INCLUSION
EMPOWERED
LEADING A CULTURE OF CHANGE

Penn Medicine | OID
OFFICE OF INCLUSION AND DIVERSITY
2017–18 ANNUAL REPORT
LETTER FROM THE DEAN

Penn Medicine is in the business of breakthroughs. One of our most recent milestones reflects our commitment to a diversely talented workforce. Forbes magazine designated Penn Medicine the #2 employer for women in America—and the #1 employer for women in health care.

I am proud of this honor, while noting that opening pathways for women is only one facet of the impact and accomplishments of our Office of Inclusion and Diversity (OID). Dr. Eve Higginbotham, her staff, and many others focus on greater opportunities for every member of our community. In doing so, they strengthen our health system, because diversity and inclusion lead to better medicine.

When you are able to attract the best physicians, medical professionals, teachers, and researchers and make Penn their preferred career destination, you naturally have greater resources and ingenuity to apply to any challenge. When these exceptional individuals work in teams and labs, and lead classrooms that resemble the communities we serve, the public benefits from the wide array of expertise, viewpoints, and backgrounds. It is only through examining a problem from fresh perspectives that the best solutions arise.

This is who we are at Penn Medicine—in innovators forging breakthroughs and finding solutions for all patients. And in this vital work, we must continue to seek excellence from every source.

With best regards,

J. Larry Jameson, MD, PhD
LETTER FROM THE VICE DEAN

Workplaces are essential spaces. Here, we invest tremendous time and resources in the ideas and initiatives that will advance professional goals. Unlike in our personal lives, we are enriched by an enormous diversity of people, environments, and attitudes. And we have the opportunity to add our energies to making the workplace a haven for creativity, risk-taking, and collaboration.

Creating these kinds of spaces is the charge of the Office of Inclusion and Diversity (OID). At the Perelman School of Medicine and across Penn Medicine, we help recruit and nurture the best talent, which brings a diversity of cultures to our patient base—a practice that enables the richness of scientific thought and awareness necessary to promote health equity. Likewise, a consistently high quality of care, productive research, and an excellent, accessible education all depend on an inclusive work environment.

This year’s annual report speaks to the thriving culture we have nurtured over OID’s first five years—a culture that will continue to grow and strengthen our health system.

At the core remain our values of inclusion and diversity and the pillars of our mission—to recruit, retain, and reaffirm. We fulfill this through partnerships across the health system that bolster our infrastructure and accelerate our progress on many fronts, as we collectively strive to achieve diversity, inclusion, and health equity.

We also depend on all of you who share our commitment to inclusion. If you work or study at Penn, you may have participated in our second Diversity Engagement Survey. Your input and narratives are critical to charting the most inclusive path forward and to shaping a workplace marked by excellence and opportunity.

Moreover, we always welcome your input outside of formal channels. Please always feel free to share your comments and reflections by emailing us at oid@mail.med.upenn.edu.

With warmest regards,

Eve J. Higginbotham, SM, MD
The mission of OID is to strengthen the quality of education, produce innovative research, and foster an open, inclusive environment that embraces diversity as a strength and supports the delivery of high-quality medical care—all in pursuit of universal health equity.

The graphic below illustrates the interplay between our mission-driven imperatives and the outcomes sought by this office, the Perelman School of Medicine, and Penn Medicine.

RECRUITING and RETAINING a diverse community of faculty, staff, and students drives our goals of DIVERSITY and INCLUSION. These then fuel our progress in pursuit of the ultimate goal of HEALTH EQUITY, which in turn sends new energy to the first two hubs and serves to REAFFIRM the values underlying OID’s work.

When properly supported, the dynamic gains momentum as we reach new benchmarks and continually expand our community of stakeholders throughout Penn Medicine, who share a vision of an equitable future in health care.
The Office of Inclusion and Diversity (OID) emerged from an ambitious strategic planning process—led by J. Larry Jameson, MD, PhD, who on July 1, 2011 became Dean of the Perelman School of Medicine (PSOM) and Executive Vice President of Penn Medicine.

