

Diversity Equity Inclusion

2021 Annual Report



Wisdom for Your Life.

Our Mission | To serve through healing, education and discovery

Table of Contents

Introduction	1
Our Commitment	2
Pillar 1: Representation	4
Pillar 2: Access	8
Pillar 3: Culture	10
DEI Champions	16
2022 Focus	18
DEI Team	20

Introduction



Diversity, equity and inclusion (DEI) are increasingly a priority for organizations nationwide, specifically, health systems and provider organizations. The University of Tennessee Medical Center has a long-standing commitment to provide health care to a diverse community and to cultivate a diverse and inclusive organizational culture.

In 2016, our Diversity & Inclusion Council was established to provide insight and guidance on our journey in this important area. In 2020, the global pandemic, financial strife and social justice movements shined a new spotlight on inequities in our society. We knew that we needed to further evolve our organization to better serve our patients, our team members and our community. As a result, we created a new role for an organizational leader to help develop a deliberate and focused DEI strategy. This role would help us ensure a culture of inclusion that is imperative for our continued successful evolution as the region's academic medical center.

In early January 2021, I was pleased to announce that we hired our first-ever leader of our DEI department, Becki Fogerty. We still have much to accomplish on our journey, yet I am happy to share some of the initiatives and activities that were created this year.

Please enjoy our first DEI report.

A handwritten signature in black ink that reads "Joe Landsman". The signature is fluid and cursive, with a long horizontal line extending from the end.

Joe Landsman

President and CEO

Our Commitment

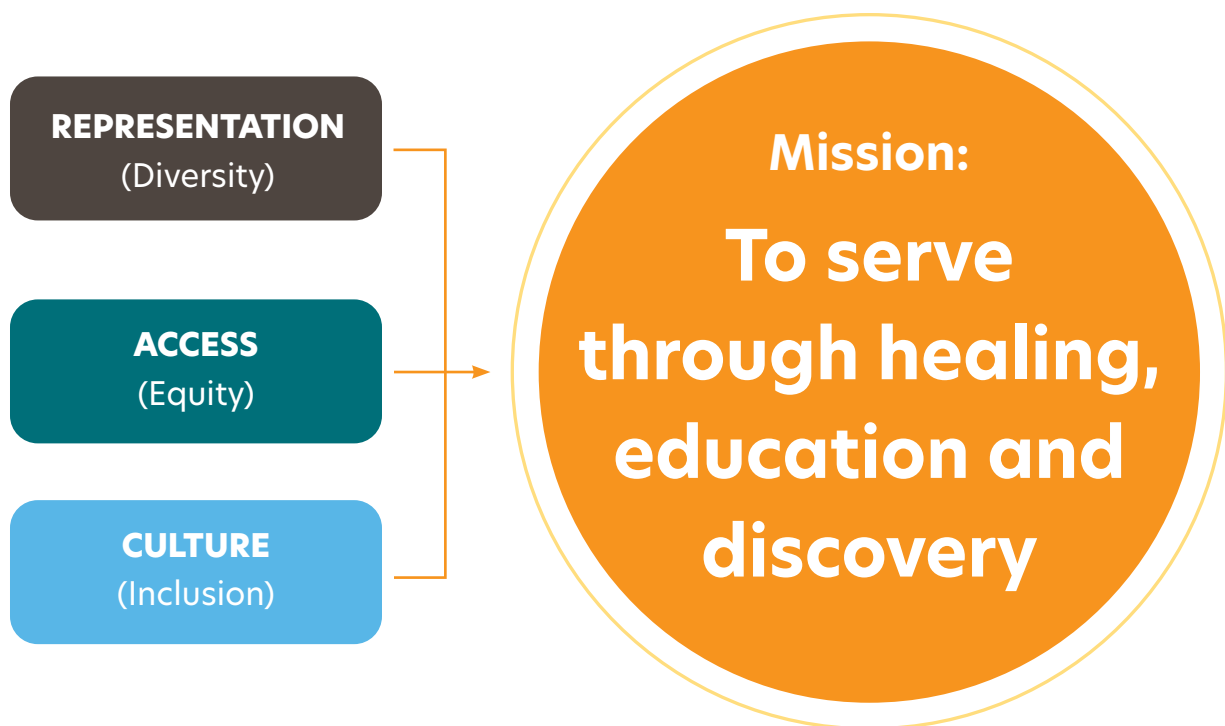
We are committed to the view that diversity, equity and inclusion not only are moral imperatives, but business imperatives for our organization. They are values embraced by our people, whether they are entering the workplace or accessing our health system.

