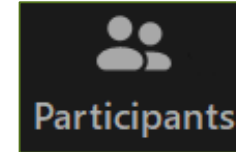

Learning Session 2: Conducting an Inclusive and Equitable Hiring Process

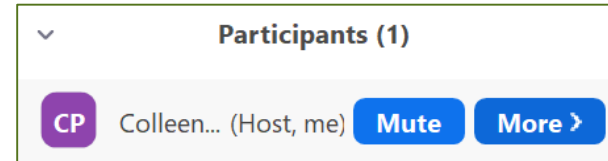
May 9, 2023

Zoom: Participant Name

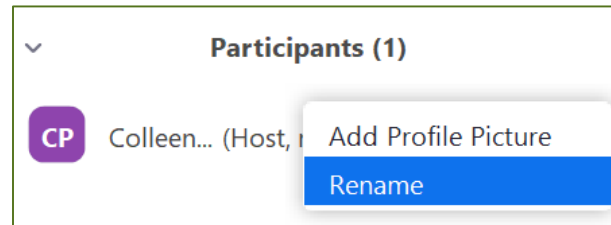
- 1 Navigate to the **Participants icon** on your Zoom Toolbar



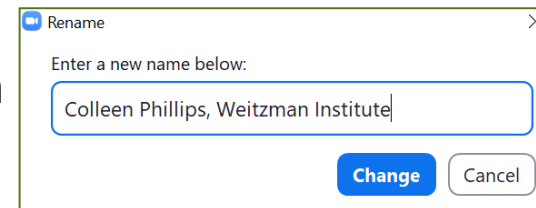
- 2 Hover over your name and **select “more”**



- 3 **Select “rename”**



- 4 Change to your **full name and organization**



Zoom: Expectations



Be sure to **mute your audio** to avoid background noise/distracting sounds



Unmute your audio or use **the chat** to ask a question or make a comment

Continuing Education Credits

In support of improving patient care, Moses/Weitzman Health System, Inc. and its Weitzman Institute is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

CME/CE credits are available for dentists, nurse practitioners, nurses, pharmacists, physician assistants/associates, physicians, nurses, social workers, psychologists, and registered dietitians.

Completing a post-session survey is required to claim your CME/CE credits and certificate. A comprehensive certificate will be available after the conclusion of the series.



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INTERPROFESSIONAL CONTINUING EDUCATION

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We are obligated to disclose any products which are off-label, unlabeled, experimental, and/or under investigation (not FDA approved) and any limitations on the information that are presented, such as data that are preliminary or that represent ongoing research, interim analyses, and/or unsupported opinion.

About this Session



About this Session: Learning Objectives

At the conclusion of this session, you will be able to...

- 1 Analyze job postings to ensure language attracts a diverse candidate pool
- 2 Outline steps to reduce bias from the evaluation and selection process

Session Agenda

3:00 - 3:10	JEDI terms and definitions & Opening discussion
3:10 - 3:25	Analyze your current workforce (content overview)
3:25 - 3:35	Write inclusive job descriptions (content overview and discussion)
3:35 - 3:40	Spread the word (content overview and discussion)
3:40 - 3:50	Manage biases in the evaluation and selection process (content overview)
3:50 - 4:00	Q & A and Next Steps

Opening Discussion: Unmute or share in the chat



What are some of the possible impacts of having your workforce reflect the community you serve?

Analyze your Current Workforce

- 1 Capture a baseline
- 2 Identify your gaps
- 3 Define your goals
- 4 Determine your timeline

