



GENESEEE STAFF COUNCIL

Meeting Agenda: August 11, 2023

Zoom link: <https://rochester.zoom.us/j/99558258357>

9:00 – 9:30 AM – Welcome, Housekeeping, Announcements

- Group Norms
- Approval of July meeting minutes
- Updates from Co-Chairs

9:30 – 10:00 AM – IOEI update with Norma Holland

10:00 – 10:30 AM – Discussion with Michelle Hill from the Office of Total Rewards/Benefits

10:30 – 10:40 AM – Break

10:40 – 11:40 AM – DEIA activity led by Jane Bryant

11:40 – Noon – Wrap-Up and Recognition

- Recognition of representatives with terms ending
- Matters arising
- Summary, wrap up, and takeaways
- Good news

Attendees: Co-Chair Jon Powers, Co-Chair Amanda Sharpe, Melinda Adelman, Brandi Bangle, Kristi Brock, Jane Bryant, Angela Buchiere, Karen Cera, Kris Condello, Dave Cota-Buckhout, Diane Crane, Jenny Hamson, Amy Kadrie, Heidi Mergenthaler, Darrin Meszler, Bailey Nixon, Michael Occhino, Katie Papas, Brenda Pitoni, Tacarah Reyes, Marc Seigfred, Sarah Siddiqui, Anthony Siragusa, Ashley Smith, Molly Snyder, Thuy Tran, Dan Watts, Paul Wlosinski

Guests: Norma Holland, Michelle Hill, Bob McCann, Renee Sutton

Co-Chair Amanda Sharpe welcomed the group to the meeting and reviewed the day's agenda. July meeting minutes were approved by the present Council members.

Amanda Sharpe: The Co-Chairs met with President Mangelsdorf and Kathy Gallucci and talked about a replacement for Rebecca on the GSC. We also talked about some recent communications, including the CPM update that recently came out. We've heard some concerns about job families which we have passed along to Dan Salamone. We also talked with them about the data breach communication. The new VP for marketing and communications has been hired, thank you Diane Crane for participating on that search committee. We also brought up DPS again, and they indicated that the number one recommendation from the Margolis Healy report is that we need a new Chief. They are working on selecting a search firm and forming a search committee for this Fall. We suggested they communicate this to all of the DPS staff.

Jon Powers: At our meeting with IOEI, we did talk more about the Meliora weekend speaker. The speaker is still coming.

Dan Watts: I had a meeting recently where we heard about the controversy surrounding the speaker. The students and faculty are both concerned, and leadership is engaging these groups. They have not followed up with the GSC or the LGBTQI committee.

Jon Powers: We will follow up with Adrienne to ask if there's a plan to communicate with staff about concerns raised surrounding the speaker. During our IOEI meeting, we had also brought up the DPS search, and encouraged them to also put pressure on that search.

Amanda Sharpe: Every four or five years, the President is required to be reviewed. Both Jon and I met individually with one of the Trustees to provide some candid feedback about how she's doing so far.

Jon Powers: The questions were about the leadership team that Sarah has assembled. We gave overall positive feedback on her leadership team, with some gaps such as the DPS Chief. Overall, we've seen improvement over time in many areas since Sarah started.

Amanda Sharpe: Some of the other questions were areas of strength, areas of weakness, rating her performance, etc. We indicated that communication with the community is always an area for improvement. We gave our positive feedback on the leadership team she's brought on board so far.

OEI Update with Norma Holland

Norma Holland: After a year of service as interim, and after a national search, Dr. Adrienne Morgan was selected in June by the President to lead the office as VP for Equity and Inclusion and Chief Diversity Officer. The Office of Equity and Inclusion is dedicated to cultivating an equitable, respectful, and welcoming culture at the university.

Norma gave an overview of the OEI office members: Dr. Adrienne Morgan, VP for Equity and Inclusion; Norma Holland, Director of Public Relations and Community Engagement; Emily Anderson, Director of Operations and Programming; OJ Shepard, Director of Medical School Pathway Programs; Gerlander McCauley, Admin Assistant; Dr. Clare Park, Director

Bridge Hub; Traci Terrance, Director of Restorative Practice Initiatives; Dr. Kyan Lynch, AVP for Education and Digital Innovation; Nikkie Herman, Director of EDI Education and Learning; Julia Green, AVP for Civil Rights and Title IX Coordinator; Nicole Ladner, Director of EEO Investigations; Stephen Burke, Associate Director for EEO Investigations and Deputy Title IX Coordinator for SMD.