Eve J. Higginbotham, SM, MD was recruited to direct OID as the Vice Dean of Diversity and Inclusion. Collaborating with stakeholders and academic offices across Penn, Dr. Higginbotham focuses on strategic goals that benefit PSOM, Penn Medicine, and University communities:

- Recruit the best talent.
- Retain and ensure the success of a diverse community of faculty, staff, and students.
- Reaffirm the benefits of inclusion and diversity.

OID specifically creates a broader pathway to developing diverse PSOM faculty. This “pipeline” to faculty status is enriched by supportive programs and infrastructure in place at the medical school, shown in red in the graphic below, and OID’s Anchor Programs, shown in blue.
“The work we do in academic medicine must be of the highest quality possible—the lives of our patients depend on it. And to do high-quality work—work that is evidence-based, creative, efficient, respectful, and compassionate—we must have diverse teams that work together to produce the best clinical care, teaching, and research.”

STEPHANIE B. ABBUHL, MD, FACEP
Professor of Emergency Medicine
Executive Director, FOCUS on Health & Leadership for Women

PEOPLE
WE ARE CHANGING THE FACE OF PENN MEDICINE

“...we must have diverse teams that work together to produce the best clinical care, teaching, and research.”
INVESTING IN DIVERSITY

Penn Medicine’s commitment to diversity as a driver for faculty recruitment, retention, and professional development continues, as measured by:

- Faculty Opportunity Fund (FOF) awards made by the Provost’s office to support the academic strength and scholarship of a diverse faculty. Eight new FOF awards were made in 2017–18, including one to Dr. Lisa Walke, Chief of Geriatric Medicine, a candidate from OID’s faculty recruitment database.
- Presidential Professors, eminent positions first introduced in 2011 as part of Penn’s Action Plan for Diversity and Excellence. The Perelman School of Medicine maintained its five Presidential Professors: Benjamin Garcia, PhD; Chyke Doubeni, MD, FRCS, MPH; Donita Brady, PhD; Ramon Diaz-Arstia, MD, PhD; and Holly Fernandez Lynch, JD, MBE.

Since its inception, OID has supported greater diversity across all facets of the PSOM. These are some of the gains made between 2013 and 2018:

STANDING FACULTY

8% INCREASE IN WOMEN
17% INCREASE IN MINORITIES
38% INCREASE IN URM

UNDERGRADUATE MEDICAL EDUCATION

30% INCREASE IN LGBTQ
40% INCREASE IN URM

BIOMEDICAL GRADUATE STUDIES

76% INCREASE IN URM

OPTIMIZING WORKPLACE INCLUSION

Ensuring employees benefit from and contribute to an inclusive workplace supports retention.

OID’s work to promote an inclusive workplace across Penn Medicine includes:

- An ongoing focus on student and faculty satisfaction, which will be measured by a new Diversity Engagement Survey sent to our entire community in fall 2018.
- Faculty mentoring through the ADVANCE and FOCUS Faculty Development Programs, and a professional development website OID maintains in collaboration with Faculty Affairs and Professional Development (FAPD).
- A wide array of education and outreach programs that engage hundreds of individuals across Penn Medicine.
- National outreach to enhance the faculty pipeline and secure resources for research directed to questions of health equity.
- A brand-new initiative, scheduled for 2018–19, is to launch a Cultural Competency Online Module. The project, in collaboration with the Office of the Chief Medical Officer and Senior Vice President of the University of Pennsylvania Health System, will engage the entire Penn Medicine community.

STRENGTHENING OID’S INFRASTRUCTURE

A new position shines a spotlight on an outstanding OID leader.

In 2018, Jaya Aysola, MD, DTMH, MPH, was named the inaugural Assistant Dean for Inclusion and Diversity at Penn Medicine. An Assistant Professor of Medicine and Pediatrics, Dr. Aysola previously served as Associate Designated Institutional Official (DIO) for Health Equity and Inclusion and Assistant Dean for Graduate Medical Education.