Analyze your current workforce: Capture a baseline

Diversity Dashboard Example

EMPLOYEE HEADCOUNT

342 Employees



GENDER DIVERSITY:
All Employees

46%
Female Representation

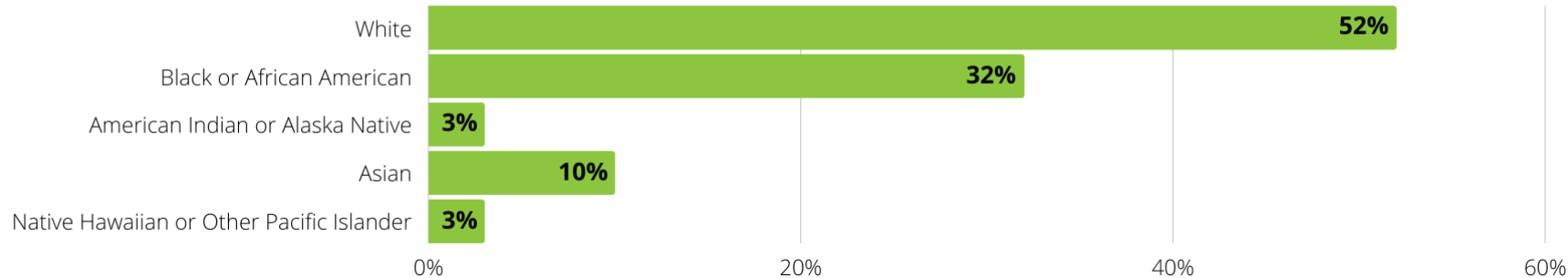


GENDER DIVERSITY:
Managers

27%
Female Representation



ETHNICITY DISTRIBUTION:
All Employees

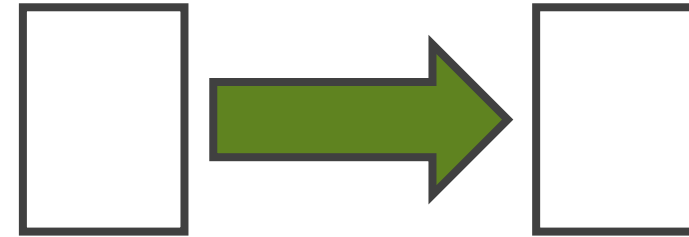


Determine the profile of your workforce in terms of various demographics such as gender, race, sexual orientation, etc.

Analyze your current workforce: Identify your gaps

Answer the following question:

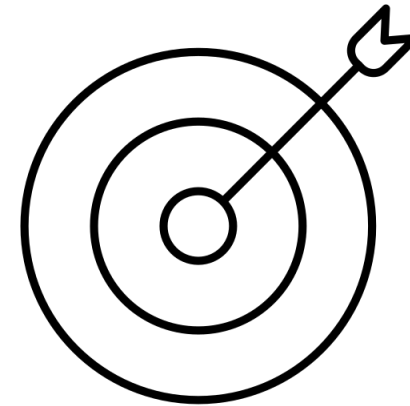
- What is the difference between where you are and where you want to be for each demographic?



Analyze your current workforce: Define your goals

Answer questions such as:

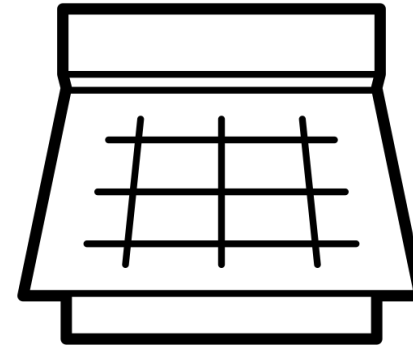
- How does our data compare to that of our patient population?
- What are our targets for each demographic?
- When should we reassess those targets?



Analyze your current workforce: Determine your timeline

Answer questions such as:

- When should we aim to achieve these goals?
- What incremental goals can we set?



Write Inclusive Job Descriptions

- 1 Use inclusive and accessible language
- 2 Tailor to certain populations if applicable
- 3 Expand the scope

Write inclusive job descriptions: Use inclusive and accessible language

Spell out acronyms



Develop new KPIs for data tracking and comparison



Develop new key performance indicators (KPIs) for data tracking and comparison

Write inclusive job descriptions:

Use inclusive and accessible language

Use gender-inclusive language



He/she will be successful in
the role...



They will be successful in
this role...

or

You will be successful in this
role...