Norma Holland: Our Bridge Hub Program aims to improve mentorship opportunities for learners from backgrounds that are underrepresented in medicine. We work with existing student and trainee groups to match their members with physician or research mentors. Through the work of Dr. Terrance, we're building those bridges by investing in restored justice as a method of conflict resolution and accountability taking.

Norma Holland: Top priorities for the OEI Office are 1. Reinvigorate our institutional approach to DEI. We are one Office of Equity and Inclusion. (We are doing away with the word institutional as well as URM in our name) 2. Grow our educational, professional development, and mentoring offerings. 3. Conduct an institution-wide culture and climate survey.

Norma Holland: Some of our major initiatives include a partnership with Pen America, a non-profit whose mission is to "unite writers and their allies to celebrate creative expression and defend the liberties that make it possible." With their expertise, we will be encouraging students, staff, and faculty to speak up on things that matter to them. We value free speech and respect for people.

Norma Holland: As you all know, there is concern over the selection by alumni relations of Nigerian author Chimamanda Ngozi Adichie as a Meliora weekend speaker. University leadership have heard from many groups with concern over comments that she has made in the past about trans people. The President, the Provost, and Dr. Morgan have met with Col Raymond to discuss concerns from the LGBTQIA Advisory Council, and they're moving forward with recommendations from them.

Norma Holland: Additionally, a draft for an all-inclusive bathroom policy has been written and a committee met to discuss next steps. Also, a provider at UCC and UHS that is expert in gender affirming care is being brought in to work with patients.

Norma Holland: Another major initiative we're working on is Live the Six. This is an institution-wide call to action to Stop Hate. End Racism. Choose LOVE (Live Our Values Everywhere). We're close to finalizing a website where you can learn how to "live the six." There will be opportunities for staff, faculty, and students to learn more about anti-racism.

Norma Holland: Another initiative is ACUE: a partnership with the association of college and university educators. 70 faculty and staff members have taken part in a micro-credential course that implements research-based teaching practices to address bias and inequality in learning and work environments. This is now open to staff, and we're starting our recruitment efforts for the fall. Finally, we have our big conference, Boundless Together, coming up on September 22 at the Rochester Riverside Convention Center. Common, who many of you know from movies and his career as a rapper, is our keynote speaker. Dr. Bettina Love will also be there holding a fireside chat and book signing. The conference is free and you can register now. This is open to anyone in the university system.

Norma Holland: Dr. Morgan is working hard to establish alignment when it comes to DEI, and also when it comes to establishing a better communication system between everyone. I realize that the history of communication between our office and the GSC may not have been what it should have been, and we're working very hard to change that. Please feel free to reach out to me or anyone in our office with questions or concerns. We really do want to hear from you and we value what you have to say.

Jane Bryant: Is there a way that OEI can create responsive trainings and programming based on feedback we receive from staff about what they want or need in their offices?

Norma Holland: We do have a way for people to reach out with specific educational needs, and we'll put you in touch with our education team who can help build something customized for your team. The link to submit that request is available here:
<https://www.urmccelebrates.com/education>

Office of Total Rewards/Benefits Presentation

Michelle Hill: I am the Senior Director of Total Rewards here at the University of Rochester. Renee Sutton is the Senior Director of AHP Provider Management. We also have Dr. Bob McCann, CEO of AHP.

Renee Sutton: We've heard several concerns, including that a PCP who is listed as accepting new patients is actually not; a PCP has retired and none of the practice's providers is taking new patients; AHP PCPs nearby are not accepting new patients; college-aged dependents are still seeing pediatricians because PCPs are not accepting new patients. Some of the causes of these issues are timing and data sharing obstacles. To address some of these issues, we now have a dedicated staff person who updates provider data on the website on a bi-monthly basis.

Karen Cera (in chat): Creating a link to report on the AHP website when it is out-of-date/not accurate would be utilized more than having to call to report.

