Champions in Health Care Diversity and Inclusion

The changing ethnic and cultural landscape of New York City is reflected in the diverse patient population served by the Mount Sinai Health System. When physicians, nurses, and support staff speak the same language, or share the same traditions and values as their patients, there is a greater sense of comfort among patients and greater satisfaction with the quality of care they receive.

Kenneth L. Davis, MD, Chief Executive Officer and President of the Mount Sinai Health System, formed the Office for Diversity and Inclusion (ODI) in January 2014. ODI’s mission is to ensure diversity and inclusion as core values at all levels of the Mount Sinai Health System, in medical training and education, clinical care, research, and administration.

In this issue of Inside Mount Sinai, we highlight the innovative programs that have established Mount Sinai as a leader and champion of health care diversity. Our commitment includes faculty and employee recruitment, retention and advancement; education and training; research on workforce and health disparities; gender and gender orientation equality; ethnic diversity; youth education programs; and community engagement.

— Gary Butts, MD, Chief Diversity and Inclusion Officer for the Mount Sinai Health System

Mount Sinai’s Diversity Programs Ranked Among the Top

DiversityInc, the nation’s leading publication in advancing excellence in diversity management, has ranked the Mount Sinai Health System No. 6 in its 2014 “Top 10 Hospitals and Health Systems” list. The recognition reflects both the longstanding work of the Icahn School of Medicine at Mount Sinai’s diversity program through its Center for Multicultural and Community Affairs and the hospital-based diversity initiatives at Mount Sinai Beth Israel, Mount Sinai Beth Israel Brooklyn, Mount Sinai Roosevelt, and Mount Sinai St. Luke’s.

The Mount Sinai Health System’s programs for professional development and its mentoring opportunities for minority faculty and hospital managerial staff were highlighted as particularly outstanding by DiversityInc.

The magazine requires a rigorous application process that examines dozens of areas of diversity in health care management and the impact on patient care delivery. The review and scoring of empirical data includes questions about organizational policies and...
Students Explore the Role Of Culture in Health Care

Giselle Lynch and Evan Wiley were among 25 students at Icahn School of Medicine at Mount Sinai who enrolled in a new elective course last spring that challenged them to explore their personal biases while teaching them about race as a social determinant of health.

The class, called “Deconstructing Race and Medicine,” encouraged the students to delve into racial disparities to better understand the role of culture in health and well-being. It was sponsored by the school’s Center for Multicultural and Community Affairs (CMCA). CMCA has been providing Mount Sinai students with the skills, experiences, knowledge, and resources needed to become culturally competent health care providers for diverse patient populations since 1998.

Classes such as this enable students to “address head on the role of race” and possibly develop a greater understanding of how their own unconscious biases influence their behavior, says Ann-Gel Palermo, DrPH, MPH, Course Faculty Advisor and Associate Director of Operations for CMCA.

“Trust is crucial and key to a doctor-patient relationship,” says Mr. Wiley, now a second-year student who is interested in pursuing a career in community-based medicine. “It’s easy to imagine how a racist attitude can disrupt or damage that trust.”

Ms. Lynch, also in her second year, says the class not only allowed her to engage in challenging conversations, but gave her the opportunity to create new relationships with students who are committed to transforming dialogue into action.
Friends of Odysseus Hosts Fall Golf Classic

The Friends of Odysseus, a mentoring program established in 2012 by black male faculty for black and Hispanic male medical and graduate students, recently sponsored the First Annual Fall Classic Golf Outing—an effort to introduce participants to the inherent networking opportunities of golf. The group hosts a number of activities and provides students with ongoing mentorship interaction with senior faculty mentors during their years of professional development.

Several members of the black professional community, including faculty, attorneys, and business and financial executives, were paired with students during the event. All students were sponsored by faculty members from Icahn School of Medicine at Mount Sinai.

Helping Students Learn About Careers in Science and Medicine

Each year, more than 200 students across grades 7 through college participate in programs offered by the Center for Excellence in Youth Education (CEYE), which was established in 1975 to help historically underrepresented or economically disadvantaged individuals explore careers in science and medicine.

One of CEYE’s longest-standing programs is “Early MedBound: Day-with-a-Scientist,” a four-part immersion series educating seventh- and eighth-grade students about major organs in the body. Sessions consist of a hands-on organ dissection, led by Icahn School of Medicine at Mount Sinai medical and graduate students; faculty lectures on organ function and disease diagnosis; and visits to research laboratories. CEYE is housed in the School of Medicine’s Center for Multicultural and Community Affairs.

Over the past several months, ODI has supported hospital-based and school-based diversity councils and employee resource groups (ERGs), which make recommendations to enhance the patient experience and engage staff as part of an inclusive and respectful workplace. Signage that appears in multiple languages, advancement of women faculty, and unisex bathrooms for the lesbian, gay, bisexual, and transgender (LGBT) population are among the recent ideas that have been discussed at council and ERG meetings.

