



Episode #3: DEI at Legacy (3/3)

Host: Jonathan Stephens

Guests: Tae-Sun Kim, Simone Carter

Jonathan Stephens:

Welcome back to Engaging Our People.

I'm Jonathan Stephens.

I'm your host for this episode
of Engaging Our People.

We were just talking with Tae-Sun and Simone
about the Take a Knee event,
and they were also
giving us an introduction
to the diversity, equity and inclusion
team here at Legacy Health.

Let's continue the conversation
with Tae-Sun and Simone,
as they discussed the importance
of employee resource groups
and the importance of leadership
support with these groups.

Simone Carter:

As we reflect back in that time
and then just the different things,
the changes that happen based on the event
of George Floyd's murder
and how our organization
really, you know,
start looking through a DEI lens and making
changes, right, throughout the organization.

This was the first time
that our organization
actually utilized
the ERG groups.

You know, prior to that,
our upper leadership,

I don't know if they even knew what ERG groups were, but this was the turning point for the visibility and the importance that ERG groups share in the fabric of Legacy Health, the first time.

Tae-Sun Kim:

And to use the title Engaging our People, this was the leadership directly engaging our people to get the temperature of what's going on and to get recommendations, right? Rather than saying, Oh, here are our recommendations. What do you all think? They're like, No, no, no. We want you to give us the recommendations and we'll just follow it.

Jonathan Stephens:

Yeah. Yeah. No, that's a nice play.

Simone Carter:

-Yeah. Yeah.
Not to mention our mission, I always go back to Legacy's mission because to me, I really really believe in our mission, for one, but when you really, really dissect our mission, our patients, our community, our employees, you know, and in healthcare, we always think about patients first, community, and then employees. But during this season, we thought about employees, right? It was about employees health and wellness, which is quite different. We changed that around a little bit.

Tae-Sun Kim:

-Yeah.

Simone Carter:

Right? While we were still
dealing with our patients.

Tae-Sun Kim:

And I don't know that we
mentioned it this time,
but I've heard, you know,
we had talked
about this before is, if our
leaders and our supervisors
are treating black
employees this way,
I shudder to think how we're
treating our black patients.

Simone Carter

-Yeah.

Tae-Sun Kim:

-Right?

I mean, we are
the litmus test.
If our leaders, if our
physicians, they treat us poorly
and we work for you, I
shudder to think how you treat
our patients that come in
through the emergency room. You know?

Simone Carter:

- Yeah. Yeah.

Tae-Sun Kim:

That's why engaging with
ERGs is so important
because you know, we're
really kind of that test group
to be able to say, no, this is
not good enough. Right?

Or, wow, you went above and beyond what we thought was good enough.

Jonathan Stephens:

- Yeah. Yeah.

Simone Carter:

To be a part of an ERG group, you can actually go on the Legacy's intranet and you can search out ERGs and it will actually open up a page with all of the ERGs. We actually have six, I believe, active ERG groups and you don't have to identify with the ERG group to join. There is a email address on the intranet page in which you can just email and say you're interested and that chair or co-chair will reach out to you via email and send you like, I like to call it a welcome membership and you know, get you set up on the schedule of when they meet once a month and it kind of goes from there, yeah.

Jonathan Stephens:

There was discussion one time in the black employee resource group where some of the members weren't able to attend the meetings.

Tae-Sun Kim:

We're going to work on that.
We're going to work on that.

Jonathan Stephens:

- Okay. Okay.

Simone Carter:

It's always been a struggle,
not just for the black
employee resource group,
all ERG groups, to get
employees time to be able
to attend the ERG groups
meetings, their monthly meetings.
And we've come a long way with that.
One of the first barriers were, you know,
they would have to use their lunch hours
to attend the meeting.
And one of the things we went
back to leadership and said,
look, this is a problem.
You know, we can't even, you know,
connect with our employees
to know what's going on in our organization.

Tae-Sun Kim:

Right? For one hour, once
a month, come on.

Simone Carter:

Once a month, yeah. You know,
we need you, you know, this is valuable,
not just to the employee but
to the organization as well. Right?
And so they created a
cult just for employees
to be able to attend and
not use their lunch hour.

Jonathan Stephens

- Right.

Simone Carter:

Pre-COVID, we met in person,
a lot of the ERG groups met in person,
for their monthly meetings,
but when COVID came around,
we actually had

to go virtual.

And so, for ERG groups that cannot attend, there's always minutes.

You always have a administrative person taking minutes, that's required, you know, to keep record and minute taking, you know, per ERG groups to have a record of what's being discussed.

And so, we would just forward the meeting minutes out to the ERGs, so the ones that can't personally attend the meetings, they can stay in a loop of what's happening, you know, what kind of community events are happening outside in the community, things that they can, you know, some volunteerism opportunities for them.