In her new role, Dr. Aysola designs and implements initiatives to enhance inclusion and health equity across all PSOM learning spaces and Penn Medicine workplaces.

Dr. Aysola’s work and research focus on health equity. She has established and chaired the Health Equity Taskforce, and co-founded Health Equity Week. Hers is a career-long commitment, with roots in service as a London School of Hygiene and Tropical Medicine diplomate in Cambodia, Thailand, and India, and care delivery in New Orleans during the aftermath of Hurricane Katrina.

Assistant Dean of Inclusion and Diversity Jaya Aysola, MD, DTMH, MPH
“We envision a health system where every diverse voice is heard, where every unique perspective is considered. Promoting an inclusive culture benefits not only those who advance science, work, train, or study within our health system, but also those that seek care here. When we value each other, it enhances our ability to care for our patients.”

JAYA AYSOLA MD, DTMH, MPH
Assistant Dean of Inclusion and Diversity
Assistant Professor of Medicine and Pediatrics,
Perelman School of Medicine
Chair, Health Equity Taskforce and Executive Director,
Center for Health Equity Advancement, UPHS
ADVANCING A CORNERSTONE PROGRAM

OID continually works to attract the most diverse applicant pool, partnering with the Provost’s Office and Faculty Affairs, visiting medical societies, and ensuring an objective process through the Diversity Search Advisor (DSA) program.

A recent survey showed important upticks in the program’s effectiveness since OID redesigned it in 2017, making PSOM the first Penn School to designate Lead DSA positions:

- DSAs are 23% more involved in reviewing position descriptions compared to 2015.
- DSAs are 51% more involved in reviewing the pool of potential women and minority candidates.

The new DSA process received positive reviews across the board:

- 92% of respondents found their training “effective” or “highly effective.”
- 83% felt supported by OID, Faculty Affairs, and Professional Development.
- 76% felt supported by their chair.

RAISING COLLECTIVE CONSCIOUSNESS

Since 2015, Unconscious Bias Workshops have been the centerpiece of OID’s work with PSOM faculty and staff and Penn medical professionals. By raising awareness of the unintentional ways we are swayed by bias in the workplace, we are able to address and change practices.

During 2017–18, collaborating with Dr. Brian Gittens from the University of Wisconsin-Madison School of Medicine and Public Health, OID facilitated eight such workshops. In all, OID now offers four workshop opportunities:

- “Foundations of Unconscious Bias,”
- “Beyond Bias: Advancing Diversity and Inclusion,”
- “Unconscious Bias for Leaders: Impact on Decision Making,” and,
- “Impact of Unconscious Bias: Faculty Search and Selection Process.”

Aiming at enhancing awareness at all levels of our community, these programs identify behavior patterns that have the potential for bias, help participants examine their own identities, explore how our brains function, and introduce strategies and tools to bring about change.

ADVANCING HEALTH EQUITY THROUGH SCHOLARSHIP

Research is an important avenue for operationalizing inclusion and spurring innovation around health equity, while evolving professional development and Graduate Medical Education.

In January 2018, Jaya Aysola, MD, DTMH, MPH, Assistant Dean for Inclusion and Diversity, was the lead author of a groundbreaking paper published in JAMA Network Open that detailed a six-step framework for measuring and operationalizing inclusion.

“This is a pivotal time when there is a growing realization of the importance of inclusion to our collective success and the need for every perspective and voice to matter,” says Dr. Aysola, whose co-authors included Eve J. Higginbotham, SM, MD, and three Summer Undergraduate Minority Research scholars.

This paper coincided with another published in Academic Medicine and co-authored by Aysola and Jennifer S. Myers, MD, an expert in quality improvement (QI) and patient safety on the PSOM faculty. This piece provides a road map to guide key stakeholders on how to integrate an equity lens into QI training and work by proposing a “two for the price of one” curriculum.

