



2022 **DE&I**
Diversity Equity & Inclusion
IMPACT REPORT

The Pathway to Achieve Health Equity

 Advocate Health Care®

 Aurora Health Care®

Now part of  **ADVOCATEHEALTH**



Advancing health equity



Jim Skogsbergh
Chief Executive Officer
Advocate Health

As we continue to fulfill our purpose of helping people live well, we remain steadfast in our belief that everyone deserves a fair and just opportunity to be as healthy as possible. That's why we're firmly grounded in our diversity, equity and inclusion (DE&I) work to deliver safe, consistent and equitable health outcomes and experiences for the patients and communities we serve.

This report brings to life the dynamic impact we've made to address inequities, including increasing representation across our workforce, closing the gap between Black and White cesarean birth rates, reducing hypertension among Black and Hispanic patients and expanding training and resources to counteract unconscious bias and foster an inclusive, thriving environment.

The strong partnerships we've built are core to our ability to impact change, and we are thankful for the relationships that have given us the opportunity to not only more firmly embed DE&I within our organization, but also extend our work into the communities we serve.

Reflecting on all we've accomplished over the last year, we're grateful for our dedicated teammates and partners who make this work possible - while we also recognize we have so much more to accomplish. As we begin 2023 as the new Advocate Health, I'm excited about building on our progress, enhancing our commitment and having an even bigger positive impact on those we're privileged to serve.



Cristy Garcia-Thomas
President, Advocate National Center for Health Equity and Chief Diversity and Inclusion Officer

Our pathway to health equity means traveling uncharted roads. It also means being unapologetic and intentional in our work to advance equitable care. I'm proud of our work, notably the increase in representation of people of color in leadership. We began tracking this in 2019, with a baseline of 18.19% representation, and we ended 2022 at 23.64%, a more than 27% improvement.

Decisively exploring ways to transform health care and break down silos differentiates us. We affirm the value of DE&I, seating it at the board level of our organization. We use data to inform, drive action and identify the most critical gaps. For example, coordinating our work to identify Social Drivers of Health with our clinical teams has helped us improve outcomes such as hypertension.

We remain humble and continue growing, learning and serving our teammates, patients and communities. This, coupled with our emphasis on DE&I accountability, serves as both best practice and inspiration as we continue leading in this space.

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SERVING OUR TEAMMATES

Setting our teammates up for success

Our Teammate Success Coaching program helped our most vulnerable new teammates gain stability and retain employment, providing job coaching, childcare assistance, transportation access and more. We're expanding to assist those experiencing domestic violence, mental health challenges and homelessness.

TEAMMATE
SUCCESS
COACHING
PROGRAM



48 new hires



79% retention

Fostering an increasingly diverse workforce, thriving at all levels, functions and geographies in an inclusive environment

Expanding education

Our DE&I learning team equipped our diverse workforce with the awareness, knowledge and skills to develop and thrive in an inclusive environment. We launched new instructor-led courses and self-paced digital learning courses, receiving best-in-class Likelihood to Recommend (LTR) scores of **94%** or higher. Supported by **20+** facilitators, **200+** teammates participated in REAL Talk sessions, a brave space where they could share their thoughts and feelings about current events to help navigate stress.



Weaving DE&I education into ethics

We delivered **24+** DE&I learning opportunities to our ethics committees and champions. Using ethics case studies with a DE&I lens, **hundreds** of teammates received education on unconscious bias, LGBTQ+ care, equity and outcomes, and more.

The **Plous Family Lecture** featured Pulitzer Prize-winning author Isabel Wilkerson (her most recent book, "Caste: The Origins of Our Discontents") speaking on the impact of trauma on the health care experience and the importance of providing trauma informed care to all patients. The **Human Values Forum** featured prominent bioethicist and oncologist Dr. Ezekiel Emanuel speaking on ethical considerations in determining scarce resource allocation, informed by practices and pitfalls during the pandemic. Nearly **500** teammates attended these dynamic lectures.

Honoring differences through Who We Are series

These events provided teammates a way to celebrate and learn about the richness of our heritage, communities and cultures, including recognizing veterans, those with disabilities, the diversity within the Hispanic community and holiday celebrations.



