



Massachusetts General Hospital
Founding Member, Mass General Brigham

Diversity, Equity, and Inclusion

Wendy Macias-Konstantopoulos, MD, MPH, MBA

Vice President, Chief Diversity and Inclusion Officer for Faculty, Scientists, Trainees, and Students

Massachusetts General Hospital / Mass General Physician Organization

Associate Professor of Emergency Medicine, Harvard Medical School

Mass General Hospital: Equity and Inclusion

When in distress, every man becomes our neighbor
- 1811 MGH Charter

*Diversity is the richness of human differences.
Inclusion is when we feel connected, valued, and
engaged. We believe that because of diversity we
excel; through inclusion we respect; and focused on
equity we serve, heal, educate, and innovate.*
- 2023 Statement of Diversity



Chief Diversity and Inclusion Officer for Faculty, Scientists, Trainees, and Students

- Presidents of the MGH and MGPO
- Strategic execution of efforts to achieve diversity, equity, inclusion, and belonging among our medical and scientific workforce
- Executive oversight of several institutional entities as well as specialized departmental health equity initiatives



MGH Office of the Chief Diversity & Inclusion Officer (OCDIO) – Dr. Wendy Macias-Konstantopoulos

Center for Diversity & Inclusion

- Chester Pierce Research Society
- DEI Learning & Education Pathway
- Faculty Development Award Program
- Pathways to Science and Medicine Mentoring Program*
- Resident & Fellow Committee
- Recruitment & Retention Fund
- Summer Research Trainee Program
- Visiting Clerkship Program**

Elena Olson, executive director

Office for Belonging & Engagement

- Disability Program
- Employee PCP Program
- Inclusion Campaign
- Medial Liaison Program
- MGB ERG Liaison
- Multicultural Media Program
- Recruitment & Retention Fund
- Slavin Emergency Fund
- Support for Specialty Thematic Centers/Programs

Natalie Johnson, administrative director

Specialty Thematic Center/Programs

- Center for Gun Violence Prevention
- Center for Immigrant Health
- Comprehensive Sickle Cell Disease Treatment Center
- Equity in Kidney Transplantation Program
- Sexual Health Clinic
- Transgender Health Program

Medical directors vary by center/program

*Collaboration with BHCC and Postdoc associations

**Collaboration with HMS Office for Diversity, Inclusion and Community Partnership (DICP)



MGB United Against Racism (UAR) Priorities

<https://www.massgeneralbrigham.org/who-we-are/united-against-racism>

Leadership/Employees/ Culture

- Increase Diversity on System Board and Institution Boards
- Improve Hiring, Promoting & Retaining Diverse Leaders
- Development of System-wide Anti-Racism Education
- Evaluate All Employee Compensation and Benefits
- Communications: Creating Multilingual Correspondences
- Develop Incident Reporting Processes for Staff & Patients

Patient Care

- Improve Collection of Race, Ethnicity & Language Clinical Data
- Eliminate Racialized Medicine Practices
- Increase Access to Translator Services
- Require Clinical Departments to Set Equity Goals
- Ensure Equitable Access to Virtual Health
- Provide Central Operating Clinical Equity Team for Resourcing

Community Health & Policy Advocacy

- Revise Locations in Ambulatory Plan
- Develop External Advocacy Agenda
- Reevaluate Anchor Institution Strategy

MGH CDI

- Recruitment and Retention – expansion
- Learning and Education Pathway
- Reporting/policy

MGH OBE

- Recruitment and Retention – expansion
- Cultural awareness and inclusivity
- Equitable access

2020

Continued advancement of UAR priorities through the work of CDI and OBE



Code of conduct: patients, family, visitors and research participants

Our code of conduct is intended to maintain a safe, inclusive, and caring environment for everyone in Mass General Brigham spaces.



