Diversity and Inclusion
FY 2018 Annual Report
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AtlantiCare continues to embrace its strategic commitment to diversity and inclusion to deliver exceptional experiences for our workforce and patients. Our goal is to sustain a seamless culture of inclusion where our workforce and customers feel valued and respected. We continue to achieve these goals by providing a path of intentional behavioral strategies that create an inclusive environment. This culture of inclusion is not possible without the unwavering support of our leadership team, and the dedication of our Diversity and Inclusion Council and Employee Resource Groups.

Our initiatives consist of multi-faceted approaches to also ensure alignment with our 5Bs Performance Excellence Commitments: Best People and Workplace, Best Customer Experience, Best Financial Performance, Best Growth, Best Quality.

This report highlights our FY 2018 Diversity and Inclusion efforts and accomplishments. AtlantiCare sincerely hopes that it inspires you to join us in our continued efforts to strengthen our position as a leader in inclusive practices for our workforce and customers.

On behalf of AtlantiCare, we thank you for your commitment to embrace diversity and inclusion, and its limitless opportunities to help create a welcoming environment for all.

In unity and health,

Nilda Mahrer, MSHRM, CDP, CAAP  Richard Lovering
Manager, Diversity and Inclusion  Sr. VP Administrative Services & CHRO
Diversity at AtlantiCare

AtlantiCare takes an inclusive view of diversity. We believe diversity to encompass more than the visible differences such as age, gender, race and culture. Work styles, geographic location, sexual orientation, gender identity or expression, visible and non-visible disabilities, and length-of-service are examples of other diversity dimensions which enrich our workforce and support our mission toward an inclusive environment. These diversity dimensions foster opportunities for an increased range of learning, innovation, personal growth, and the delivery of superior culturally/community competent health care services.

Diversity and Inclusion Vision

AtlantiCare will enhance the delivery of our health care services for our diverse community and create the best workplace for our staff by fostering an inclusive, collaborative, innovative, and culturally competent environment.

We will achieve our vision by:

- Fostering a work environment that values diversity and encourages expression of ideas from everyone
- Achieving performance excellence by providing treatment and customer experience reflective of our customers’ beliefs, backgrounds, cultural and community practices
- Addressing the changing health care needs of our diverse community through education.

Diversity and Inclusion Imperatives

Guided by our organizational values (Safety, Teamwork, Integrity, Respect, Service) and 5Bs Performance Excellence Commitments, (Best People/Workplace, Best Customer Experience, Best Financial Performance, Best Growth, Best Quality) our Diversity and Inclusion Imperatives include:

Recruitment and Retention
Recruit and retain a diverse workforce reflective of the communities we serve.

Employee Engagement
Foster a learning and inclusive environment that values diversity and encourages employees to reach their full potential.

Customer Experience
Provide customer experiences and health care experiences reflective of beliefs, cultural and community practices to foster an environment of inclusion for our patients and their families.
Employee Resource Groups (ERGs)

At the heart of our Diversity and Inclusion efforts are our Employee Resource Groups. The groups had another outstanding year. The ERGs continue to evolve as business partners. Their efforts continue to demonstrate commitment to our workforce and have impacted the lives of many people in our communities.

In Q3 of 2018, we launched the newest ERGs – our Recovery and Fitness/Well-Being groups. These groups have been a welcomed addition to our Employee Resource Group family.

**HOPE - (Helping Others achieve Personal Excellence)**

HOPE will focus exclusively on recovery from addictions. The purpose of the ERG is to provide education, awareness, support, and advocacy for the needs of recovering individuals and the family/friends of those who are affected by addictions, throughout the healthcare continuum and in our community.

**BALANCE – Building Active Lifestyles Around Nutrition, Community, & Exercise.**

Engage and support the AtlantiCare community to achieve balance and overall well-being by promoting active and healthy lifestyles.
Employee Resource Group Membership

The groups continue to see growth in membership year over year as depicted in the below chart.

"We make a difference. This is the work we do from our hearts as it's important to us either through a family experience or just because we love people."

"Our ERG has done an excellent job finding meaningful projects that make a difference."

"The peer to peer support is evident and I look forward to continued involvement."
Employee Resource Groups in Action

Activities spearheaded by our ERGs assist us with creating an enriching and inclusive workplace for our employees. Below is a list of FY 2018 activities that supported this goal.

- Celebrated Black History Month, National PRIDE month, Asian-Pacific and Hispanic Heritage Months
- Hosted the 6th Annual Strength In Diversity event – keynote presentation, education, and networking.
- Awarded 5th Diversity Champion Award to a member of PATHS – Interfaith Employee Resource Group
- Sent care packages to deployed military employees
- Hosted welcome back activities for returning deployed employees
- Sponsored Lunch and Learns on the following topics:
  - Spiritual Care of Non-Religious Affiliated Persons
  - Healthcare for Veterans
  - Your LGBT Patient: An Introduction
Embracing Diversity: The Patient Experience

Guided by our Starfish story, every employee understands that we can make a difference one patient at a time. We see each patient as more than just a person seeking healthcare services. They are someone’s family member and loved one with unique values, beliefs and perspectives. The following are activities that were pursued to provide exceptional patient experiences.