As part of the strategic framework for ODI, leadership is developing metrics to track results by measuring quality indicators, readmission rates, and other variables.

“We will continue to focus on diversity as part of relationship-building to achieve patient-centered care and to improve outcomes. And, for 2015, our goal is to move up on DiversityInc’s Top 10 list,” Ms. Abner says.

To learn more, visit www.mountsinaihealth.org/diversity.
Mount Sinai Women's Health Day of Learning and Luncheon

More than 375 attendees came to hear leading physicians from The Mount Sinai Hospital and the Icahn School of Medicine at Mount Sinai at the Women’s Health Day of Learning and Luncheon held on Thursday, November 13, at The Plaza. Presentations centered on rheumatoid arthritis, hepatitis C, thyroid disease, genomics and ovarian cancer, and heart palpitations in women. Lisa Ling, the executive producer and host of CNN’s “This is Life,” served as keynote speaker.

Hospitals Offer Free Flu Vaccinations

Beginning Monday, December 1, faculty, students, staff, and volunteers who do not have an influenza vaccination sticker on their ID badges must wear a mask while in patient-care and public areas on Mount Sinai Health System campuses. Employee Health Services departments are offering free flu vaccinations at the following locations:

The Mount Sinai Hospital
17 East 102nd Street, Second Floor
Monday–Friday, 8 am – 4 pm

Mount Sinai Beth Israel
517 East 17th Street, Second Floor
Monday–Friday, 7:30 am – 4:30 pm

Mount Sinai Beth Israel Brooklyn
1558 East 32nd Street, First Floor
Monday–Friday, 8 am – Noon, and 1 – 4 pm

Mount Sinai St. Luke's
1111 Amsterdam Avenue
Clark Building, First Floor
Monday–Friday, 8 am – 4 pm

Mount Sinai Roosevelt
1000 10th Avenue, First Floor, Room 1M
Monday, Wednesday, and Friday,
8 am – 4 pm

New York Eye and Ear Infirmary of Mount Sinai
Monday, Wednesday, and Friday,
8 am – Noon, and 2 – 3:30 pm

Volunteers Care for Marathon Runners

A volunteer team of 20 individuals that included residents, a nurse, and paramedics from Mount Sinai St. Luke’s and Mount Sinai Roosevelt’s emergency departments was on hand at the New York City Marathon’s Finish Line Medical Tent, Sunday, November 2, to treat runners who required medical attention. “We saw a number of runners with exercise-associated collapse, and we also treated patients with chest pain, head injuries, muscle injuries and cramps, scrapes, and bruises,” says Michael Redlener, MD, Medical Director for Prehospital Care and Medical Captain for the team. “Thanks to a strong team, the runners we treated all received excellent care.” The hospitals have been providing clinical care to New York City Marathon runners since 1995.
Mount Sinai Rated Highly for Patient Safety

The Mount Sinai Health System has received high ratings for patient safety in heart attacks, pulmonary care, and overall medical care from CareChex®, a national quality rating service, which released its rankings of approximately 5,000 U.S. acute care hospitals and health care systems in October. CareChex arrived at its rankings for the Mount Sinai Health System by averaging its scores of The Mount Sinai Hospital, Mount Sinai Beth Israel, Mount Sinai Roosevelt, and Mount Sinai St. Luke’s.

In the Northeast region, the Mount Sinai Health System ranked No. 1 in both Overall Medical Care Patient Safety, and Pulmonary Care Patient Safety, and No. 2 for Heart Attack Treatment Safety.

Nationally, the Mount Sinai Health System received top-five rankings in the following categories:

- Heart Attack Treatment Patient Safety, No. 2
- Pulmonary Care Patient Safety, No. 2
- Overall Medical Care Patient Safety, No. 4
- Cardiac Care Medical Excellence, No. 4

In addition, CareChex ranked The Mount Sinai Hospital as No. 1 in New York State in Cardiac Care Patient Safety and Cardiac Care Medical Excellence. Nationally, The Mount Sinai Hospital ranked No. 2 in Interventional Coronary Care Patient Safety; and No. 5 in Cardiac Care Patient Safety.

“Mount Sinai’s outstanding results constitute an admirable achievement,” says Kenneth L. Davis, MD, Chief Executive Officer and President of the Mount Sinai Health System. “I congratulate everyone who made it possible through their dedication to patient safety, quality, and service.”

The rankings were compiled from data gathered for the years 2011 to 2013 and were based on extensive clinical data from the Centers for Medicare & Medicaid Services (CMS) and the Hospital Quality Alliance, which fosters quality improvement in hospitals.