You know, internally and externally throughout the organization, because we have events within the organization as well.

We have community outreach events outside our walls of Legacy, right?

You know, and then we have employee recruitments events with human resources that ERGs are welcome to participate in and historically we, pre-COVID, we did participate in.

We partnered with the human resources department and tabled at these employment fairs and things like that.

So, hopefully we'll be able to get back to that since, you know, things are kind of easing out and people are getting back in the community, so.

Tae-Sun Kim:

Yeah. Our struggles right now,

are probably those who
work evening shifts, right? Or weekends.
Those that don't have
access to the intranet
or it's difficult for them
to access the internet
and then probably providers who,
their schedules are so all over the place
that even if they're able
to make it one month,
they're not able to make another.
And so that's a problem with a solution
and we're going to really
support our ERG leaders
to creatively think about, how
do we hit all of these groups
so that, whatever barriers
to participation exist, we're able to remove them.
You know, especially now
that, you know,
in person, with certain safety mitigation
efforts are now becoming possible.

Simone Carter:

- Exactly.

Tae-Sun Kim:

You know, this like, this is
also part of the DEI work is
there are certain people, for example,
even Catherine Correia's email,
it made you feel included in her,
it pissed off a lot of white people.

Jonathan Stephens:

Oh yeah, yeah.

Tae-Sun Kim:

because this work
is very threatening
to certain people.

Simone Carter:

I have a call to action.

Tae-Sun Kim:

We both do.

We do have two calls of action.

The first one is personal reflection about why diversity, equity, and inclusion, such as having a diverse workforce, a workforce and a workplace that is equitable in a way that treats and pays people for what they bring to the organization.

Why an inclusive culture matters to you and the Legacy mission?

Reflect on that. You know, why is DEI a value that you are willing to change the way that you think, operate at Legacy for, right?

That's an important to ask.

To take some time to do that because you can't do DEI work effectively, and in the long run, if you don't have teeth in the game, or skin in the game, I'm sorry, I said teeth in the game.

Simone Carter:

Well, sometime you might need the teeth and the skin too.

Tae-Sun Kim:

Yeah, you got to bite into it .

You got to bite into it.

Simone Carter:

So my call to action is first directed to Legacy employees.

ERG groups need you. We need to hear your voice, we need to partner with departments to do community outreach.

You need to know

you matter, okay?
And the second part of my call to action
is to managers and leadership.
Please encourage your employees
to participate in the ERG groups.
Remove all barriers that hinder them
for participating in the ERG meetings.
You can do that.
That's in your power.

Jonathan Stephens:

I do thank the both of you
so, so, so much for your time.
I appreciate all the
efforts, again, the time.
This has been a wonderful episode.
I hope we continue to have more.
I would like to, at
some point, get you all
either individually, just so
we can get to know the team,
because I feel like this episode, we got to know, kind of,
an overview of the team,
but it would be nice
to dig deep and see.
Simone, as your role, like,
what's your day to day
or what are some of the
things you're doing?
As you bring on the individual
that you mentioned is a JD.
It would be nice
to, you know,
not only get like the day to
day of the job description,
but just also how like his
experience helps, you know,
Legacy or just the work
that you all are doing.

Tae-Sun Kim:

Yes. Oh, yeah.

Jonathan Stephens:

Yeah. So, so yeah, we'll have to-

Tae-Sun Kim:

Oh, that's another podcast.
About how do people who,
now that this thing
called DEI professional,
now that it exists as a title,
how do we get into the work? Right?
How do you pivot?
What are the transferable skills?
What are the things
that you could be doing,
on the side, so that you can
incorporate DEI skill sets
into whatever it is that you're
currently doing or want to do.
You know, that's an exciting one, right?
Because this is good work. This is very, very exciting work.

Jonathan Stephens:

Great work done by great people.
Again, my name is Jonathan Stephens.
I was the host for this
episode of Engaging Our People.
There will be a link, I'll
put a link on the web or
on the intranet, of where
you can hear this episode
and also where you can
hear the other episodes,
that will come in the future,
from some of the other hosts.
So again, thank you all for listening
to Engaging Our People.
Again, Jonathan Stephens,
meeting with,

Tae-Sun Kim:

Tae-Sun Kim, Vice President
and Chief Diversity Officer.

Simone Carter:

Simone Carter,

DEI program Manager.

Jonathan Stephens:

Thank you.

Simone Carter:

Thank you for having us.

Jonathan Stephens:

Not a problem.

Jonathan Stephens:

This is your host, Jonathan

Stephens, signing off

on the last part of episode

one of Engaging Our People.

Stay tuned for episode two

of Engaging Our People, hosted by Vicki Guinn,

coming at you soon.