- Designated additional Combat Wounded Veteran parking spots at various facilities.
- Donated breastfeeding cooler bags to new moms in OB departments for 3rd year.
- Provided various educational sessions for physicians and staff on culturally competent health care practices.
- Introduced Culture Vision – cultural competence tool – at every new RN orientation
Comfort Shawl Ministry

Our PATHS Interfaith Employee Resource Groups launched the Comfort Shawl Ministry. The goal of the program was to encourage individuals of all faiths to come together to crochet and knit comfort squares and shawls. The items are then blessed and donated to our patients and families for comfort and hope during difficult times.

To date, PATHS has donated over 200 shawls and comfort squares to our patients and their families.

What our employees are saying:

“I am proud to speak of your work. It makes a huge difference to the patients and families at AtlantiCare.”

“They are beautiful! Thank you all for your time and talents. I know it makes a difference. I happen to be in a room with a CMO patient while the daughter was visiting. There was a beautiful teal blue/green prayer shawl on the bed which coincidentally matched the exact color the daughter was wearing. She was so appreciative and thought it was no coincidence.”
HEALTHCARE EQUALITY INDEX

Our PRIDE group spearheaded the work to revise internal workplace and patient policies and practices which has led to ARMC’s designation as a Leader in Healthcare Equality for seven (7) consecutive years.

The following were identified as best practices and highlighted in the Human Rights Campaign Resource Guide for hospitals:

- Patient Visitation Policy
- HIPAA education on specific privacy needs of LGBTQ patients

![HEALTHCARE EQUALITY INDEX](image1.png)

![HEALTHCARE EQUALITY INDEX](image2.png)
ERG Community Engagement and Outreach

ERGs have become the go-to groups to assist with community outreach, and customer experience initiatives. Below is a list of our ERG internal and external community outreach efforts.

- Participated in the annual Mission Health Picnic
- Participated in World Aids Day activity at City Campus
- Sponsored a food drive for the Pantry at the Plex
- Participated in Walk for Wounded Warriors in Ocean City
- Participated in United Way Day of Action
- Participated in the Stand Down event serving homeless veterans
- Participated in the South Jersey Aids Alliance Walk in Atlantic City
- Presented the Healthy Snack program to over 450 students in Pleasantville and Hammonton
- Sponsored the Migrant Children Summer Clothing Drive
- Sponsored the collection of gently used purses and accessories for students in local schools
- Participated in the K-Loc Family Wellness Day for the 5th year
- Participated in the Covenant House Sleep Out to End Homelessness activity
Cinderella’s Closet

Our Women’s group, LEADS, organized the collection of prom dresses and accessories to assist local young ladies in our community to have a magical experience on their special prom evening.

The response was phenomenal! The group collected and donated over 300 dresses and a large number of shoes, evening bags, and accessories. LEADS coordinated an evening activity for the young ladies to come and pick out a dress and accessories.
Fundraising

Through fundraising activities, our ERGs are able to provide financial and in-kind support to internal and external programs and organizations. Additionally, these funds also support their annual educational and cultural activities. From January 2017 – June 30, 2018, our ERGs, raised a total of $34,946. A total of $8,500 was donated as reflected in the below chart.

<table>
<thead>
<tr>
<th>FY 2018 ERG Giving</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Internal programs:</strong></td>
<td></td>
</tr>
<tr>
<td>AtlantiCare Pharmacy</td>
<td>$750.00</td>
</tr>
<tr>
<td><strong>External organizations/individuals:</strong></td>
<td></td>
</tr>
<tr>
<td>ALMA Scholarship</td>
<td>$1,000.00</td>
</tr>
<tr>
<td>Aids Resource Foundation for Children</td>
<td>$1,000.00</td>
</tr>
<tr>
<td>Atlantic County Women's Shelter</td>
<td>$750.00</td>
</tr>
<tr>
<td>Faces 4Autism</td>
<td>$500.00</td>
</tr>
<tr>
<td>Hendricks House</td>
<td>$750.00</td>
</tr>
<tr>
<td>Mental Health Association of Atlantic County</td>
<td>$1,000.00</td>
</tr>
<tr>
<td>NJ Association for Mental Health</td>
<td>$1,000.00</td>
</tr>
<tr>
<td>Princess Inc.</td>
<td>$1,500.00</td>
</tr>
<tr>
<td>Wounded Warrior Family Support</td>
<td>$250.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$8,500.00</strong></td>
</tr>
</tbody>
</table>
Annual ERG Diversity and Inclusion Event

We hosted our 6th Annual Strength in Diversity Event at Stockton University. The event was attended by over 200 employees, students, and community members. Keynote Presentation: Mental Health Players – Mental Health Association in New Jersey, Inc. The presentation provided the audience with a dynamic way to receive basic education about mental health illness and become sensitized to the stigma often associated with mental health challenges.