A Celebration of Excellence and Collaboration

Four physicians at The Mount Sinai Hospital were recognized by Nursing leadership and nurse colleagues with the 27th Annual Physician of the Year Award during a ceremony held Wednesday, October 29, at Hatch Auditorium.

Before a celebratory audience of staff, family, and friends, each was saluted for demonstrating a caring attitude, kindness, the highest level of practice, and respect.

“All of our physician recipients and nominees are known for excellence in patient care and strong collaborative partnerships with Nursing, and we’re far more effective health care providers as a team than as individuals,” said Carol Porter, DNP, RN, Edgar M. Cullman, Sr. Chair of the Department of Nursing, Chief Nursing Officer/Senior Vice President and Associate Dean of Nursing Research and Education.

“This is a very special award,” David L. Reich, MD, President and Chief Operating Officer, The Mount Sinai Hospital, told the audience. Dr. Reich, an award recipient in 2011, acknowledged that throughout his career, “Nursing showed me how to be a good partner in patient care.”

The 2014 recipients were:

- Audrey Chun, MD, Associate Professor of Geriatrics and Palliative Medicine, and Medicine, who received the Special Recognition Award;
- Annapoorna Kini, MD, MRCP, Professor of Medicine (Cardiology), and Director of the Cardiac Catheterization Laboratory, who received the Attending Award;
- Nicholas Sikalas, MD, Fellow, Department of Vascular Surgery, who received the Fellow Award;
- Jeremy Steinberger, MD, PGY-3, Neurosurgery resident, who received the House Officer Award.

From left: Carol Porter, DNP, RN; Nicholas Sikalas, MD; Annapoorna Kini, MD, MRCP; Audrey Chun, MD; Jeremy Steinberger, MD; and David L. Reich, MD
**EVENT**

**Mount Sinai Yoga Program**

The Mount Sinai Yoga Program is hosting twice-weekly Vinyasa yoga classes for students, faculty, and staff. Classes are appropriate for all levels. For more information, email mountsinaiyogaprogram@gmail.com.

Mondays and Thursdays
5:30 – 6:30 pm
The Mount Sinai Hospital Campus
Annenberg Student Lounge

**Grand Rounds / Otolaryngology**

Christopher J. Hartnick, MD, Director, Pediatric Otolaryngology, Harvard Medical School and Massachusetts Eye and Ear Infirmary, presents “Pediatric Aerodigestive Disorders: A Collaborative Approach.”

**Thursday, December 4**
7:30 – 8:30 am
Mount Sinai Beth Israel
Phillips Ambulatory Center

**Seminar Series / Occupational Medicine**

Paul Blanc, MD, MSPH, Chief, Occupational and Environmental Medicine, University of California-San Francisco School of Medicine, presents “Occupational Burden of Asthma and COPD.”

**Friday, December 5**
8 – 9 am
The Mount Sinai Hospital Campus
Annenberg Fifth Floor Felt Room

**Grand Rounds / Medicine**

Stephan A. Mayer, MD, FCCM, Director, Institute for Critical Care Medicine, presents “Frontiers in Critical Care.”

**Tuesday, December 9**
8:30 – 9:30 am
The Mount Sinai Hospital Campus
Hatch Auditorium

**Grand Rounds / Ophthalmology**

Sander R. Dubovy, MD, Professor of Ophthalmology, University of Miami, Miller School of Medicine, and Bascom Palmer Eye Institute, presents “Infections with Intravitreal Injections.”

**Friday, December 12**
7:30 – 8:30 am
New York Eye and Ear Infirmary of Mount Sinai
314 North Building

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**NEWLY REVISED CORPORATE COMPLIANCE CODE OF CONDUCT**

Mount Sinai Health System's Corporate Compliance Code of Conduct has undergone a comprehensive review and revision. The new Code of Conduct, “A Guide to Our Corporate Compliance Program,” has been mailed to all Mount Sinai staff and faculty. The Code provides valuable information about such issues as Employee Responsibilities, Conflict of Interest, and Workplace Conduct. It also serves as a guide to ethical behavior, integrity, and adherence to laws, regulations, and standards.

The Code can also be found on the Mount Sinai intranet pages under the Audit & Compliance Services links.

For additional information about the Code of Conduct or issues related to Corporate Compliance, call 212-241-5211 or 212-525-2162.

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**ANNOUNCEMENT**

**Integrating 20 Years of Experience in CT Screening For Lung Cancer into Everyday Practice**

This conference will present the latest information on CT screening for lung cancer, including the component issues of early diagnosis and treatment. Interesting cases selected for critical decision-making will be discussed from a multidisciplinary perspective with a focus on the management of nodules and treatment of early-stage lung cancer and involve audience participation.

To register, visit www.mssm.edu/cme/courses, or call the Office of CME at 212-731-7950.

**Friday, December 5 – Saturday, December 6**
New York Academy of Medicine
1216 Fifth Avenue at 103 Street