Write inclusive job descriptions: Use inclusive and accessible language

Utilize subheadings and bulleted and/or numbered lists



Basic Qualifications

Education/Training: Registered (RN) Nurse preferred. Licensed Practical (LPN) Nurse eligible.

Certifications/Licensure: Must hold a current Pennsylvania nursing license. Successful completion of employer provided certification in CPR, First Aid, Medication Administration and Crisis Intervention. Must have held a US Driver's License for a minimum of two years and must be able to meet requirements to become an approved Melmark driver. Must be at least twenty-one (21) years old. Current CPR and First Aid certification and 24 hours of in-service training yearly.

Skill(s): Knowledge of regulatory standards for PA's DPW 6400 Regulations. Working knowledge of Windows Operating Systems and Microsoft Office. Should demonstrate strong interpersonal skills, good writing, communication and organizational skills.

Experience: A minimum of two (2) year experience in related field preferred.



Responsibilities

- Handle all clinical duties in a timely manner
- Perform routine clinical tasks to support medical staff
- Communicate with physicians, staff information that is needed to complete the patient's exam
- Greet and escort patients to exam rooms where you will obtain information such as medical history, medications, past and current surgical history which is then keyed into the practices EMR and check vision.

Qualifications

- Previous experience in healthcare medical office or other related fields
- Familiarity with the healthcare environment
- Strong organizational skills
- Ability to thrive in a fast-paced environment

Write inclusive job descriptions: Tailor to certain populations if applicable

If looking to increase diversity in a particular area, there are ways to advertise that within your job description.

Examples:

- “Resumes from those with lived experience are welcome”
- “Lavender resumes are welcome”

Write inclusive job descriptions: Expand the scope

Instead of a “culture fit”

Who will fit best within our
existing culture?

Consider looking for a “culture add”

Who will offer a unique perspective
and skill set?

Discussion: Unmute or share in the chat



Calling all recent college grads!

Medical Assistant

Assists in the delivery of primary health care and patient care management by performing selected clinical and administrative duties.

Duties and Responsibilities:

1. Assists provider in preparing for physicals and minor surgeries. Prepares patients for examination and treatment. Takes patient histories and vital signs, performs phlebotomy and EKG as needed.
2. Prepares exam and treatment rooms with necessary instruments. Assists with ordering and maintaining supplies and equipment, including sterilization of instruments.
3. Assists with scheduling of tests and treatments and follows through with referrals when indicated.
4. She will maintain patient files, records and other information according to office standards.
5. Implements provider orders under provider direction and she notifies patients of results as requested with sensitivity and care.
6. She will remain updated and current on the EHR policies and procedures.
7. Attends required meetings and participates in committees and professional development activities. Maintains professional affiliations.
8. Scribe to include: history of present illness, review of systems, physical exam findings, diagnostic assessment and plan of care.
9. Maintains patient and office confidentiality.
10. Looking for someone with a strong culture fit for this organization
11. Must maintain professional appearance with professional hairstyles and be clean shaven

**Identify areas for
improvement within the
provided job description**

Discussion: Unmute or share in the chat



Medical Assistant (cont.)

Typical Physical Demands:

Must be able to lift and physically handle patients, manual and finger dexterity and eye-hand coordination. Involves frequent standing and walking. Occasionally lifts and carries items weighing up to 20 pounds. Requires exposure to bodily fluids. Requires the ability to work in a busy medical office environment.

Performance Requirements: (Required knowledge, skills and abilities)

Ability to perform medical assistant duties such as assisting the provider, performing EKG's and phlebotomy, vital signs and other office testing / procedures. Ability to communicate clearly and effectively and to establish and maintain effective working relationships with medical staff, patients and the public. Strong English-language skills Strong computer skills. Prior experience utilizing medical practice computer systems. Knowledge of medical terminology. Working knowledge of insurance requirements

Education: (Acceptable experience and training)

High School Diploma or equivalent. Graduate of an accredited program for Medical Assistants. Certification from AAMA or between 3 and 15 years of relevant experience in a fast-paced medical office highly preferred.

This description is intended to provide only basic guidelines for meeting job requirements.

