

Julie Wan 0:09

Hi everyone and welcome back to another episode of the Nursing Station Podcast. This session is eligible for contact hours and disclosure and compliance with ANCC's Commission on Accreditation. This educational activity does not include any content that relates to the products and or services of a commercial interest that would create a conflict of interest. In today's episode, we have an exciting topic to discuss, and it's one that our regular listeners may be familiar with, as it is the final episode of a three part series dedicated to diversity, equity, inclusion, and belonging, otherwise known as DEI+B.

Kelly Laurent 0:47

To start off today's podcast, I'd like to first introduce myself. My name is Kelly Laurent and I'm a Nursing Policy Specialist here at the Tisch Kimmel campus.

Julie Wan 0:55

And I am Julie Wan, the Nurse Manager of Nursing Quality in Brooklyn.

Kelly Laurent 0:59

So we'd like to welcome all of our panelists here today. And if you can, can you go around the room and let us get to know a little bit more about you and your involvement in the DEI+B workforce at NYU Langone Health.

Jerin Kallickal 1:13

Hi, my name is Jerin Kallickal. I currently serve as a Nurse Manager in an acute care unit at NYU Kimmel. My unit specializes in caring for gender affirming surgeries. So my staff and I had to learn about the culture and the clinical needs to care for this patient population. And I've been following the DEI+B newsletters and the nurses webpage. Thank you for giving me this opportunity. And I'm excited to be here.

Kandy Kraemer 1:36

Hi, I'm Kandy Kraemer. I am the Senior Director for the musculoskeletal periop areas. I am involved in DEI+B through the newsletter, I work with Shahada. And I recall, Debbie Albert came to LH one day to meet the ENC group and she was discussing this opportunity, which was so exciting for me, I immediately raised my hand and volunteered to join. And it's been a great opportunity. Thank you.

Peter Rodney 2:11

And good afternoon. My name is Peter Rodney, I'm the Vice President of Manhattan peri op all of the perioperative services on the Manhattan campuses. And I'm also the Executive Sponsor of the Diversity Equity and Inclusion workgroup for nursing in the health system.

Julie Wan 2:32

So healthcare organizations are still recovering from the COVID 19 pandemic. The extensive amount of nursing vacancies left after the pandemic is prompting far too many nurses to resign or consider resigning from their roles and tragically, even from the profession itself. So people

want to work for an organization where they feel valued and appreciated. So how can feelings of belonging and inclusion affect recruitment and retention?

Jerin Kallickal 3:00

Yeah, so ensuring a diverse workgroup as a nurse manager is crucial for promoting inclusivity, improving patient care and fostering a positive work environment. And it all started with educating myself about the concepts of diversity and inclusion, recognizing and understanding that diversity comprises a wide range of preferences, including race, ethnicity, gender, age, sexual orientation, abilities, and more. And as a nurse leader, it starts with recruitment and hiring practices. I focused on the recruitment aspect by intentionally encouraging a diverse panel of candidates to fill my vacancies and to be part of my team. And as part of my retention plan, I foster a work culture that encourages open communication, respect for differences and a sense of belonging among my team members. I support and increase the professional development of all my staff, you know, just by accommodating their schedule, to pursue master's degree or to attend conferences and give resources to be certified. In addition, we have a mentorship program on the unit to support and guide new nurses. Just recently, I was having a conversation with one of my staff. And just to give her background, she's an immigrant and has gone through many challenges in this country. And during our conversation, she thanked me for taking a chance on her and opening the door for her. She told me she felt valued and appreciated and is happy being part of this team. And she was in tears when she said that. And it just hit me at that time how much of an impact I had just by giving her the opportunity to be part of my team. And being a nurse at NYU opened the path for her to accomplish her American dream and opportunity to pursue the higher education. Honestly, it was a truly touching moment for me and knowing how important the role of a nurse leader is in creating a positive work culture on the unit.

Peter Rodney 4:53

So I would also like to add to that. So it's very important for us to have a diverse world. Of course, because it also has to do with health equity. So this organization, we're working on a lot of initiatives related to health equity. So when you have a diverse workforce, and people from different backgrounds come into our healthcare system, and they see people that look like them, I think that is probably the icebreaker in terms of them feeling comfortable, and us as an organization, being able to take care of them. Because there is a comfort level. When you see someone that looks like you, that is taking care of you.

Julie Wan 5:41

When people come from different backgrounds, and they have a variety of life experiences and see the world in unique ways, multiple perspectives are brought to the table. Peter, can you explain how our health system intentionally implements recruitment and hiring strategies to ensure a diverse workforce?

Peter Rodney 6:00

So we do this in several ways. There are many initiatives in which we are intentional, whether it's having programs for high school students of different backgrounds to be introduced into

healthcare. We also have a lot of relationships with historically black colleges around the United States to also help us to recruit people that fit a certain demographic in our health care system. We work with NYU, Rory Meyers right now, we are actually partnering with them on their diversity, equity and inclusion committee so that we can be intentional in the higher internal system going forward.

Kelly Laurent 6:52

So the purpose of your DEI+B committee is to allow for an inclusive conversation that creates spaces that are safe, equitable and valued, so that everyone can feel supported and respected to bring their fullest potential to work. So Kandy, how can we ensure that every employee becomes involved in the DEI+B culture?

Kandy Kraemer 7:13

So DEI+B is included as a component of our new hire orientation and it's also a component in the employee handbook, which each employee is given to share what's going on within the organization.

Kelly Laurent 7:28

Do we have any structures or processes that we already have in place at NYU Langone Health?

Kandy Kraemer 7:34

Yes, as a matter of fact, we do. The organization has DEI+B workplace policies. The organization provides protected time for staff participation in committee activities and meetings. We communicate with staff ensuring that they're aware of opportunities. We use organizational emails, the community website, the newsletter, local discussions, and the institutional DEI+B statement.

Kelly Laurent 8:09

So we would like to conclude this podcast with some words of wisdom from our panelists, what would be one message you would like to leave with the audience to connect with?

Jerin Kallickal 8:16

I would say, as a leader, ask yourself the question is my team a diverse workgroup and be intentional with their initiatives and steps you take to improve recruitment and retention for your team?

Peter Rodney 8:34

I would say that it's very important for us to have a diverse work group, because when you give people of different backgrounds a chance to succeed, we actually help improve our patient care outcomes. And we actually have a better staff retention and staff satisfaction. So I think this initiative has been a win win for NYU Langone Health and I come to work every day, knowing that I work for an organization who is committed to change. Mindfulness is the word for me. I think if we are all mindful of the things that we say and do and the impact to others around us,

that cognizance will help solidify the DEI+B within NYU Langone health, we all have a role to play.

Kelly Laurent 9:37

Thank you all for joining us today and being a valuable resource to our nursing staff. We hope that our listeners found this discussion helpful and useful to their practice. You will find links to the resources including the DEI+B website on the nursing stations intranet page, and for any questions or comments, please email us #nursingstationpodcast. And as a reminder, this session is eligible for .5 contact hours, a survey will be posted with the recording please access and complete the evaluation to attain your certificate. Thanks for joining us.