



# UMass Memorial Medical Center

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**Health Equity and Inclusion Seed Program**

# Program Purpose

- At UMass Memorial Health, we embrace diversity in its many dimensions and leverage those differences to achieve our mission and drive outstanding caregiver experience and patient and family care. Diverse groups are a powerful force. They generate more ideas, make positive changes, and help advance healthy organizational culture. UMass Memorial believes that advancing diversity, equity, inclusion, and belonging is essential to achieve our True North goal to become the best place to give care and the best place to get care. The \$1 million dollar Health Equity and Inclusion Seed Program fund was established to support ideas for improvements throughout the system with the goals of:
  - Eliminating **health disparities** (inequities) for UMass Memorial Health patients and clients, or
  - Helping UMass Memorial Health caregivers feel a sense of **belonging and inclusion** within our community.



# What's different about this program?

- To be successful in meeting those goals, we need and want to hear from every caregiver!
  - To ensure we're hearing the voices of caregivers across different roles, submitted ideas, or "seeds," must come from a team of caregivers that includes at least one frontline team member and one manager.
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# The Application Process

- **Secure a team.** Ensure your team has the collective strength needed to cultivate your seed by inviting UMass Memorial Health caregivers with diverse roles and perspectives to participate.
- **Formulate a plan** to bring your idea or “seed” to life.
- **Submit an application.** You can share your ideas – no matter how big or small – in several ways:
  1. Electronic- Innovation Station
  2. Phone- KaiNexus App
  3. Paper App- Snail mail

**Cultivate your seed.** After your idea is funded, it is up to your team to design the plan, to *plant it, help it grow, and bring it to maturity.*

# The Process

- **Application Submitted.**
- **Seed Program Committee Review.** Submissions will be reviewed monthly by a diverse committee convened by the Office for Diversity, Equity, Inclusion and Belonging and evaluated according to the following criteria:
  - 1.Relevance to program goals of improving the UMass Memorial Health caregiver experience related to sense of inclusion and belonging, or improving health equity/decreasing healthcare disparities for UMass Memorial Health patients or clients;
  - 2.Seed Program design and implementation team composed of a minimum of two UMass Memorial Health employees, including at least one frontline caregiver; and
  - 3.Relevance to UMass Memorial Health diversity, equity, inclusion and belonging goals.
- **Consultation.** If needed, Seed Teams may be invited to the monthly meeting with the Health Equity and Inclusion Seed Program Application Review committee to discuss their idea, answer any questions, and problem-solve possible challenges. The committee reserves the option of deliberating without meeting with the team.
- **Committee Decision Communicated.** A representative from the Office for Diversity Equity, Inclusion and Belonging will communicate the decision and any next steps the Seed Program Teams. Request may be accepted, rejected (with explanation), returned for revision and resubmission, or referred to another funding source. Successful ideas may be fully or partially funded.
- **Award Granted.** Funds will be deposited into the appropriate cost center. The use of all awarded funds is subject to all policies and procedures of UMass Memorial Health. Funded ideas will be listed on the Health Equity and Inclusion Seed Program Hub page.
- **Team Update Provided.** Upon completion of any funded idea, the team will submit the following:
  - Budgetary report (how the funds were used)
  - Description or article about the idea for public celebration.

**NEED SOME INSPIRATION? *Check out this list of sample equity ideas.***

- **Provide food vouchers patients can use in the UMass Memorial Health cafeteria after well child visits.**
- Offer access to interpreter services when patient has limited English proficiency.
- **Create telephonic case management advocacy role.**
- Promote preventative medicine in underrepresented communities.
- **Strengthen links with behavioral health providers to improve ability to make referrals.**
- Provide interpreter services via iPad.
- **Host cultural awareness events/exhibits about and for underrepresented communities. Can include art, food, dance and music.**
- Make sure signs/signage and posters are culturally and racially inclusive.
- **Provide coaching to help employees productively talk to patients about racism.**
- Make sure employees know how to report racism and bias — provide resources so there can be follow-up on any issues reported.
- **Host seminars around race and health care.**
- Provide cultural competency/sensitivity, DEI, and unconscious bias training for all staff.
- **Train cafeteria staff to assist patients and visitors with mobility issues.**
- Increase curricular development on the history of racism in medicine and denouncing race-based medicine.
- **Support diversity book club within units (e.g., intergenerational communication).**
- Improve ADA parking options for all locations.