Aysola also received a pilot study grant from the Center for Therapeutic Effectiveness Research to fund “Understanding and improving health system disparities in ED wait times.” She seeks to “develop and test novel methods to leverage the electronic health record to improve disparities... and thereby improve clinical operations and patient experience.”
OUTREACH

WE ADVANCE A VISION OF INCLUSION AND DIVERSITY FROM THE INSIDE OUT

“The Office of Inclusion and Diversity is a vital partner for advancing the priorities of the President and Provost and specifically one of the most effective resources on campus for documenting, measuring, and assessing inclusion and equity.”

ANITA L. ALLEN
Vice Provost for Faculty, University of Pennsylvania
ADVANCING A VISION OF HEALTH EQUITY

Howard Koh, MD, MPH, Harvard University’s Fineberg Professor of the Practice of Public Health Leadership, delivered the keynote at the fourth annual Martin Luther King, Jr., Health Equity Symposium, organized and hosted by OID.

The January 24, 2018 program began with remarks from Dean J. Larry Jameson, MD, PhD, and Vice Dean Eve J. Higginbotham, SM, MD, who shared Dr. King’s commitment to health equity. “Of all the forms of inequality,” said the civil rights leader, “injustice in health care is the most shocking and inhumane.”

Dr. Koh focused on strategies directed at a more equitable future, from Healthy People 2020, an initiative he led as an Assistant Secretary at the U.S. Department of Health and Human Services, to key collaborative efforts such as “housing as health” initiatives, comprehensive early childhood interventions, and community partnerships.

ENSURING HEALTH EQUITY DISCOURSE AND DISCOVERY

Since 2016, Health Equity Week has convened internal and external stakeholders to engage in five days of discourse and discovery with the goal of advancing health equity. Started by the Office of Graduate Medical Education, with OID as a key sponsor, this past year marked the third annual Penn Medicine Health Equity Week.

This year’s slate kicked off with a panel discussion moderated by Eve J. Higginbotham, SM, MD, “Join the Conversation: The Strategic Vision for Achieving Health Equity,” which included P.J. Brennan, MD, Penn Medicine’s Chief Medical Officer, and leaders from Penn Dental, Penn Nursing, and the School of Social Policy and Practice.

The final day’s highlight was the Penn Special Interest Group in Health Disparities and Health Equity Breakfast, featuring an energizing address by Janine Austin Clayton, MD, Director of the Office of Research on Women’s Health at the National Institutes of Health. Dr. Clayton shared her efforts to ensure gender equity nationally in pre-clinical research design in cooperation with OID’s anchor program Penn PROMOTES Research on Sex and Gender in Health.

REPRESENTING A DIVERSE PENN MEDICINE TO THE NATION

OID represents Penn Medicine and the Perelman School of Medicine at national conferences each year, introducing hundreds of candidates, from future students to prospective faculty members, to our inclusive community.

In 2017–18, two dynamic new exhibits bolstered these efforts, raising visibility and awareness about Penn’s commitment to inclusion, diversity, and health equity.

We participated in the National Hispanic Medical Association Annual Conference in Washington, D.C., in March 2018, and we are particularly proud that Philadelphia was host to several major national meetings addressing diversity in the medical profession: the National Medical Association (NMA) Annual Convention and Scientific Assembly in July 2017, the Gay and Lesbian Medical Association (GLMA) Annual Conference in September 2017, and the American Medical Women’s Association (AMWA) Meeting in March 2018. For the NMA event, OID held a special reception at The Ritz-Carlton with more than 300 luminaries—including many Penn Medicine alumni—in attendance.
Penn Medicine creates its first Action Plan for Faculty Diversity and Excellence, laying the groundwork for OID

2011

Penn names its first Presidential Professors, recommended by the Deans of the 12 Schools

2012

Alliance of Minority Physicians, the second of OID’s future anchor programs, founded by Iris Reyes, MD

2013

Inventory of community outreach programs assesses areas of opportunity for OID

2014

The first Five-Year Inclusion and Diversity Strategic Plan created for the Perelman School of Medicine