Communicating and acting with respect

Words or actions that are disrespectful, racist, discriminatory, hostile, or harassing are not welcome. Examples include:

- Offensive comments about others' race, accent, language, religion, gender, sexual orientation, or other personal traits
- Refusal to see a clinician or other staff member based on these personal traits
- Physical or verbal threats and assaults
- Sexual or vulgar words or actions
- Disrupting another patient's care or experience



Code of conduct violations

- If you are a patient, and violate this code, you may be discharged and obtaining non-emergency care at Mass General Brigham in the future may require review.
- If you are a family member or visitor, you may be asked to leave. Future visits may be restricted.

If you are a patient, family member, visitor or research participant and witness or are the target of any of these actions, please tell your concerns to a member of your care team.

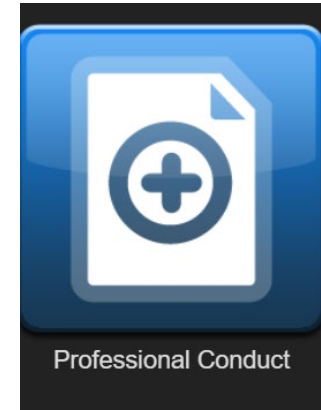
Patient → Staff

Patient → Patient

- Approved by MGH Medical Policy Committee in May 2021
- **MGB adopted and adapted policy in October '22 for entire system – now in Vitals**
- One page handout translated in 5 languages

Safety reporting

- **Safety Reports**
(affecting patient care)



Safety Reporting System ?

Beginning Oct 19th, Safety Reporting MGH will feature the **RACISM/DISCRIMINATION** icon.

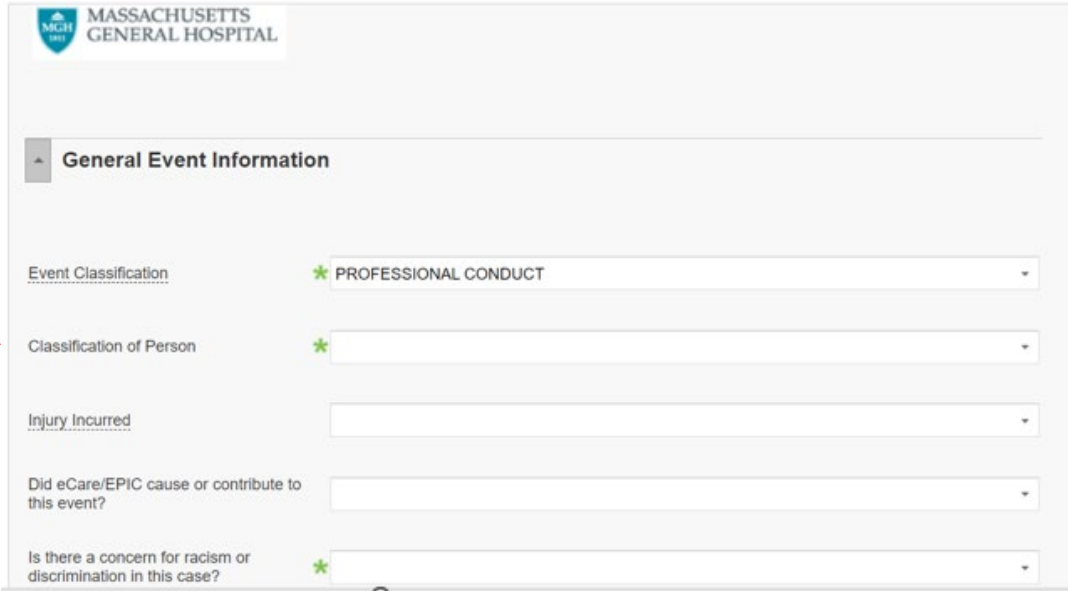
This icon is intended for staff to submit concerns involving **racism/discrimination that impact patient care**. Additionally, staff will also be able to note concerns related to racism/discrimination within any icon by responding to the question - "Is there a concern for racism or discrimination in this case?" with an opportunity to provide details if selected yes.

Concerns regarding staff-to-staff interactions should continue to be filed under Professional Conduct.

Please contact the Center for Quality & Safety at mghsafetyreporting@partners.org for any questions.

Thank you for your commitment to staff and patient safety!

