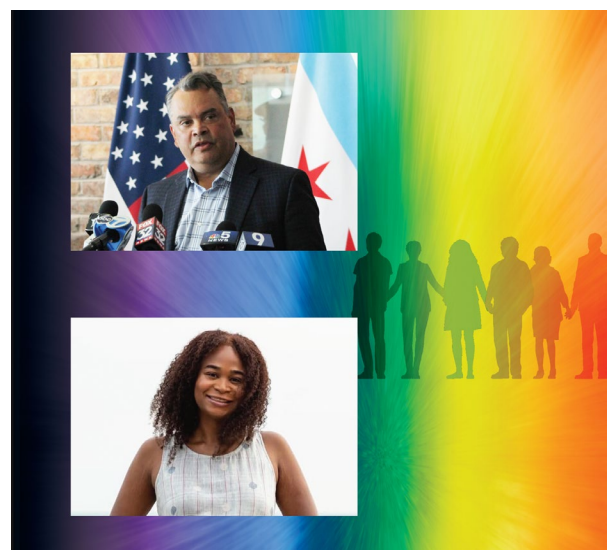
For the first time, UI Health earned the Greening the OR Recognition Award. The Greening the OR Recognition Award honors facilities that have made substantial progress in reducing the impact of the surgical environment.

Sustainability is at the heart of UI Health’s healing mission, and we are proud to share that our sustainability strategies have supported a healthier environment for our patients, staff, and communities. ■

ENGAGEMENT

UI Health Celebrates Pride Month During June

Each June, Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ+) Pride Month is celebrated in honor of the 1969 Stonewall Uprising. Today, there are several leaders across all sectors of healthcare, academia, and athletics that openly identify as LGBTQ+, demonstrating that LGBTQ+ contributions have an impact locally, nationally, and internationally. We are proud to join in this year’s celebration highlighting individuals and their contributions to the LGBTQ+ community. [Learn more at Celebrate.UIHealth.Care.](#) ■



EVENTS

SAVE THE DATES

Mark Your Calendars for These Upcoming Events!



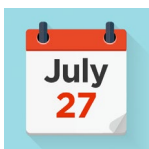
Engagement Survey Town Hall: Employees

Noon - 1 pm



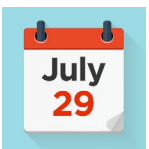
Engagement Survey Town Hall: Practitioners

Noon - 1 pm



UI Health Employee Summer Party

JULY 27



55th & Pulaski Health Collaborative Open House

JULY 29