Our DEI framework is founded on 3 pillars:

REPRESENTATION, ACCESS and CULTURE,

with objectives designed to reach our workforce, patients and community.

These pillars are synonyms for diversity, equity and inclusion.





Pillar 1: Representation (Diversity)

Representation Goal

At the University of Tennessee Medical Center, we celebrate the similarities and differences of our identities, backgrounds and experiences, and how they shape our unique perspectives.

We strive to have a workforce that represents and understands our patients, their families and the communities in which they live. Why? Because the advantages of increased representation in health care are clear: a more diverse and inclusive workforce results in better quality health care and better patient outcomes.



Graphic source: <https://www.usa.edu/blog/diversity-in-healthcare>

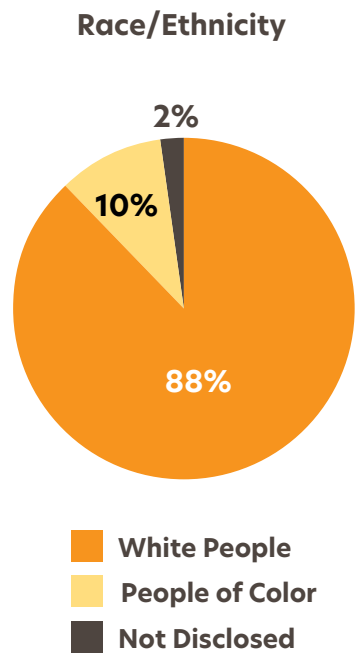
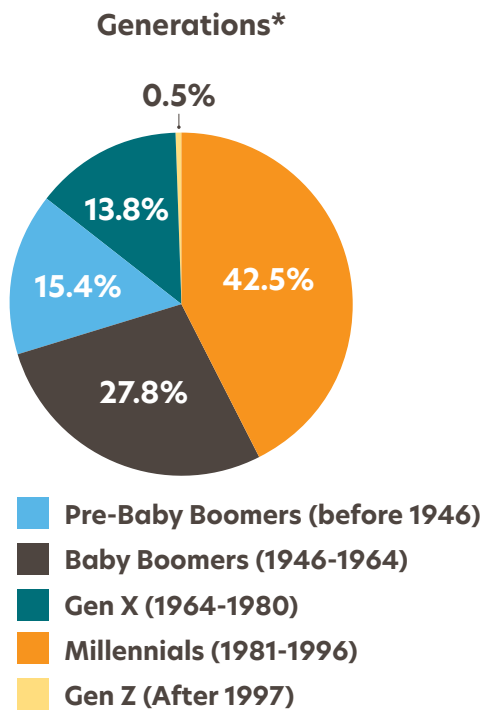
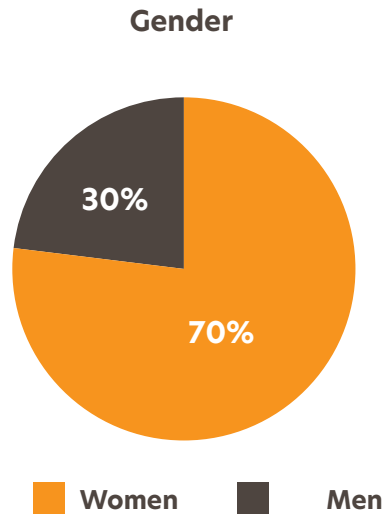
Representation Activities

- Updated demographic categories in our HR system to be more representative and comprehensive.
- Developed a quarterly workforce dashboard to track our team members' demographics.
- Engaged in inclusive recruitment strategies for key leadership roles, such as reviewing position descriptions and screening criteria for bias, posting on diverse job sourcing sites and utilizing cross-functional search committees to vet candidates.

Special thanks to Katie Friar and Terry Adams with the University Physicians' Association, Danny Jenkins in Human Resources, Amanda Wilson in Graduate School of Medicine and Cindy Brown with Crothall Healthcare for their assistance in compiling the data sources for the workforce dashboard.

2021 Workforce Demographics

**Total
Team Members =**
7,686
as of
September 30, 2021



* UPA Physicians' records do not include birth dates, so those team members' records are not included in this chart. As a result, the total number of team members included in this chart is 6,778 instead of 7,686.