Meeting a crucial workforce need

Through the Medical Assistant Accelerated Pathway to Employment Training Project (MAAPET), we collaborated with major health care employers in Southeast Wisconsin to provide paid education and on-the-job training for students who represent the populations they'll serve. Of the **130+** trainees, **70%** are from underrepresented populations, and **45** people are our teammates.

Advanced equity through learning

Academic Affairs implemented various learning initiatives to help our clinical staff and other teammates counteract unconscious bias and foster an inclusive environment. This included training on language and communication to help create a welcoming environment for LGBTQ+ patients in our [OB-GYN clinic at Aurora Sinai Medical Center](#), empowering **100+** participants to interrupt microaggressions, and initiating quality improvement projects aligned with the National Alliance of Independent Academic Medical Center's [National Initiative VIII](#).

“

The MAAPET was a one-of-a-kind experience that allowed me to get my foot in the door into the medical field. I am forever grateful to this program for allowing me the opportunity to further my career in medicine, which I am now in nursing school while still enjoying my time as an MA.

”

- Tyzhanay Boswell-Johnson,
Medical Assistant, Aurora Health Care

Nurturing the health of families

Aurora Walker's Point Community Clinic, Wisconsin's largest free clinic, offered programs to educate individuals, while nurturing the health of families and the predominantly Spanish-speaking community. Classes taught stress-reduction, non-violent communication and mindful eating, as well as established gardening and social circles. Walking groups promoted security and physical well-being, and support groups enhanced confidence and responsibility.

SERVING OUR PATIENTS



Delivering safe, consistent, equitable health outcomes and experiences, as the provider of choice across all communities

Leading in LGBTQ+ care

All **27** of our [hospitals received perfect scores](#) in the LGBTQ+ Healthcare Equality Index (HEI), the nation's foremost benchmarking survey of health care facilities on policies and practices dedicated to the equitable treatment and inclusion of their LGBTQ+ patients, visitors and teammates. Our new Aurora Medical Center - Mount Pleasant received the designation even before the hospital opened. Fewer than 15% of the 1,700+ hospitals evaluated by HEI achieved such a designation.



We encourage 'venga y ralajese,' translated to 'come and relax.' This phrase embodies our Venga Program Community and demonstrates our commitment to supporting the large Spanish-speaking community living on Milwaukee's south side.



- Chris Casselman, Manager of Clinic Operations, Walker's Point Community Clinic



Safely reducing primary cesarean births

In closing the gap between Black and White cesarean birth rates by 10%, we exceeded the goal at nearly **28%**. Focusing on five hospitals, our steering team shared data with Advocate Health Care and Aurora Health Care teams explicitly showing cesarean section rate inequities leading them to ask questions and ensure clinical standards are applied consistently from patient to patient. The increased education amplified the patient's voice and experience pre- and post-delivery.



Ensuring consistent and inclusive patient experiences

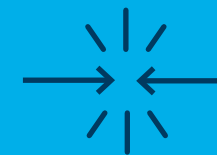
Volunteers in our Concierge Admission Program call patients within 24 hours of their admission, focusing on their needs and preferences during their stay. The team connected with **1,500 patients a month**, altering visitation guidelines for religious needs, honoring dietary restrictions and more.

Closing gaps in uncontrolled hypertension rates

Implementing our Health Equity SMART Action Plan addressed closing the gap in hypertension control amongst our Black and Hispanic populations compared to the White population. Results surpassed our initial goal of 10% and hit a stretch goal of a **13% reduction**. We created new Epic-based tools, including a Social Drivers of Health (SDoH) alert that led to nearly **5,000** screenings. We also continue to prioritize expanding access to blood pressure screenings and education for historically impacted communities. Leveraging our electronic health record allows us to understand hypertension disparities within clinical practice, provide resources for previously unmet social driver needs, and improve communication between patients and clinicians.



LANGUAGE SERVICES GROWTH OVER LAST 5 YEARS



124%
increase in encounters



1.2M+
interactions



193
languages

Enhancing experiences and positive outcomes

Our Language Services team ensured patients, family members and companions had auxiliary aids, devices and services that enabled effective communication. Aids included visual alert systems, phones and more for those who are deaf, hard of hearing, blind or have low vision, or with limited literacy.



SERVING OUR COMMUNITIES

Helping trauma survivors recover

Our forensics nursing teams cared for survivors of domestic violence, respectfully gathering data, compassionately supporting the person and delivering equitable care. Additionally, our Trauma Recovery Center cared for those impacted by crime such as homicide. The program couples inpatient and outpatient services, with a focus on the individual's quality of life and restoring their confidence and sense of safety.

