



Division of Endocrinology, Diabetes and Metabolism

Annual Update on The Strategic Plan for Diversity, Equity and Inclusion

Equity in EDM co-chairs: Enjoli Barnes & Caitlin White, MD

Pillar leads: Carrie M. Burns, MD, Jasmine Hudson MSN, CRNP, Zena Duckett, MA, RD, LDN, CDCES, Serena Cardillo, MD, Caitlin White, MD, Jennifer Cronin, C-TAGME, Austin Matus, RN, PhD, Ilona Lorincz, MD MSHP, Michael Rickels, MD, MS, Brittany McIntosh NRCMA, Shakira Ames, Ashley Drain LPN, Robert "Ben" Jones, MD, Rahaf Sultan, MD, Lisa Henry, Kristen Kobaly, MD, Vesselina Panteva

March 20, 2024



Division of Endocrinology, Diabetes and Metabolism Strategic Plan for Diversity, Equity and Inclusion



Clinical

- Address language barriers for patients who do not primarily speak English
- Reduce no-show rates across all practice sites (threat to access, patient health outcomes, disproportionately affects Black, African American and Hispanic patients)



Research

- Recruit a faculty member interested in inequalities in care and access to care.
- Recruit more diverse, and specifically clinical trial participants that better reflect the composition of our West Philadelphia community
- Improve visibility of clinical trial opportunities for patients within our practice



Education

- Promote diversity across all aspects of our division
- Prepare fellows to understand inequities; provide tools to address bias and advance equity in their career
- Provide division members with resources to promote an inclusive and equitable culture, highlight and address disparities in care, and recognize and reduce discrimination



Community

- Strengthen and support our Penn EDM community
- Identify areas for sustainable partnerships with the local community
- Improve the quality of care delivered at HUP Cedar



Culture

- Promote a culture of inclusivity for diverse populations in relation to our staff and patients
- Create an open and collaborative work environment where staff feel comfortable and empowered to communicate with leadership



People

- Promote diversity at all levels
- Staff and leader education
- Focus on bringing people in EDM together to foster community and learn/reflect on DEI

Community Pillar Activities

Strengthen and support our Penn EDM community

- ADA Walk Oct 21, 2023. *Walking for Patients, Walking with Patients*
- Participated in walk and ran informational booth for patients with diabetes
- Collaborating with CHOP Endocrinology



Community Pillar

Build sustainable partnerships with the local community

- Diabetes Education Series in W. Phila– Church of Christian Compassion
- October & November 2023

TAKING CHARGE OF YOUR DIABETES
AN EDUCATIONAL SERIES

Join us for one or both of these educational events that will help you understand & manage your diabetes!

Session I & Session II
Basics of Diabetes Care & Eating and Staying Physically Active with Diabetes

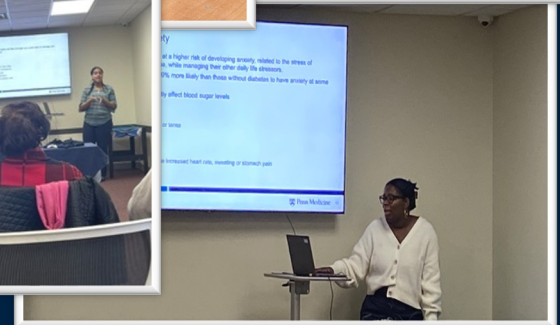
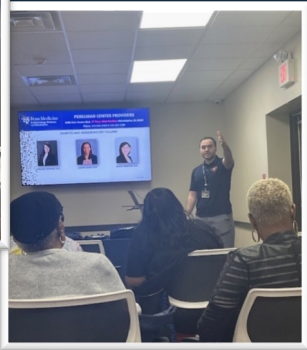
Saturday, October 28, 2023 9 am – 12 pm **Pre-Registration**

[Link: www.instagram.com/christiancompassionphilly](https://www.instagram.com/christiancompassionphilly)