MGH Safety Reporting Team
MGH Center for Quality and Safety



MASSACHUSETTS GENERAL HOSPITAL

General Event Information

Event Classification * PROFESSIONAL CONDUCT

Classification of Person *

Injury Incurred

Did eCare/EPIC cause or contribute to this event?

Is there a concern for racism or discrimination in this case? *

Center for Diversity and Inclusion
About Us, Mission, Structure





The Center for Diversity and Inclusion (CDI)

Celebrating 32 years of advancing physicians and scientists

Each year...

1000+

UiM students,
trainees, and
faculty served

Expanded scope
in 2021 to focus
more on
research
workforce

Great minds think differently...



Embracing who you are today.
Supporting the Physician/Scientist you will be.

Mission

The Center for Diversity and Inclusion promotes the recruitment and advancement of physicians and scientists underrepresented in medicine (UiM); and seeks to develop an inclusive and engaged workforce at Mass General where *all can experience a true sense of belonging.*



2023-24 Underrepresented in Medicine (UiM) demographics: National, Boston & MGH

UiM = Black, Latino/a/x, Native American, Alaska Native

Race /Ethnicity	US Census* 2023	Boston Population** 2023	AAMC Medical School Graduates*** 2023	AAMC Medical Faculty*** 2023	MGH Faculty^ 2023-24	MGH Clinical Fellows^ 2023-24	MGH Residents^^ 2023-24	MGH Match 2024
UiM	37.3%	51.3%	22.8%	10.1%	9.1%	18.9%	23.9%	24.2%