Medical Center Patient/Community Comparisons

Race/Ethnicity	2020 Census	September 2021 Patients	Team Members
Two or More Races	2.1%	1.9%	1.4%
Native Hawaii/Other Places	0.1%	0.1%	0.1%
Hispanic/Latino	4.8%	1.8%	1.9%
Black/African American	6.2%	5.0%	4.4%
Asian	2.3%	0.4%	2.3%
American Indian/Alaskan Native	0.5%	0.2%	0.2%
White	79.3%	79.7%	88%
Unknown/Blank/Undisclosed	0.0%	10.9%	2.0%
Females	51.1%	63%	70%

2020 Census Bureau Quick Facts (July 1, 2019) 5-County report includes Anderson, Blount, Knox, Loudon and Sevier Counties.

Our goal is to have a workforce that reflects the community we serve. We are not striving for a perfect match, but rather more representation of the demographics around us so that we can better meet our patients' needs.

Pillar 2: Access (Equity)

Access Goal

We endeavor to create and practice fair policies, procedures, practices, pathways and processes so that we may live our vision and values to ensure inclusive, equitable and accessible care to all.

Ultimately, we have to earn and maintain the trust of our community, accurately identify disparate populations, work with these communities to improve their health care access and eliminate barriers to health.

Access Activities



The **Mobile Mammography Unit** is a health outreach program that delivers mammogram screenings and education to women throughout 21 counties in East Tennessee. Approximately 3,700 women are screened yearly on the mobile unit, which travels 27,000 miles a year.



Free Medical Clinic of America in South Knoxville reopened in December 2019 to provide access to the working uninsured, and a dental clinic opened in October 2021. The clinic is expected to have over 3,000 encounters or visits in 2021.

Access – COVID Response



First COVID-19 vaccine clinic in East Knoxville expands access to Black community

Allie Clouse Knoxville News Sentinel
Published 10:50 p.m. ET Feb. 18, 2021



3,285

Vaccines administered at
three locations:

- Calvary Baptist Church
- Mt. Olive Baptist Church
- Haslam-Sansom Ministry Complex

Pillar 3: Culture (Inclusion)

Culture Goal

We foster an environment that recognizes, values and respects individuals so that we may consciously create a “together culture” that involves authentic and empowered participation, and a feeling of belonging that extends to everyone.

Team Member Engagement

Our culture of inclusion matters.

Perceptions of diversity and inclusion among physicians, nurses and other health care professionals are strongly linked to engagement indicators of burnout and resilience.

The associations are preserved across employee race, gender and job type.

University of Tennessee Medical Center 2020 Survey					
Survey Questions	Unfavorable	Neutral	Favorable	Score	Vs. National Average
This organization values employees from different backgrounds	3%	12%	84%	4.25	-0.02
I feel like I belong in this organization	5%	14%	82%	4.15	+0.06

Our engagement indicators for diversity and inclusion compare favorably to the national average, but our goal is to move the neutral scores to favorable scores. To aid in this, DEI is creating robust diversity programs to help increase team-member belonging. DEI is also working on programs to help the medical center score better than the national average to demonstrate the strength of our organizational culture.

Culture Activities

- Increased our recognition of monthly cultural celebrations, awareness events and other activities through “Did You Know?” articles and team member posts.
 - Acknowledged 26 different cultural awareness months, celebrations and events over the year.
 - Team members posted on the medical center’s Workplace feed about their own ways of celebrating their heritages.
 - Workplace engagement (views, reactions and comments) by team members was highest for:
 - International Women’s Day (March 7)
 - Juneteenth (June 19)
 - Jewish High Holidays (September)
 - Dia de los Muertos (November 1)
- Created diversity and physician affinity employee resource groups (ERGs) for our team members and activated three groups.
- Analyzed annual team member engagement data through a DEI lens.



DEI Programs and Team Member Posts from Internal Channels



Did You Know? August 26 is Women's Equality Day

August 25, 2021 / 0 Comments / in Emonitor Stories / by KRebori@utmck.edu



*Women's Suffrage Statue in
Krutch Park, Knoxville, Tenn.*

The U.S. Congress designated August 26 as "Women's Equality Day" to commemorate the 1920 certification of the 19th Amendment to the Constitution, granting women the right to vote. Tennessee's ratification made votes for women the law of the land – check out [this link](#) for the story of how Tennessee made history.

The observance of Women's Equality Day not only honors the passage of the 19th Amendment, but also calls attention to women's continuing efforts toward full equality. Workplaces, libraries, organizations, and public facilities now participate with Women's Equality Day programs, displays, video showings, or other activities.

In that spirit, we wanted to call attention to our Graduate School of Medicine's [Women in Science](#) initiative, which sustains and grows clinical and laboratory-based research initiatives led by women on our campus. [Visit Knoxville](#) also commemorates the suffrage movement online and has more information about a guided walking tour and exhibit on August 17, and special program about African American Women and Suffrage in Knoxville on September 22.