Community Pillar

Build sustainable partnerships
with the local community

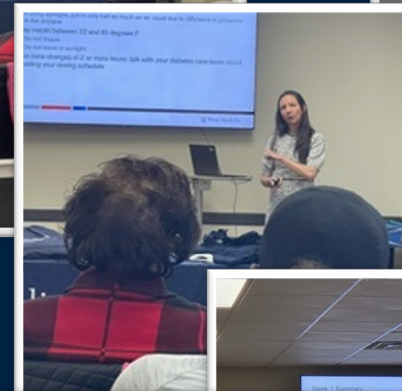
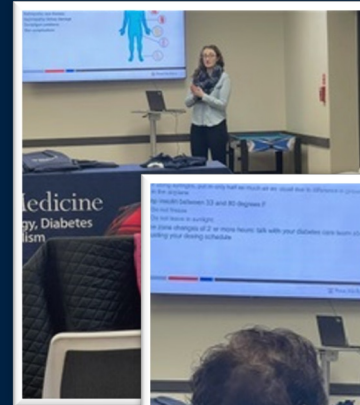
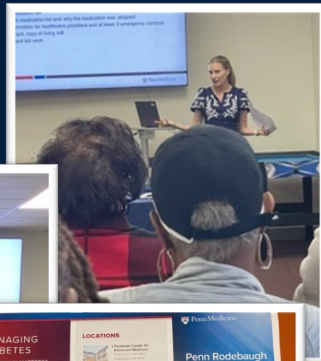
Diabetes Education Series in W. Phila – Church of Christian Compassion



Community Pillar

Build sustainable partnerships
with the local community

Diabetes Education Series in W. Phila – Church of Christian Compassion



Community Pillar

Testimonials from the Diabetes Education Series in W. Phila- Church of Christian Compassion

Did you find this series helpful?

“Yes, plenty of info I needed”

Are there any tools that you could use to assist you with managing your diabetes and overall health better?

“CGM, Omnipod”

“Sensors/meters/transmitters”

“Learning my diabetic type ”

Additional thoughts, comments, or questions that you would like to share with the presenters?

“Great info- Thank you”

“Very good class”

“The instructors were great”

“Additional classes to attend”

What would you like to learn more about in the future?

“Reading labels, Liver monitoring tools, reading monitors, monitor settings”

“How to prevent and reverse diabetes”

“Cardiac diet, managing HTN ”

“Eating & Drinking healthy”

“Foods I should be eating”

“Managing food intake”

Community Pillar

Special Thank You!!!

- Dr. Susan Mandel
- Dr. Mark Schutta
- Dr. MARRISA Kilberg- CHOP
- Dr. Pamela Wax
- Dr. Raashi Mamtani
- Dr. Austin Matus
- Karen Franklin, CRNP
- Patricia Bourne



Upcoming events:

▶ Nurses Week Community Day:

Saturday, May 4th, 11am-3pm
Malcolm X Park

▶ Diabetes and Endocrine presence needed!!!!!!!

▶ Scheie Eye on

▶ Diabetes Day

April 20th, 8am-1pm

Penn Medicine Nurses Week
Community Day

Join us
MAY 4TH 2024
11 AM-3 PM
RAIN DATE: MAY 5TH

JOIN OUR 4TH FAMILY FRIENDLY ANNUAL HEALTH & WELLNESS EVENT

- Free health screenings
- Stroke and Diabetes education
- YMCA exercise classes
- Nutrition education
- Cooking demonstrations
- Mental health support
- Friends and Family CPR classes

MALCOLM X PARK
5100 PINE STREET
PHILADELPHIA, PA 19143

hapfoodpantry@pennmedicine.upenn.edu

Community Pillar

Future directions for the Spring:

- Chosen 300 Ministries
- Wynne Senior residence
- Dates TBD



Fall Activities for the Community Pillar

- **ADA Step out for Diabetes Walk**
Navy Yard
October 19, 2024
- **JDRF: One Walk**
Date/ Time: TBD



People Pillar Activities

Promote diversity at all levels

Staff and leader education

Focus on bringing people in EDM together to foster community and learn/reflect on DEI



People Pillar

June 2023

DEI Leads Dinner in Smilow

Learned about our unique backgrounds/perspectives

November 2023

DEI Movie Club

Screening of ***“In the Heat of the Night”***

A black Philadelphia police detective is mistakenly suspected of a local murder while passing through a racially hostile Mississippi town, and after being cleared is reluctantly asked by the police chief to investigate the case (source IMDB)



Diversity, Equity & Inclusion

Movie Club

Hosted by the EDM Division

For EDM faculty & staff who seek to deepen their knowledge of diversity, inclusion and equity social issues