OID Advisory Council established with key partners

Vice Dean completes the first health system and school-wide listening tour to gather feedback on inclusion, diversity, and workplace culture

Benjamin Garcia, PhD

Benjamin Garcia, PhD, and Chyke Doubeni, MD, FRCS, MPH, are the first Presidential Professors appointed at Penn Medicine

OID established with Eve J. Higginbotham, SM, MD, as inaugural Vice Dean

PROGRESS
Blueprint: Health Equity and Inclusion released by Jaya Aysola, MD, DTMH, MPH

OID conducts the first Diversity Engagement Survey

OID attends the Group on Diversity and Inclusion (GDI) Conference for the first time and participates in poster session

2015

OID hosts first annual Martin Luther King, Jr. Health Equity Symposium

OID launches candidate database to create a more diverse pool for search committees and a tool for Diversity Search Advisors (DSAs)

Kya Hertz and Corrinne Fahl join OID full-time, significantly enhancing the Office’s infrastructure and capacity

OID partners with GME for the first annual Health Equity Week, engaging all of Penn Medicine and its surrounding community

2016

OID steps up participation in national conferences, representing Penn Medicine at NMA’s event for the first time

OID launches the Special Interest Group on Health Disparities and Health Equity with its first speaker, Dr. Georges Benjamin

OID initiates the first institution-wide Unconscious Bias Workshops

2017

OID organizes the first Women in Medicine Month event with former Surgeons General Dr. Joycelyn Elders and Dr. Antonia Novello

OID releases inventory of underrepresented minority pipeline programs

OID branches out to additional conferences attending AMWA and GLMA for the first time

2018

OID assists the Dean of the Perelman School of Medicine in developing the updated Five-Year Inclusion and Diversity Strategic Plan, guiding inclusion and diversity initiatives through June 2024

OID surveys DSAs on training, engagement, and satisfaction

OID names Dr. Jaya Aysola as inaugural Assistant Dean of Health Equity and Inclusion

The Office of the CMO, together with OID, launches the Penn Medicine Center for Health Equity advancement, led by Dr. Jaya Aysola and Rosemary Thomas

The Office PIK Professor Risa Lavizzo-Mourey, MD, MBA

University PIK Professor Risa Lavizzo-Mourey, MD, MBA

Rosemary Thomas, MPH

The Office of the CMO, together with OID, launches the Penn Medicine Center for Health Equity advancement, led by Dr. Jaya Aysola and Rosemary Thomas
Thoughtful, strategic planning is the foundation on which OID fulfills its mission and measures its progress.

PSOM’s Diversity Plan of 2011 led directly to OID’s establishment two years later. In turn, OID has led recent planning efforts that look ahead to a more inclusive and diverse future.

At the end of 2017–18, we released PSOM’s Five-Year Inclusion and Diversity Strategic Plan, guiding School efforts into 2024. With an eye on the ultimate goal of health equity, this new plan identifies important work and goals across four areas of responsibility:

- Sustaining organizational capacity through initiatives, including, but not limited to, milestone PSOM programs and OID’s anchor programs.
- Preserving key internal processes, a system of checks and balances that ensures equitable processes for admissions, recruitment, salary, and promotion.
- Contributing to PSOM’s financial stewardship through investments in the careers of faculty, trainees, students, and staff.
- Optimizing stakeholder satisfaction and professional development across a range of programming, mentoring, events, and outreach to internal audiences.

Growing inclusion and diversity is an iterative process. In our first five years, we have put into place the foundational structure to advance an inclusive culture and have made known our determination to succeed for the benefit of the enterprise. We move forward knowing we have a community of partners and leaders behind us.”