IMPACT OF OUR TRAUMA RECOVERY CENTER



1,150+
patients served



85%
were people of color



4,450+
individual therapy sessions



5,650
instances of counseling

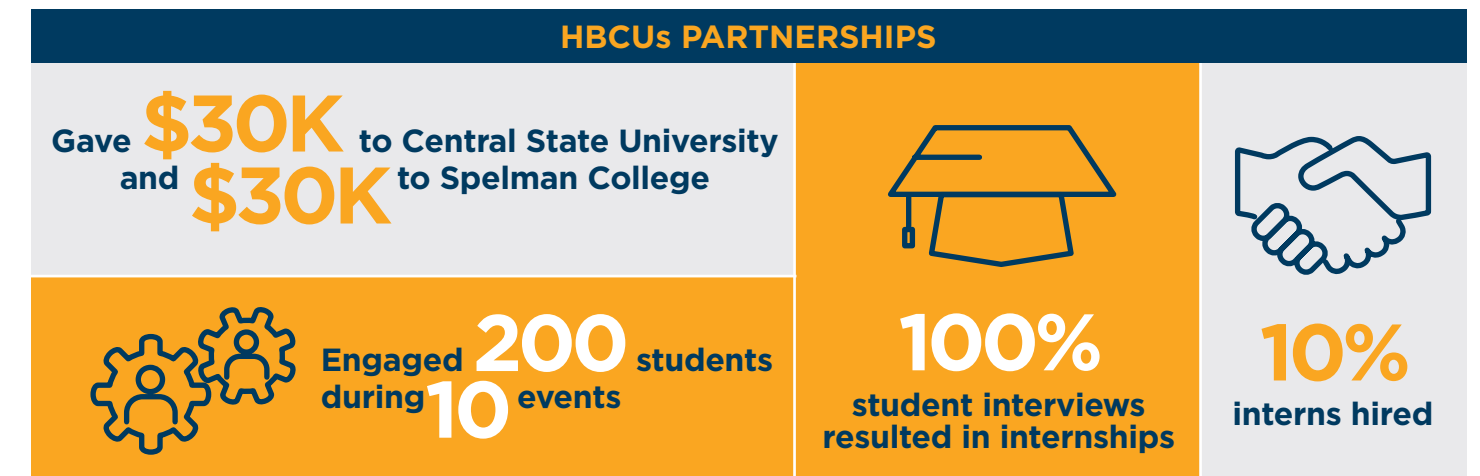


1,040
inpatient behavior health visits

Building partnerships and presence in the community to better understand and deliver on unique needs of all

Historically Black Colleges and Universities (HBCUs) partnerships

Our partnership with HBCUs strengthens and diversifies our leadership pipelines in areas of high need that represent our communities. The main aspects of the partnership are internship placements, scholarships, events or campus organization sponsorships, and mentorship programs, with the end goal of hiring interns and converting them into full-time teammates upon graduation.



Conversing and connecting

More than **2,000** listeners tuned into three podcasts, featuring in-depth conversations with community leaders and our physicians, covering complex health issues and collaboration toward health equity. The Speak Health Series, our virtual mental wellness and artistic expression program, provided **100+** teens self-expression tools and artistic measures of coping with their behavioral health. At a community resource fair through our partners, we provided whole family resources, including blood pressure screenings, workforce and housing, food security, education, safety and more.

Partnering with diverse suppliers

We increased the number of diverse suppliers, reporting a **50% increase** in Tier 2 supplier spend at the end of Q2 2022 over Q2 2021. This includes switching our scrubs supplier to a woman-owned business and purchasing medical-grade masks from a diverse business. Tier 2 subcontracting requires our non-diverse suppliers with \$1M+ in sales to report diversity spend quarterly.

“
Our core values that we demonstrate within our hospital walls go far beyond that. We show up for our neighbors – building trust and building communities.
”
- Crystal Flenorl, Community Diversity Engagement Director



“
We believe DE&I are the elements of a comprehensive and powerful pathway to achieving health equity for the communities we are honored to serve. Together we can elevate awareness and authentic action for meaningful change.
”
-Erickajoy Daniels, Senior Vice President, Chief DE&I Officer



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