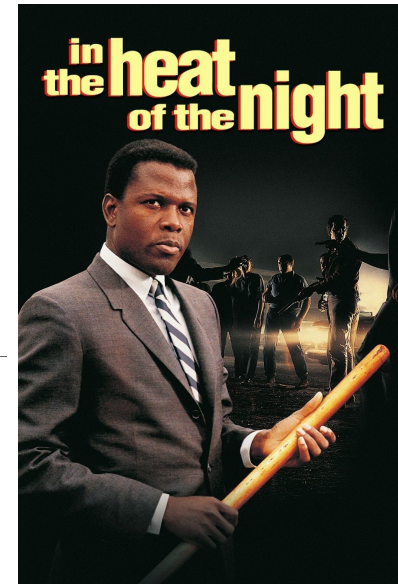
Join us on

**Wednesday, November 29
at 4pm
in SCTR 12-100**

to watch

**“In the heat of the night”
(1967)**

Popcorn and light refreshments provided



People Pillar – Upcoming Events



Hosting our first DEI book club (date TBD)

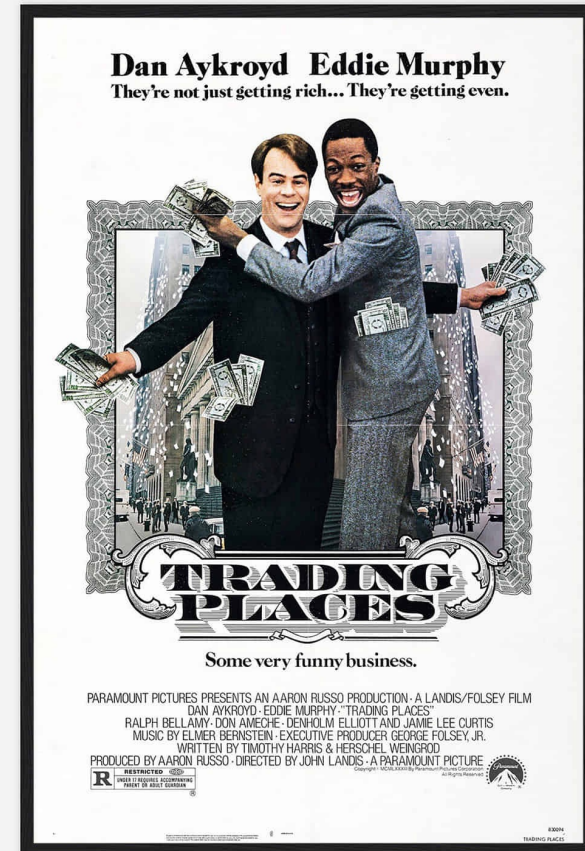


DEI Movie Club; Up Next → *“Trading Places”*



Brainstorming other activities

challenge - after hours events with limited participation



Culture Pillar Activities

February 7, 2024 → EDM/DEI collaboration with Eidos on LGBTQ+ Health, with a focus on practical knowledge and communication skills for addressing gender-diverse people. *The workshop was facilitated by Jessica Halem from the Eidos LGBTQ+ Health Initiative.*

- Next steps: Design workshop for RN, MA, AA staff
- Collaborations with Eidos on observations of HUP and Presby practices



Avoid: ladies gentlemen ma'am sir girls guys

Consider using instead:

- "Thanks, friends. Have a great night."
- "Good morning, folks."
- "Hi everyone."
- "And for you."
- "Can I get you all something?"

Why?

Shifting to gender inclusive language respects and acknowledges the gender identities of all people and removes assumption.