Renee Sutton: There are PCP shortages across the country. This is due to several factors including an aging population, people with chronic conditions, retiring PCPs, and new graduating doctors choosing specialties with higher pay. To address these issues, we are focusing on physician recruitment. We have acquired some private practices into our network. We are also working to recruit nurse practitioners and physician assistants that can serve as primary care providers. We're also integrating more care managers and pharmacists into our primary care practices to alleviate some of the clinical burden. We're also advocating with payers to reduce the administrative burden on primary care that would help reduce burnout for our provider offices. And we are looking into technology solutions to help reduce the administrative burden. We are also providing a monetary incentive to providers who are open to new patients.

Ashley Smith (in chat): Is anyone considering paying back medical school loans if a provider comes to UR, accepts new patients and stays within the system for a certain number of years as an incentive to go into primary care? If they complete the requirements then their loans are forgiven or they are given a stipend annually to pay towards loans? I know this is

done for rural medicine.

Bob McCann (in chat): Yes, there is a loan repayment program through the UR for graduates joining the primary care network at UR. We also use statewide initiatives.

Karen Cera (in chat): Is this info all on the AHP site? It would be helpful to have these references, with explanations, listed publicly.

Renee Sutton: It is not, but that is a great idea and something we will consider adding.

Melinda Adelman (in chat): Open enrollment is coming up pretty soon. Can info on these practices be actively shared prior to open enrollment so people can make informed decisions about their insurance?

Jane Bryant (in chat): How are tiers determined internally? Is there a benefit to providers when they are in tier 1 versus tier 3?

Jon Powers: To add to that, we've also heard questions of couldn't the university decide to change the pricing structure and allow subsidies for Tier 2 options to offset the inability to find care in the Tier 1 network?

Renee Sutton: As far as the benefits to providers, no there's no a financial benefit. The allowed amount for the services that they deliver you is set. All that shifts between the tiers is what portion of the allowed amount that you pay vs. what insurance pays.

Michelle Hill: The University uses Excellus as our third-party administrator for our medical benefits. Tier 1 and Tier 2 are all providers who are in Excellus' national network vs. Tier 3 who is anyone who is anyone completely outside of Excellus' national network (accounts for less than 1% of the university's total health care spend). Tier 1 are AHP providers, Tier 2 is all other Excellus national network providers who are not in the AHP network. The benefit coverage for the tiers is determined internally by the university and is based on benchmarking of our peers, both local and national, and is evaluated every year to ensure that we're maintaining competitiveness.

Jon Powers: We will share the slides that were presented here. Thank you all so much for coming and presenting this information.

DEIA activity

Jane Bryant: In order to help us move forward with DEI as one of our priorities, we had an activity in May where we broke it down and started to define our terms. Since then, I've consolidated our definitions into a draft. I ask everyone to look at the consolidated definitions, and comment if you see something that needs changing, or if you have a new idea.

Jane Bryant: Now we are going to move into breakout groups to discuss what is outside of our scope. We had previously discussed that engaging with the broader city/regional community isn't within our scope. Someone suggests that the parts of the medical center that were not part of the expansion are also not within our scope.

The group reviewed the suggested DEI objectives and desired outcomes, and ranked them according to perceived importance.

Jane Bryant: It might make sense to send out a survey to get a sense of how people want to be involved in this process. That would help us decide how to move forward—should this move to committee work or should we continue discussing as a full Council.

Wrap-Up and Recognition

Amanda Sharpe: This is our last meeting of this group as it currently exists, so we wanted to take this opportunity to thank all of you for your time, energy, and dedication. At this time, we wanted to recognize those with terms ending this upcoming Labor Day. Kristi Brock (Central), Angela Buchiere (AS&E), Anthony Campbell (MAG), Dave Cota-Buckhout (AS&E), Diane Crane (Advancement), Jenny Hamson (LLE), Amy Kadrie (AuxUnion), Kaitlin Legg (AS&E), Heidi Mergenthaler (Central), Harish Nayak (Eastman), Bailey Nixon (Simon), Marc Seigfred (University IT), Chris Widmer (Central), Paul Wlosinski (AuxUnion), Amanda Sharpe (Eastman), Jon Powers (AS&E) who is ending his term as district representative but will continue as Co-Chair.