**NATIONAL
COMING OUT
DAY**
October 11

Did You Know? It's National Coming Out Day

In the spirit of the annual awareness day to support LGBTQ+ people, we are pleased to share we have our first active Employee Resource Group (ERG) for the LGBTQ+ and ally community. PRISM (People Respecting Identity and Sexuality in Medicine) will be hosting a meet and greet on Monday, October 11 from 11:00-12:30 in the South Pavilion Event Space. "Come out" and say hi! For more information about PRISM and to joining the group, visit their Workplace site or email prism@utmck.edu

DEI Programs and Team Member Posts

 **Desiree Jones**
October 6, 2021

Filipino American History Month (FAHM) is celebrated in the United States during the month of October. In 1991, Filipino American National Historical Society (FANHS) board of trustees proposed the first annual Filipino American History Month to commence in October 1992. October was chosen to celebrate month to commemorate the arrival of the first Filipinos who landed in what is now Morro Bay, California on October 18, 1587. It is also the birth month of Filipino American labor leader Larry Itliong.

Interesting Facts about Filipino American History Month

- Filipinos were the first Asians to visit North America
- The Philippines became the first American Commonwealth after the US paid Spain \$20M for it after the Spanish-American War.
- Filipinos are the 2nd largest Asian community in the United States.

Born of my African American father who was a retired Navy man and my beautiful Filipino mother from Leyte, Philippines, I was blessed to have a very diverse upbringing here in the states. Being that my father was a military man, recognition of both American and Filipino history was a must in our household. The English language along with Tagalog and Visayan dialects were spoken in our home. During the month of October in part of celebrating my heritage, I would play the Filipino National Anthem "Lupang Hinirang" everyday on the piano. My mother would cook a huge meal on October 30th as part of our celebration and light candles throughout our home in honor of our family members who are no longer with us. The tradition continues in my home today. A celebration of my heritage, a history that will live on forever.

Salamat at pagpalain ka sana ng diyos (thank you and may God Bless you).

 **Becki Fogerty**
February 12, 2021

Today is **Lunar New Year!**

The Lunar New Year (most commonly associated with the Chinese New Year or Spring Festival) typically falls sometime between January 21 and February 20. Lunar New Year 2021 is today, and in terms of the Chinese zodiac animal, it's the Year of the Ox. It's called the Lunar New Year because it marks the first new moon of the lunisolar calendars traditional to many east Asian countries including China, South Korea, and Vietnam, which are regulated by the c... [See more](#)



Seen by 421



Celebrating the Jewish High Holidays

September 1, 2021 · 2 Comments · 19 Retweets · 1 Like · @RobertGibson1980

The Jewish High Holidays are celebrated by Jewish people all over the world, and they fall on different days each year. These and other Jewish holidays fall on different days because they follow the Jewish calendar, which has a different number of days and months begin on the new moon.

DEI Council – 2021 Activities



2021 DEI Council Members

Top L-R: Carmen Soto, Kathy Boyd, Brad Hood, Julie Simpson, Bruce Hartmann

Bottom L-R: Becki Fogerty, Amy Perkins, Desiree Jones, Joe Perez, John Jeffries

Not pictured: Clay Kyle; Keith Gray, MD; Rocio Huet, MD; Sandy Leake, DNP; Stacey Whitt

The DEI Council's purpose is to coordinate, integrate and promote an inclusive environment, which is diverse and culturally competent to better serve our patients, families, team members and our community. The council provides leadership and encourages collaboration among all team members and affiliated partners to acknowledge, value, respect and embrace the strengths and differences represented throughout the medical center. This year, the Council:

- Finalized DEI definitions
- Recommended the establishment of the Employee Resource Group program and helped found the first three ERG groups
- Established service terms for Council members
- Conducted a "call for members" in October to expand representation for 2022

DEI Champions

Each year, we will highlight the year's champions for diversity, equity and inclusion. This year, we are featuring our new ERGs as our first DEI Champions at the medical center.



Employee Resource Groups

Employee Resource Groups, also known as “diversity affinity groups,” provide team members a stronger connection to the broader mission of the organization beyond their day-to-day tasks. Members provide each other with an enhanced sense of belonging through professional growth, personal engagement and community involvement activities. ERGs also harness and demonstrate the power of diverse thinking to influence the policies, protocols and practices that define the medical center and influence patient care. ERGs are considered a diversity program and are guided by the DEI office.

Upon recommendation from the DEI Council, three ERGs were established this year and are led by volunteer team members and an executive sponsor.