*<https://www.census.gov/quickfacts/US>

**<https://worldpopulationreview.com/us-cities/boston-ma-population>

***<https://www.aamc.org/data-reports/students-residents/data/2022-facts-enrollment-graduates-and-md-phd-data>

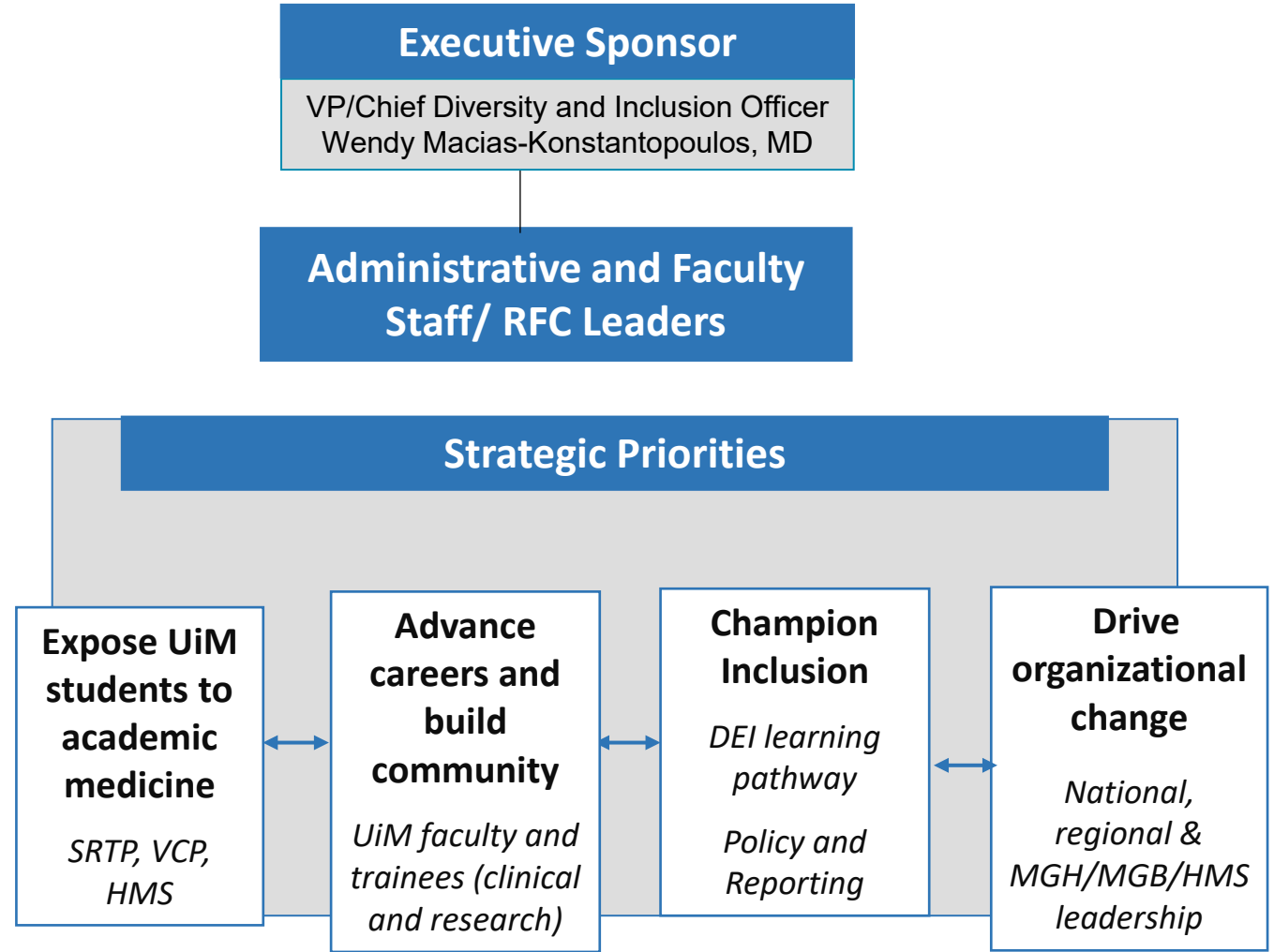
^ PeopleSoft data tabulated by CDI

^^ERAS




2024 CDI Structure & Strategic Priorities

- PARTNERS & COLLABORATORS**
- MGH:**
 All clinical & research departments/centers/training programs
 Center Community Health Improvement
 Center for Faculty Development (Office for Women's Careers, Research Careers, Clinical Careers, etc)
 Disparities Solutions Center
 ECODE
 ECOR/Research Institute
 ECOTE
 Human Resources/Prof Staff Benefits
 MGPO
 Office of the Chief Diversity and Inclusion Officer (Office for Belonging and Engagement, Disability Program)
 Nursing & Patient Care Services
 President's Office
 Post doc & Post Bacc Associations
- Mass General Brigham:**
 Equity and Community Health
 ERGs (LGBTQ, Latinx, Black, etc)
 Graduate Medical Education
 Office of Diversity, Equity & Inclusion
- HMS/affiliates:**
 Black Post Doc Association
 CHADD
 Faculty Affairs
 Office for Diversity Inclusion & Community
 Office Recruitment & Multicultural Affairs
- Regional/National:**
 AAMC
 NIH
 SNMA
 NHMA
 LMSA
 HBCUs (eg, Morehouse)
 The Partnership/Conexion/Lead Boston





Executive Leadership



Wendy Macias Konstantopoulos, MD, MPH, MBA
Vice President and Chief Diversity and Inclusion Officer (CDIO)



Elena Olson, JD
Executive Director

The Center for Diversity and Inclusion Team

Administrative Staff



Patrice Charlot, MS
Senior Communications Specialist



Sandra Ordoñez
Program Manager



Karen L. Osborne Greene, MBA
Administrative Director of Research




Bebina Shrestha
Program Coordinator

Clinical and Research Faculty



Esteban Barreto, PhD
Program Director for Research Evaluation



Sherri-Ann Burnett-Bowie, MD, MPH
Associate Director



Jocelyn Carter, MD, MPH
Associate Director for Trainee Affairs



Cesar M. Castro, MD, MMSc
Faculty Co-Director for Research



Julie Price, PhD
Faculty Co-Director for Research



Carlos Torres, MD
Associate Director for Learning and Education



Winfred Williams, Jr., MD
Founding Director



CDI Collaborative Resources for Faculty (clinical and research)

Professional Development/Mentorship

- CDI Faculty development awards (PSDA/CTDA)
- 1:1 Career Consultations with CDI
- Mentorship and Career programs/workshops/partnership with CFD
- Chester Pierce Research Society
- CDI K-Initiative
- External Funding
 - Diversity Supplements
 - Supporting DEI/UiM funding opportunities
 - T32 Principal Investigator Subcommittee – UiM trainees