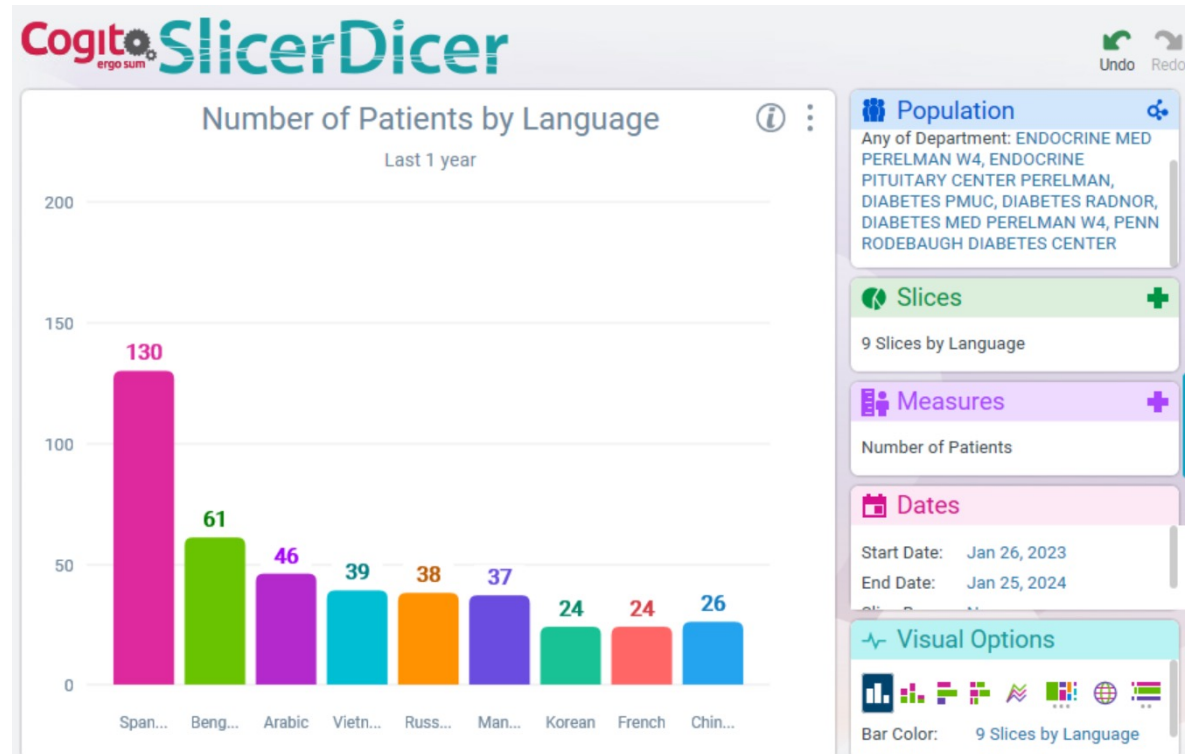
Eidos LGBTQ+ Health Initiative

Clinical Pillar Activities

- Address Language Barriers for patients
 - Translation of ‘Patient information’ educational resources for EDM diseases into Spanish → ***Awarded the December 2022 Endocrine Clinical Innovation Fund to expand this!***
 - Diabetes Education Program PDF – **distributed via email Nov 2023, contact us if you need a copy! .efpidepspanish**
 - AI Precautions in Spanish: **.efpiaispanish**
 - Arginine Vasopressin Deficiency in Spanish: **.efpiavpdspanish**
 - ATD Precautions in Spanish: **.efpiatdspanish**
 - Instructions for saliva cortisol collection in Spanish: **.efpisalivaspanish**
 - Instructions for 24-hour urine cortisol collection in Spanish: **.efpiufcspanish**

Clinical Pillar

- Address Language Barriers for patients
 - Translation of 'Patient information' educational resources for EDM diseases into Spanish → **Awarded the December 2022 Endocrine Clinical Innovation Fund to expand this!**
 - **Will pursue translation of I-131 precautions to Spanish**
 - **Now exploring adding additional languages most frequently spoken by our patient population.**



- Universal No-Show policy across all practice sites
 - Will send a warning letter via postal mail and MPM to any patient who has no-showed or canceled an NPV appointment twice
 - Patients who have no-showed or canceled an NPV appointment 3 times will not be permitted to schedule again within the practice
 - Connecting patients with our social worker Deirdre, as patients are identifying barriers for no-show appointments
 - Auto No-Show text message campaign powered by switchboard
 - 3-3-3 text message appointment reminder campaign

| Epic Department Code-Name | No Show Appointments SD | % Total |
|--|-------------------------|------------|
| Totals | 1202 | 100 |
| 211 - ENDO-NEURO ENDOCRINE PERELMAN W4 | 68 | 5.6572379 |
| 508 - ENDOCRINE MED PERELMAN W4 | 194 | 16.1397671 |
| 509 - DIABETES MED PERELMAN W4 | 646 | 53.7437604 |
| 898 - DIABETES PMUC | 166 | 13.8103161 |
| 990 - TCEM METABOLISM PMUC | 128 | 10.6489185 |
| 9/23-12/23 | | |

| Epic Department Code-Name | No Show Appointments SD | % Total |
|--|-------------------------|------------|
| Totals | 1705 | 100 |
| 211 - ENDO-NEURO ENDOCRINE PERELMAN W4 | 108 | 6.3343109 |
| 508 - ENDOCRINE MED PERELMAN W4 | 282 | 16.5395894 |
| 509 - DIABETES MED PERELMAN W4 | 700 | 41.0557185 |
| 898 - DIABETES PMUC | 383 | 22.4633431 |
| 990 - TCEM METABOLISM PMUC | 232 | 13.6070381 |
| 9/22-12/22 | | |

| Overall Division Year to Complete Month | | |
|---|-------------|------------|
| Samed Day Cancelled Appts | Year | |
| | 2024 | 1,249 |
| | 2023 | 501 |
| | % Total | 149.3% Up |
| No Show Appointments | Year | |
| | 2024 | 2,504 |
| | 2023 | 3,310 |
| | % Total | 24.4% down |