Identify areas for improvement within the provided job description

Spread the Word

- 1 Highlight your commitment to JEDI on your webpage, social media, etc.
- 2 Engage your internal ambassadors
- 3 Post in spaces where diverse people seek professional opportunities

Spread the word: Highlight your commitment to JEDI

JUSTICE, EQUITY, DIVERSITY AND INCLUSION



Dr. Karoline Oliveira leads justice, equity, diversity and inclusion efforts at CHC.

[CONTACT DR. OLIVEIRA](#)

Our Commitment

The Moses/Weitzman Health System is committed to advancing its values of justice, equity, diversity and inclusion (JEDI) across the organization. We acknowledge, embrace and value the diversity and individual uniqueness of our patients, students, employees and external partners. MWHS strives to foster a culture of equity and inclusion in broad and specific terms.

Our commitment to justice, equity, diversity and inclusion presents itself in our quality health care delivered to our patients, our passion for inclusive excellence for our employees, the learning environment we foster for our students, and the attention paid to our equitable and inclusive policies and practices across the organization.

For questions about the MWHS justice, equity, diversity and inclusion efforts, contact Chief Diversity, Equity

Spread the word: Engage your internal ambassadors

Capture and access the social capital your employees already have by knowing...

- What organizations do they belong to?
- What medical schools did they graduate from?
- What professional networks are they a part of?

Spread the word: Engage your internal ambassadors



In what ways do you leverage your employee base to further diversify your workforce? Unmute or share in the chat!

Spread the word: Post in spaces where diverse people seek professional opportunities

In order to attract diverse candidates, CHCI posts on job boards such as:

- Morehouse School of Medicine
- HBCU alumni job boards



Has your organization posted a position on a specific job board in an effort to attract diverse candidates? If so, where? Share in the chat!

Manage Biases in the Evaluation and Selection Process

- 1 Consider anonymous resume reading
- 2 Form a diverse search committee
- 3 Incorporate anonymous interviewing strategies

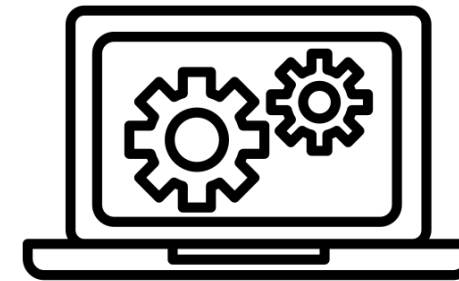
Manage biases in the evaluation and selection process: Consider anonymous resume reading

Anonymous resume reading: removing identifiable characteristics from a resume that are not related to the job

To redact that information, you can use:



A physical or electronic sharpie
Inexpensive, but time consuming



Software
Time-saving, but expensive

Even if you can't do either, remember to check your biases when reviewing resumes

Manage biases in the evaluation and selection process: Consider anonymous resume reading

What should I consider removing and why?

Demographic Factor	Possible Source of Unconscious Bias
Name	Often reveals race and gender
Address	May reveal race or income
Educational Milestones	Often indicates age



What other demographic factors would you consider removing and why? Share in the chat!

Manage biases in the evaluation and selection process: Form a diverse search committee

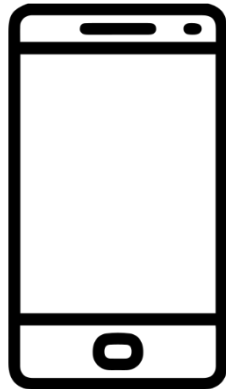
As much as you can, form a diverse search committee to show marginalized candidates that there are people like them within the organization.

By diverse, we mean in all aspects:

- Role
- Experience level
- Race
- Gender, etc.

Manage biases in the evaluation and selection process: Incorporate anonymous interviewing strategies

Consider how you initially screen your candidates



Phone

Reduces biases
against race



Email

Reduces biases against
race and accents

Next Steps

- 1 Complete session evaluation
- 2 Find a job posting from your organization. Bring the posting to the next coaching session.
- 3 Attend May 11th Coaching Session at 3PM EST

Questions?