Financial

- Recruitment and Retention Fund
- PSDA/CTDA

DEI Education/Training

- CDI Learning and Education Pathway

Metrics/Evaluation/Publication, eg, UiM Trainee and Faculty Survey

Networking/Community

- Recognition events, eg, graduation and welcome
- Networking: Gala, Research Recharge
- PSDA/CTDA/Fund Collaborative

Collaborations

- MGB United Against Racism
- MGB DEI Office: Learning and Education
- Center for Faculty Development
- ECOR/Research Institute
- HMS ODCP, eg, annual leadership program



Advancing a DEI Learning and Education Pathway

POLICY

Create policy to support learning objectives.

Examples:

Patient Code of Conduct, SAFER Model, and scripting.

ACTION

Identify and implement resources and tools that promote and reward an inclusive environment.

Examples:

Accountability plans for staff & leadership, reporting systems and reconciliation resources, and compensation for facilitators.

TRAINING

Use MGB resources to introduce ideas, goals and learning objectives.

Examples:

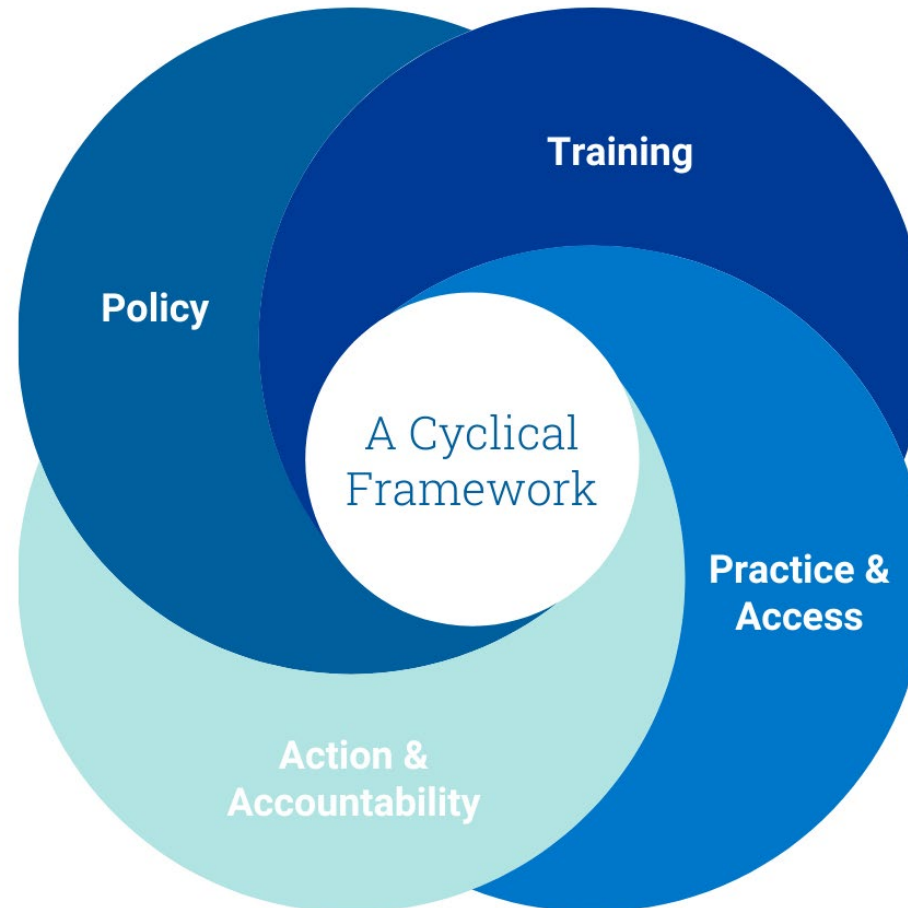
Stepping Stones, Ending Racism, Know the Line, Upstander Workshop.

PRACTICE

Promote engagement and increase access to DEI learning and education.

