



AUGUST 2020

Diversity, Inclusion, & Equality

Racial, Social, and Medical Justice Quarterly Report

Diversity, Inclusion, and Equality Update

August 2020



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.



Tim Talk Podcast



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.

Topics and Guests

Topics and guests broadcast thus far or planned include:

Tim Talk Schedule				
Thursday Release Date	Episode #	Podcast Guest	Member Org	Title
07/02/20	Episode 1	Dr. Olamide Sobowale	NL EMMC	Northern Light's Role in Medical Justice
07/16/20	Episode 2	Dr. Seleipiri Iboroma Akobo	NL AR Gould	White Fragility and Microaggressions
07/30/20	Episode 3	Darmita Wilson, Interim Dir. Physician Practices	NL Mercy	Perspectives of Diversity in the Community
08/13/20	Episode 4	Andrew Dees, Director, Provider Network	NL Beacon Health	Promoting the Desire for Change
08/27/20	Episode 5	Dr. Robert Schlager, VP-Senior Physician Executive	NL SVH	Reflections on The Role of an Ally
09/10/20	Episode 6	Dr. Douglas MacGregor, Pediatrician	NL Pediatric Care Ellsworth	Reflections on The Role of an Ally
09/24/20	Episode 7	Christopher McLaughlin, AVP - Community & Pediatric Services	NL Acadia	LGBTQ+
10/08/20	Episode 8	Robin Hirsh-Wright, Director, Palliative Care	NL Home Care & Hospice	LGBTQ+
10/22/20	Episode 9	Samantha Paradis, FNP	NL Primary Care Ft. Fairfield	LGBTQ+

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.



Northern Light Health
Tim Talk Podcast Data

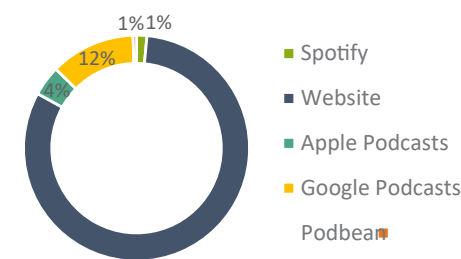
Total Downloads/Plays/Listens
1825

Total Unique Pageviews on Website
2676

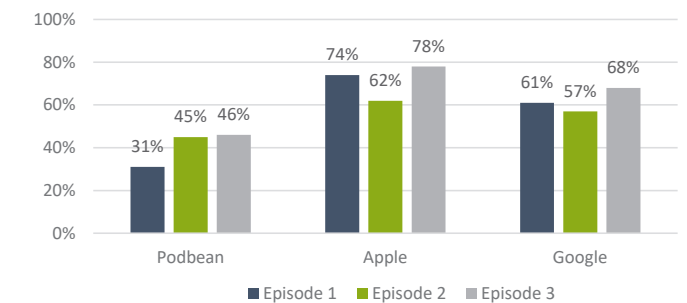
Average Completion
57%

Episode	Release Date	Podbean/Spotify Downloads	Apple Podcast Listens	Google Podcast Plays	Website Listens	Total
Northern Light Health's Role in Medical Justice	7/2/2020	48	41	52	695	836
White Fragility and Microaggressions	7/16/2020	35	31	107	486	659
Perspectives of Diversity in the Community	7/30/2020	19	7	63	241	330

Sources of Consumption



Average Completion Percentage*



- Majority of the listens have come from our website and Apple Podcasts has the highest percentage of podcast completion.
- 5% of the unique pageviews came from Facebook.
- 40% of the unique pageviews came from an employee being directed to the page from the intranet.

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.

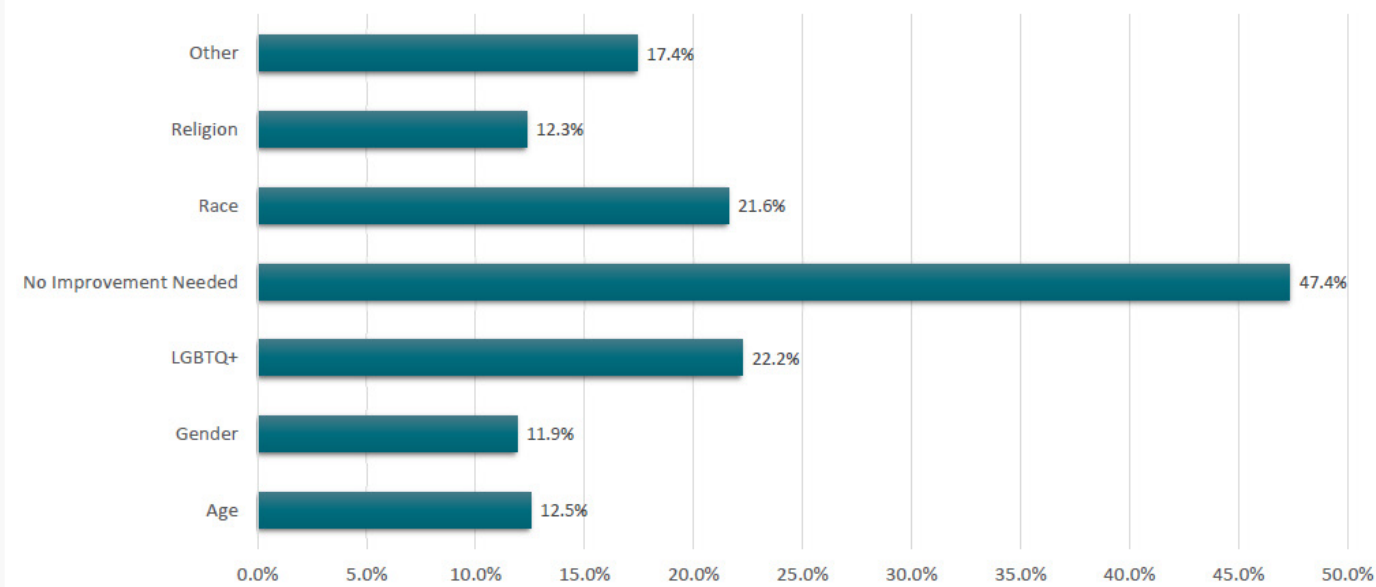
Participation

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.

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.

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?



Comments relative to the NLH environment for employees, patients, and visitors.



Northern Light Health Diversity, Inclusion, and Equality Council

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.



Diversity, Inclusion, and Equality Council members

Seleipiri Akobo	Physician, AR Gould
Paul Bolin	HR, SVP, system
Augustine Christopher	Staff Nurse, EMMC
Rowena David	Nursing, AVP, EMMC
Andrew Dees	Provider Network Mgmt, Director, Beacon
Tim Dentry	President and CEO, system
Claire Deselle	Innovation & Organizational Effectiveness, VP, system
Robin Hirsh-Wright	Palliative care, Director, HC&H
James Fullwood	Physician, SVH
Douglas MacGregor	Physician, MC
Catharine MacLaren	Talent & Diversity, HR, VP, system
Navneet Marwaha	CQO, system
Christopher McLaughlin	Com/Pediatric services, AVP, Acadia
Robert Schlager	Senior Physician Executive, SVH
Maged Shahin	EMS position, Mayo
Melissa Skahan	Mission Integration, VP, Mercy
Olamide Sobowale	Physician, EMMC
Suzanne Spruce	MARCOMM, AVP, system
Sohonnel Thompson	Nursing, AVP, EMMC
Darmita Wilson	Medical Group and Physician Practice, Director, Mercy