

DEI Committee Agenda 4/2/24:

Facilitator: **Audra Winn**

Notes taken by: **Whitney Robinson**

Present: Whitney Robinson, Audra Winn, Tara Flippo, Niloufar Shoushtari, Sara Boisvert, Jean Jacks, Paul Carlan, Aviva Rabins, Kalab Bekele, Shai King-Lev, Cathy Demars, Allison Fogg

Absent: Shawn O'Connell, Shanice Romero

- Welcome, Introductions of all as we have a new member- Allison Fogg
- Approve March meeting minutes- Jean Jacks and Paul Carlan approved
- Icebreaker Activity (Tara) – *Alliteration name game*
- DEI Survey – *final push for Ambassadors to send reminder out to their Health Center responses. Deadline April 5*
- Updates:
 - **Cultural Potluck** - Mosaic group on SAT April 15- families welcome at AMC: 5-7pm
 - **Upcoming Implicit Bias Training in May and early June-** Tara reports training will be 45 minutes and completed in groups. Jean shared that Tara coming to AMC and having interactive pieces have been helpful for her team and opened conversation. Tara says she is more than willing to attend meetings at any center for staffs. Jean reports feeling managers are more on board with incorporating DEI concerns.
 - **SAT. 5/4/24 & 6/15/24 Pride events-** please participate if possible and encourage co-workers
- **Discussion Areas (Tara)**
 1. **Translation of documents for patients who do not speak English or are Limited English Proficient (office visits and mail/email)-** Kalab says they call 3 way to give patients abnormal test results but not normal results. Allie states a lot of non-English speakers may not fill out forms given to them at reception and these are not being caught. Niloufar suggested that there can be macros in the top 10 languages to say that their test results are normal, Audra suggested adding more macros for standard languages. Niloufar shared a situation with the patient having issues with medication bottles being written in a language that they cannot read. Tara talked about websites for health sheets with common medical information in many languages, Paul agreed it may be wise to use a trusted health authority to maintain accuracy.
 2. **Gendered Salutations/honorifics in documents-** Aviva shared honorifics are being automatically generated in documents, Kalab expressed patient cases having misgendered honorifics, and Paul discussed having a conversation with providers on how to approach

patients about their pronouns and preferences. Niloufar shared the point that some languages do not have he or she pronouns.