EVE J. HIGGINBOTHAM, SM, MD
Vice Dean of Diversity and Inclusion

We hold ourselves accountable through a “balanced scorecard” that sets forth key performance measures for our strategic priorities.
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<tr>
<th>ORGANIZATIONAL CAPACITY</th>
<th>INTERNAL PROCESSES</th>
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<tr>
<td><strong>STRATEGIC PRIORITIES</strong></td>
<td><strong>PERFORMANCE MEASURES</strong></td>
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<tr>
<td>Advance implementation and utilization of database of faculty candidates.</td>
<td>Increase database usage in searches by 10% each year over the next five years.</td>
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<tr>
<td>Increase deployment of Unconscious Bias Workshops within the Penn Community.</td>
<td>Increase the number of attendees by 10% each year over the next five years.</td>
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<tr>
<td>Inventory existing human capital resources (e.g. Governance, Executive Management, Mid-level Management).</td>
<td>Complete assessment of human capital demographics by FY19 and recommend strategies.</td>
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<th>FINANCIAL STEWARDSHIP</th>
<th>STAKEHOLDER SATISFACTION</th>
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<td><strong>STRATEGIC PRIORITIES</strong></td>
<td><strong>PERFORMANCE MEASURES</strong></td>
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<tr>
<td>Establish financial impact of addressing disparities across Penn Medicine.</td>
<td>Measure financial gains based on 30-day, all-cause readmission rate.</td>
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<td>Establish an inclusive leadership program for Mid-level Management and above.</td>
<td>Launch an inclusive leadership program by FY19.</td>
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<td>Increased student and faculty satisfaction.</td>
<td>Increased satisfaction as measured by the MSGQ and the faculty cultural audit (Diversity Engagement Survey).</td>
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<td>Increase women and diverse faculty (especially space and pay) compared to the three-year rolling averages.</td>
<td>Net increase in the number of women by 40, URM faculty by 10 (reset for 24 in FY18).</td>
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<td>Expand efforts in the community related to inclusion, diversity, and health equity.</td>
<td>Publish annual reports and units touched during Health Equity Week.</td>
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LEADERSHIP, STAFF, AND ADVISORY COUNCIL

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UPCOMING 2019 EVENTS

JANUARY 23
Penn Special Interest Group in Health Disparities and Health Equity Breakfast
Martin Luther King Jr., Health Equity Symposium
Keynote: Jonathan Woodson, MD, Former Assistant Secretary of Health Affairs for the U.S. Department of Defense

FEBRUARY 25
Penn Special Interest Group in Health Disparities and Health Equity Lunch
Keynote: Cara James, PhD, Director of the Office of Minority Health, Center for Medicare & Medicaid Services

MARCH 21
Penn Special Interest Group in Health Disparities and Health Equity Lunch
Keynote: Uche Uchendu, MD, Principal Health Management Associates, Former, Chief Officer for Health Equity, VHA, U.S. Department of Veterans Affairs

APRIL 1–5: HEALTH EQUITY WEEK

APRIL 1: Advancing Health Equity through Models of Care
Baligh Yehia, MD, MPP, CMO, Ascension Medical Group

APRIL 2: Making America Healthier for All: Challenges and Opportunities
David Williams, PhD, MPH, Florence Sprague Norman and Laura Smart Norman Professor of Public Health, Social and Behavioral Sciences, Harvard T.H. Chan School of Public Health

APRIL 3: Increasing Access to Oral Health Care Services for Individuals with Disabilities
John D. Kemp, President and CEO, Viscardi Center (keynote speaker followed by a panel)

APRIL 4: Pain Care at the Intersection of the Opioid Crisis: Provider Bias, Patient Self-management and More...
Salimah H. Meghani, PhD, MBE, RN, FAAN, Penn Nursing

APRIL 5: Mistreating Health Equities in the Genomic Age
Dorothy Roberts, JD, George A. Weiss University Professor of Law and Sociology and the Raymond Pace and Sadie Tanner Mossell Alexander Professor of Civil Rights, University of Pennsylvania

To RSVP or find out more about these events, contact Kya Hertz: khertz@upenn.edu or 215.898.5581.

For the latest listing of OID events, please visit our website: med.upenn.edu/inclusion-and-diversity.

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