Examples:

Facilitated LEP sessions, case examples, CME/CEUs and academic credit for continued education.



Stay Connected with CDI!

email: cdi@mgh.harvard.edu

Watch our episodes of **Front and Centered** where we discuss who we are, what we do, and our growth, including our expansion into the research workforce.



Stay in the loop by subscribing to (and reading) our **monthly eNews!** Each month we provide resources and updates on what's happening in our community, both in and out of the hospital.



Be sure to connect with us online at massgeneral.org/cdi and **social media channels!**



@MGHCDI



@MGH.CDI



@MGH-CDI



/MGHCDI

Missed our eNews? Don't worry! Check out our [Vitals page](#) for information on upcoming events, Calendly scheduling and more!

Office of Belonging and Engagement
About Us, Mission, Structure



Office of Belonging and Engagement

About Us

The Office of Belonging and Engagement (OBE) plays a crucial role in connecting the diversity of individuals within MGH's workforce, patient base, their families, and visitors.

OBE focuses on values that amplify voices, advocate for representation, integrate lived experiences to bridge gaps in clinical knowledge across communities, combat bias, and foster a community that embraces diversity.

By anchoring on these ideas, we aim to eliminate divisions and foster a stronger sense of belonging, while promoting an inclusive culture.





Office of Belonging and Engagement

Mission, Vision and Values

Mission

In alignment with the mission of the OCDIO, the Office of Belonging and Engagement (OBE) is committed to elevating the perspectives of the communities we serve with humility and respect, while using a lens that is trauma-informed, inclusive and equitable.

Vision

We seek to promote diversity and accessibility by elevating a sense of belonging in cultures and behaviors and share best practices within and outside of the walls of MGH.

By fostering connections despite differing perspectives, we strive to embrace wisdom from the diversity of knowledge and lived experiences.



MGH Inclusion Campaign

Overview

- Aim: Create a **welcoming environment** and **inclusive space** for all and to celebrate the **diversity of identities** at MGH and in our communities
- Committee members:
 - MGH OBE staff
 - Employees across MGH (multiple departments and role groups represented)
- Activities
 - Interdepartmental, multidisciplinary collaborations
 - Lunch & Learn with Sickle Cell team, People's heART artwork, healthy eating session with Cardiology
 - Host Diwali and Nowruz celebrations with direction from MGH MDs
 - Monthly messaging
 - Interact via multiple modalities and times
- See more on our [Vitals](#) page



The infographic is titled "MGH Inclusion Campaign" and is divided into several sections. At the top, it lists various cultural and health observances: Filipino Heritage, National Public Health Week, Women's History, Heart Health, Native American Heritage, Black History, Disability Awareness, Caribbean Heritage, Minority Health, and Spiritual Care, Migration is Beautiful, Ramadan, Hispanic Heritage, Pride, Holi, Asian American Pacific Islander Heritage, and Diwali. Below this is the "Who We Are" section, which states that the campaign engages staff from over 30 departments in administrative, clinical, service, and research roles. It lists three categories of diversity: Race and/or Ethnicity (American Indian, Asian, Black or African American, Hispanic or Latino, White), Nationality or Place of Origin (American, Caribbean, Colombian, Irish, Vietnamese), and Languages Spoken (English, German, Italian, Spanish, Vietnamese). The "What We Do" section describes the committee's role in organizing programming and events, creating education opportunities, and forming partnerships. At the bottom, it features five icons representing different initiatives: "Stories of the Massachusetts General Hospital", "Celebrating Jewish Heritage", "Types of Programming" (Monthly Committee Meetings, Social Network Events, Panel Discussions, Film Showings, Information Tables, Stories of the MGH Series), "Celebrating Hispanic Heritage Month", and "Juneteenth".

