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## CHA Diversity Collaborative Tackles "Elephant in the Room" - Unconscious Bias



On May 23, Tiane Mitchell Gordon, Principal and Founder of Square One Consulting, presented to CHA Diversity Collaborative participants: *Understanding Unconscious Bias: Key to Diversity and Inclusion Success*. Ms. Mitchell Gordon explained that there are proverbial 'elephants' in the room when it comes to discussions about diversity and inclusion - namely unconscious bias, which she describes as bias that exists and influences an individual but operates free of his or her intent.

"We all have bias," she said. "It is impossible not to have bias. But it is what we do with it that matters."

Ms. Mitchell Gordon explained that bias serves a purpose by giving people the ability to navigate a field where they are constantly confronted by various stimuli. Bias arises from tendencies to categorize things and people into groups, preference for familiar things and similar people, and desire to cognitively simplify a complex world. Too often, she says, bias is equated with discrimination.

"Whenever we talk about diversity and inclusion, there is negative emotion that comes up in people. Diversity is about making people aware, and part of that is understanding what role you have in your self-awareness. Understanding your own biases helps you to better negotiate with others."

Ms. Mitchell Gordon discussed strategies for becoming more self-aware to manage unconscious bias. She encouraged Diversity Collaborative teams to ensure hospital employees of all backgrounds are welcomed and treated respectfully, feel supported and included, and are given access to opportunities. She also discussed challenges related to bias that hospital staff may encounter involving patients.

"Diversity and inclusion are ongoing processes that center on being authentic in the learning, and being vulnerable," she said.

Ms. Mitchell Gordon serves as an advisory partner, consultant, executive coach, and speaker on human resources, diversity, and inclusion issues. Prior to founding Square One, Ms. Mitchell Gordon served as Senior Vice President and Chief Diversity Officer for AOL, where she led the company's Office of Diversity and Inclusion. The office managed initiatives designed to foster inclusive attitudes and opportunities among employees, including coaching on diversity issues, creating educational vehicles for expanding workforce knowledge about diversity, and developing employee networks and communications plans for diversity.

## CHA Applauds NAACP's Commitment to Social Justice and Education



On May 17, CHA was honored to participate as a sponsor at the 95th Annual Freedom Fund Dinner, hosted by the Greater New Haven Branch of the NAACP. This year's theme, "Affirming America's Promise: Equality through Education," focused on the importance of education as a vital tool for success and equality.

Education is a critical subject for Connecticut hospitals, which are the largest or among the largest employers in their communities. Hospitals' employment pipeline depends on applicants with strong backgrounds in science and math.

Speakers included Governor Dannel P. Malloy; John DeStefano, Jr., Mayor of New Haven; Senator Richard Blumenthal; Scot X. Esdaile, President, Connecticut State Conference of NAACP and member of the NAACP Board of Directors; James E. Rawlings, President, Greater New Haven NAACP Branch; and Amber Cross, President, Greater New Haven NAACP Youth Council. The event's distinguished keynote speaker was Julian Bond, Chairman Emeritus of the NAACP, social activist and leader in the American civil rights movement, politician, professor, and writer.

Among many awards presented at the event, a Lifetime Achievement Award was given to former State

Marie M. Spivey, EdD, RN, Vice President, Health Equity, CHA, with James E. Rawlings, President, Greater New Haven NAACP Branch

Representative and Chair of the Appropriations Committee William R. Dyson. He is the Governor William A. O'Neill Endowed Chair in Public Policy and Practical Politics at Central Connecticut State University's Center for Public Policy and Social Research. In his current university role, Mr. Dyson works to provide learning opportunities for students that would not otherwise be readily available.

## Noted Speakers to Address Hospitals at CHA Supplier Diversity Forum

Please join us for CHA's third annual Supplier Diversity Forum, co-sponsored by the Connecticut Association of Healthcare Executives, to be held the morning of the CHA Annual Meeting on June 27, 2012, at the Aqua Turf Club in Southington. This year's Forum addresses a key goal of the CHA Diversity Collaborative and will offer practical programming for hospitals as they launch initiatives to increase their purchasing of supplies and services from minority businesses. The vendor fair provides senior executives and purchasing decision makers from member hospitals the opportunity to learn about products and services offered by CHA's Minority Business Enterprise (MBE) partners. The education program will consist of two speakers, followed by a hospital panel.

The Basics of Building and Staffing a Supplier Diversity Program will be presented by Antonio R. Rodriguez, CMC, President of Daniel Penn Associates, LLC.

Best Practices for a Supplier Diversity Program will be presented by Jolene M. Anderson-Rau, Mayo Clinic's Supplier Diversity Program Manager in Rochester, MN.

### Hospital Panel Discussion

Panelists include Veronica F. Cook, MSOM, Program Specialist for the UConn Supplier Diversity Program, Capital Projects and Contract Administration; Keith Murphy, Director of Strategic Sourcing at Yale New Haven Health System; and David L. Walsh, Administrative Director, Supply Chain, Saint Francis Hospital and Medical Center. The hospital panel will be moderated by Fred McKinney, PhD, President and CEO of the Greater New England Minority Supplier Development Council.

For more information, click [here](#). To register, please contact Peggy Courchesne at [Courchesne@chime.org](mailto:Courchesne@chime.org) or 203-294-7392.



Antonio R. Rodriguez, CMC,  
President of Daniel Penn  
Associates, LLC



Jolene M. Anderson-Rau, Mayo  
Clinic's Supplier Diversity Program  
Manager in Rochester, MN

## CHA Celebrates Emergency Medical Service Providers



CHA celebrates all those involved in emergency medical services during Emergency Medical Services (EMS) week, held May 20-25th. This year's theme calls EMS "More Than a Job. A Calling."

National Emergency Medical Services Week brings together local communities and medical personnel to publicize safety and honor the dedication of those who provide the day-to-day lifesaving services of medicine's "front line." EMS providers include state certified emergency medical responders (EMRs), emergency medical technicians (EMTs), and licensed paramedics.

President Gerald Ford declared the week of November 3, 1974, the first "National Emergency Medical Services Week." This annual observance is spearheaded by the American College of Emergency Physicians (ACEP).

## Education Update

Accountability: Building and Sustaining a Patient Safety Environment

June 12, 2012 8:30 a.m. - 3:30 p.m.

Senior leaders and frontline staff share responsibility for developing and sustaining a work environment that is focused on patient safety. Determining who is accountable for what requires a commitment to assess the organization's accountability system to ensure the right actions are taken following an adverse event or potentially serious safety incident, and transforming counterproductive "blaming" into systems, processes, and behavioral changes that identify and remove barriers to safe practices.

In this intensive full-day program, participants will examine adverse event case studies and use an accountability analysis tool to explore the balance between organizational and personal accountability, to identify systems and organizational issues that affect an individual's ability to provide safe patient care.

The keynote speaker is Patrice Spath. She is a teacher, author, and quality improvement expert who has presented more than 300 training programs on quality and patient safety for healthcare providers.

For more information, click [here](#). Click [here](#) to register.