John Jeffries and **Ryan Shearer** recently staffed the Veterans Day table at the medical center. Thank you, veterans, for your service.

- **WPSLAM** (Women Physicians and Scientists as Leaders in Academic Medicine) is our first physician affinity group, serving to advance participation, academic progress, professional development and inclusion of women by addressing gender equity through focused mentoring, networking and engagement opportunities. The executive sponsor of WPSLAM is Senior Vice President for Strategic Development, Dr. Steve Ross.
- **PRISM** (People Respecting Identity and Sexuality in Medicine) is an ERG focused on ensuring that the medical center is recognized as an affirming place for care of our LGBTQ+ community and that it provides support to and alliance with LGBTQ+ team members. The executive sponsor of PRISM is Senior Vice President and Chief Development Officer, Kathy Boyd.
- **VETS** (Veterans Engaging for Team Support) is an ERG focused on helping to advance the understanding of inclusion of team members and patients with a common military background. The executive sponsor of VETS is Senior Vice President and Chief Nursing Officer, Dr. Sandy Leake.

2022 Focus



Pipeline Programs

In order to train and inspire the next generation of team members, we will seek to support or develop programs with area and regional organizations.

Pipeline programs are an important strategy for addressing talent shortages and addressing educational opportunities for our community, ultimately improving our ability to provide quality patient care.

Inclusive Leader Series

Our Inclusive Leader series will launch in 2022 for managers and above. These four-hour, in-person, off-site sessions will consist of content on:

- DEI at the medical center
- Unconscious bias for leaders
- Breakout Options:
 - Beyond Cultural Competence
 - Managing Generations
 - Health Equity



Patient Access and Experience

We are now analyzing patient satisfaction and outcome data across patient demographic categories.

The goal is to ensure excellent patient care is provided to all patients. However, we cannot analyze the data if our patients aren't comfortable sharing their race, ethnicity, gender identity, language, etc.

Next year our focus will be on accurately capturing patient demographic data in our electronic medical records.

We Want to Know the REAL You

- As a patient at The University of Tennessee Medical Center, you may notice we're asking more questions about your race, ethnicity and language preferences, and your preferred name, sex and gender identity. This will help us better care for you as a unique individual.
- It will also help the medical center monitor patient outcomes and conditions, and better understand our community's unique needs.
- Better patient data will help us improve the quality of care we can provide to you.

We are striving to receive information on 95 percent or more of our patients. Will you help us with this by providing updated information today?

Frequently Asked Questions

Why is this important?

Information about your background and identity are critical to documenting our progress in the elimination of disparities in health care and improving the quality of care. This information is also increasingly being required by the agencies that provide hospital accreditation nationwide.

Who sees this information?

Your information is confidential and protected by HIPAA law. Our Quality Improvement team provides required reports with summary data, not individual patient information.

Why don't you already have this information?

We may have the information already, but in some instances we do not. We want to make sure we have the correct information for all our patients. If there are any blanks in your record, a team member may ask you to provide updated information.

What if I don't want to share my information?

Answering these question is voluntary, and you have the option to not disclose. Your care team may ask you at various times if you would like to provide updated information and you can answer that you do not wish to provide it.

DEI Team



Becki Fogerty

Vice President for Diversity, Equity and Inclusion

RFogerty@utmck.edu

865-399-0876 (cell)

Bringing more than 15 years of experience in equity and inclusion programs, inaugural Vice President for Diversity, Equity and Inclusion, Becki joined the medical center in January 2021. Before moving to East Tennessee, she worked for five years at the Children's Hospital of Philadelphia as the senior director of the Office of Diversity & Inclusion. Becki has a bachelor's degree in sociology and anthropology from Elon University and a master's degree in applied sociology with a focus on women's studies from Old Dominion University.



Liliana Burbano

Director, Community Health Equity

LBurbano@utmck.edu

865-352-1325 (cell)

Liliana is a Colombia native and a public health practitioner with more than a decade of experience in the Knoxville area. For more than 11 years, she worked for the Knox County Health Department (KCHD) in many different capacities. Most recently, during the COVID-19 pandemic, Liliana served as the lead for minority outreach initiatives at KCHD. She graduated from the Xavierian University in Bogotá, Colombia, with a bachelor's degree in social communication with an emphasis in education and earned a master's degree in sociology from the Ibero-Americana University in Mexico.



Wisdom for Your Life.

The University of Tennessee Medical Center is the home of the Knoxville campus of UT Graduate School of Medicine, UT College of Pharmacy and University Health System, Inc. Together, these entities embody the medical center's philosophy and mission to serve through healing, education and discovery.

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