Filipino Heritage **National Public Health Week** **Women's History**

Heart Health **Native American Heritage** **Black History**

Disability Awareness **Caribbean Heritage** **Minority Health** **Spiritual Care**

Migration is Beautiful **Ramadan** **Hispanic Heritage**

Pride **Holi** **Asian American Pacific Islander Heritage** **Diwali**

Who We Are

Inclusion Campaign engages staff from over **30 departments** at the hospital ranging from **administrative**, **clinical**, **service**, and **research** roles. We have a Committee who leads the design and implementation of this work made up of members from diverse identities and backgrounds, such as:

- Race and/or Ethnicity**
 - American Indian
 - Asian
 - Black or African American
 - Hispanic or Latino
 - White
- Nationality or Place of Origin**
 - American
 - Caribbean
 - Colombian
 - Irish
 - Vietnamese
- Languages Spoken**
 - English
 - German
 - Italian
 - Spanish
 - Vietnamese

What We Do

The Inclusion Campaign Committee organizes and promotes **programming and events** in coordination with the cultural and health campaigns to celebrate the diversity of identities a part of our MGH community. We also focus on creating opportunities for people to engage in **education** around equity, diversity, and inclusion and ways to put learning into **action**. To build capacity for this work, we form **partnerships** with diverse groups across the hospital.

- Stories of the Massachusetts General Hospital
- Celebrating Jewish Heritage
- Types of Programming**
 - Monthly Committee Meetings
 - Social Network Events
 - Panel Discussions
 - Film Showings
 - Information Tables
 - Stories of the MGH Series
- Celebrating Hispanic Heritage Month
- Juneteenth



Inclusion Campaign

Education and Action Subcommittee

- Partnerships
 - Museum of African American History
 - Slavin Academy
 - Blum Center
- Promoting awareness
 - DARE Program (MD initiative)
 - Communicating Across Differences: Tools You Can Use (PCS initiative)
 - ERG engagement
- Promote MGB DEI trainings
 - Stepping Stones, Upstander training
 - Seeking facilitators to facilitate dialogues

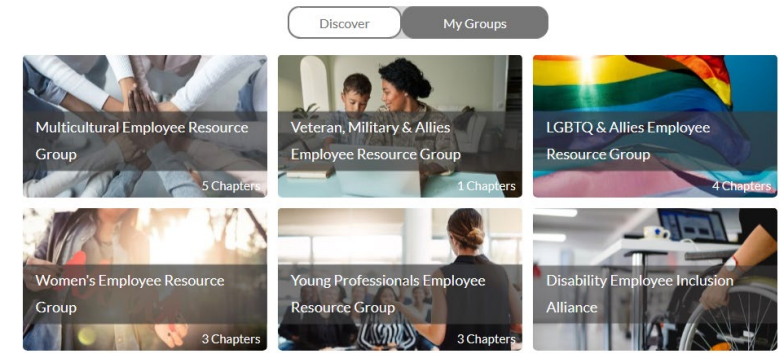


Panel discussion on mentorship and navigating the workplace for Hispanic Heritage Month (Oct 2024). Multiple role groups represented, including 3 MDs.



Employee Resource Groups

- Employee Resource Groups (ERGs) help cultivate a culture of inclusivity and allyship throughout MGB for all employees
- This includes building community for our employees and investing in their personal and professional development, creating awareness and business integration, and supporting external partners with community outreach
- See all the MGB [Communities](#) website
- National ERG Day
 - ERG Fair on Nov 13th
 - ERG posters Nov 14-23



ERGs at MGH

- Association of Multicultural Professionals (AMMP)
- Black Excellence
- Chinese Scientists and Staff Association (CSSA)
- Disability Employee Inclusion Alliance
- Jewish ERG (J-ERG)
- LGBTQ+ and Allies
- Military Veteran Partners (MVP)
- Pan Asian Pacific Alliance (PAPA)
- Voces Unidas **NEW**
- Women in Leadership (WiL)
- Young Professionals Group (YPG)



CoNECTaR

- Formally established in Fall 2021 as the **C**ommunication **N**etwork **E**mpowering **C**ommunities to **T**ransform **a**nd **R**econnect (CoNECTaR)
- Developed out of need to address COVID-19 pandemic as a public health issue
 - Evolved to focus on a variety of health, social and cultural topics
- Multidisciplinary, culturally, and linguistically diverse MGH clinicians provide timely, reliable, linguistically, and culturally sensitive health information via multiple modalities
 - Established relationships with local multicultural media partners