The event also provided an opportunity for the ERGs to highlight their work and achievements. Each ERG also made a donation to a program or community group during the event.
Employee Survey

When our employees are engaged, AtlantiCare reaches its full potential. Employees engaged in our diversity and inclusion initiatives continue to demonstrate higher levels of engagement and commitment to organizational goals. The below chart demonstrates the overall scores of Employee Resource Group members as compared to the organization in our 2017 and 2018 Employee Opinion Surveys. The Overall Score summarizes into one value all questions asked in the survey.

![2017 Overall Score Chart](chart1)

![2018 Overall Score Chart](chart2)
Diversity Champion Award

In 2013 we launched the Diversity Champion Award to recognize an employee that has demonstrated a commitment to diversity and inclusion through external community service. Presentation of the award is made at our annual diversity and inclusion event.

In Q2 of 2018, we recognized Charan Singh, AIT Applications Systems Analyst, and member of PATHS, our interfaith Employee Resource Group primarily for his continued work within the South Jersey Indian Association and other community activities.
Difference doesn’t matter. Understanding does.

Education Strategy

Employees are encouraged to seek out elective diversity and inclusion education to strengthen their abilities to communicate across differences. Educational offerings are promoted through our Corporate Education Department, and our Diversity and Inclusion Team Page on the Starfish.

Creating An Inclusive Workplace: Communicating Respectfully in a Diverse World
This class explores communication skills for promoting inclusion and respect at AtlantiCare. It provides techniques for employees to use in addressing and resolving workplace conflicts to create a more inclusive work environment.

Cultural Competence: Understanding our Differences
This class introduces the basic elements of cultural competency and its impact on health care. Through a series of interactive activities, the participants are given the opportunity to explore other cultures and community groups. A web-based tool CultureVision is introduced to the participants. The tool provides information on a number of cultures and other community groups and offers an opportunity for staff to optimize their interactions with customers/coworkers from various diverse cultures and communities.
ERG Leader Development

Our ERG Leaders enhanced their group leadership skills by attending the Association of ERG and Councils annual conference in Orlando, Florida. The annual conference is attended by Diversity and Inclusion and ERG Leaders from across the nation. The conference provided networking and learning opportunities to further develop our leaders in their roles as ERG Chairs.
Recognitions

AtlantiCare earned 9th place on DiversityInc’s 2017 Top Hospitals and Health Systems Specialty List. The Specialty List included 12 hospitals or health systems from across the country that scored well in diversity management areas such as talent pipeline, talent development, leadership commitment, and ERG practices and participation.

This milestone is worth celebrating and demonstrates the results of AtlantiCare’s unwavering efforts in support of diversity and inclusion, and performance excellence.
Magnet Designation

AtlantiCare achieved its 4th Magnet designation from the American Nursing Credentialing Center (ANCC). Our diversity and inclusion efforts were one of the areas that scored exceptionally high. Below is the exemplar provided by the Commission on Magnet Recognition:

Transformational Leadership Exemplar:

AtlantiCare has a robust program for an inclusive work place and provides numerous resources to nurses and other staff as they care for diverse patients. The components of their program include a Diversity and Inclusion Council, Culture Vision software located on the Intranet site, ten Employee Resource Groups, and multiple interpretive services for use with non-English speaking patients and families. The outcomes of this work are reflected in two diversity questions on the Employee Opinion Survey: Diverse people (differences in race, gender, age, religion, sexual orientation, gender identity, or expression) are treated fairly at this organization; and Diverse customers are treated fairly by this organization. In addition, AtlantiCare has received national distinctions for their diversity and inclusion work including six consecutive years of recognition by the Human Rights Campaign (HRC) Foundation as a "Leader in LGBT Healthcare Equality." The HRC is the educational arm of the country's largest lesbian, gay, bisexual and transgender (LGBT) civil rights organization. ARMC also placed 9th of 12 for the DiversityInc Top 12 Hospitals, which includes only 12 hospitals or health systems across the country. DiversityInc is an organization whose mission is to bring education and clarity to the business benefits of diversity.
Our journey continues!

The national landscape of healthcare is rapidly evolving and will require transformational behaviors and enhanced efforts on equity of care. Integration of inclusion into all of our systems to maintain a culturally competent environment reflective of the communities served will continue to be a priority for AtlantiCare.

Our Diversity and Inclusion efforts will continue to expand throughout our AtlantiCare system and create new opportunities as we embrace our integration process with Geisinger Health System. We will continue to identify innovative inclusion strategies to leverage diversity as outlined in our FY 2019 – 2021 strategy:

Values Driven Culture
FY 2019 - 2021

- Increase representation of historically underrepresented groups throughout leadership and professional level roles across the system.
- Enhance Cultural Competence
- Increase Community Engagement
Join us on our continuous journey to inclusive and healthy communities!

To learn more about Diversity and Inclusion at AtlantiCare, please contact:

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