Gladys Pachas, MD, MPH
Physician Lead



Natalie Johnson, MPH
Administrative Lead

Ways to Participate

Social Media (X/Twitter): [@MGHEquity](#), [@GladysPachasMD](#), [@nat_yjohnson](#)

Website: OBE [Vitals](#) page

Email: MGHConectar@mgh.harvard.edu

Employee PCP Access Program

- Employee PCP Access Program aims to make MGH primary care more available to MGH staff and eliminate access barriers to MGH PCPs they may experience
- Led by Carl Malm, MD, MPH and Natalie Johnson, MPH
 - Audience: MGH staff, particularly those that have historically been least likely to obtain care at MGH
 - Piloting with service department staff
 - MDs represent many languages, backgrounds, religions and clinic locations
- Primary Care MDs interested in participating can contact [Dr. Malm](#) and [Natalie](#)

Boston, MA



Jennifer Hong, MD

Practice Location: Bulfinch Medical Group (BMG)
50 Staniford Street, 9th Floor

Interest Area(s): Comprehensive primary care & racial health inequities/care gaps

Religion: Christian background, Agnostic

Language(s): Mandarin



Elsa Imbimbo, MD, MPH

Practice Location: Internal Medicine Associates (IMA)
Wang Building, 6th Floor

Interest Area(s): Improving healthcare access & quality, medical student education

Religion: None

Language(s): Basic Spanish



Felipe Marcondes, MD, MPH

Practice Location: Internal Medicine Associates (IMA)
Wang Building, 6th Floor

Interest Area(s): Chronic illness management, digital equity & immigrant health

Religion: Christian

Language(s): Portuguese, Spanish



Priscilla Wang, MD

Practice Location: Internal Medicine Associates (IMA)
Wang Building, 6th Floor

Interest Area(s): Patient-centered care, Medicaid & disabilities

Religion: Christian

Language(s): Mandarin Chinese

Everett, MA



Aisha James, MD, MEd

Practice Location: Everett Family Care

Interest Area(s): Transitions of care & health justice

Religion: N/A

Language(s): French



Jasleen Kaur, MD

Practice Location: Everett Family Care

Interest Area(s): Details coming soon

Religion: Details coming soon

Language(s): Punjabi



Carl Malm, MD, MPH

Practice Location: Everett Family Care

Interest Area(s): Non-communicable diseases in Africa & health system design/financing

Religion: Christian

Language(s): Ga, Twi



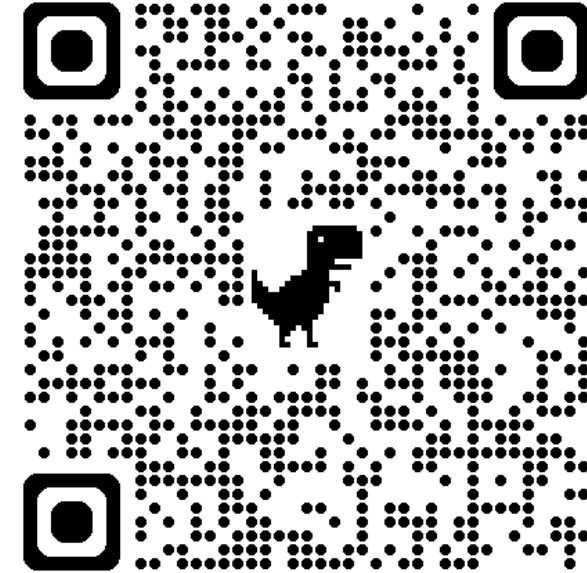
Stay Connected with OBE!

Seeking your Input

- Inclusion Campaign Committee [interest form](#)
- Gift shop [recommendations](#)
- Multicultural cookbook [submissions](#)
- Book/resource [recommendations](#)

Staying Up-to-Date

- Inclusion Campaign newsletter [subscription](#)



Where and How to Find Us

- OCDIO [Vitals](#) page
- Inclusion Campaign [Vitals](#) page
- X account: [@MGHEquity](#)
- Email: mghbelongingandengagement@mgb.org