Adding patient instructions to MPM

- Developed patient instructions to be viewed in MPM at the time of scheduling.
- These instructions prepares patients on what to expect and what to bring to appointments

Eidos LGBTQ+ Health Initiative

- Practice managers will have the EIDOS team observe our waiting rooms and new patient processes to improve inclusive environment for LGBTQ+ and gender diverse patients
- New staff and temp staff orientation will now include our practice's inclusivity statement for LGBTQ+ patients
- Working with the eidos team to update the Decision Tree to include additional Gender Affirming questions

We are looking for additional members to join our pillar !

If interested in joining, please reach out to Shakirah Ames and Brittany McIntosh

Research Pillar Activities:

Projects & Grants

General goal: Improve enrollment of historically underrepresented groups in research

U01 Grant: Closed Loop and Education for hypoglycemia Awareness Restoration (CLEAR)

- We have assembled consortium-wide and local stakeholder committees with an emphasis on diversity across age, race, sex, and technology use.
- The study aims to enroll a diverse sample of individuals and will offer diabetes technologies and advanced education to patients who may otherwise struggle to obtain these resources.
- Will not have statistics on enrollment for ~1 year

Tzield (teplizumab) Study

- Study just beginning
- Plan to report on enrollment data as available

▶ BCAA Study

- Screened: 31, Enrolled: 20
 - Of those screened: 18 (58%) White-identifying, 20 (65%) female
 - Of those enrolled: 13 (65%) White-identifying, 12 (60%) female

▶ DOMPE Study

- Screened: 46, Enrolled: 11
 - Of those screened: 30 (63%) White-identifying
 - Of those enrolled: 10 (91%) White-identifying; Combination of screen failures, patients declining, or unresponsive to outreach

▶ T2IQP

- Screened: 11, Enrolled: 7
 - Of those screened: 7 (63%) Black-identifying
 - Of those enrolled: 4 (57%) Black-identifying;

Research Pillar

- **Other Projects**
- **Social determinants of health prioritized across projects**
- Fellows QI Health Equity Project currently underway
 - Assessing disparities in technology uptake and use amongst Penn Patients across racial groups.
 - Currently interviewing stakeholders in the Penn community
 - Findings TBD
- Dr. Matus' Studies: Multiple projects assessing social determinants of health alongside clinical problems related to type 1 diabetes and chronic illness in diverse samples.
 - *"A Mixed Methods Investigation of Attitudes and Self-Care in Individuals with Type 1 Diabetes Mellitus and Impaired Awareness of Hypoglycemia"*
 - Presented at Penn Diabetes Grand Rounds, manuscript to be submitted
 - Diverse sample: 200 participants (n=48, 24% Black); Identified social determinants of health as a significant, negative influence on self-care patterns
 - *"Social Determinants of Health are Associated with Coping of Informal Caregivers of Adults with Heart Failure"*
 - Published in a special issue of Clinical Nursing Research focused on Social Determinants of Health
 - *"Interoception Predicts Impaired Awareness of Hypoglycemia (IAH) in Adults with Type 1 Diabetes"*
 - Awarded an Oral Presentation at American Diabetes Association and "Best Translational Research Poster Winner at IDOM 2024 Symposium
 - 20% Black, many reported high SDH risk exposure.
 - May offer pathway for more accessible IAH interventions

Education Pillar Activities

- **Promote diversity within fellowship program**
 - Bias reduction in fellowship recruitment: double screening of fellowship applicants, disseminate resources for bias reduction to interviewers
 - Invited all applicants to Alliance of Minority Physicians *Meet the Family Sessions*
 - Spring 2024 Participated in DOM - College of Physicians of Philadelphia's Center for Education – After School STEM/Medicine programs Pilot program: opportunity for educational outreach and mentorship for students in after school programs
 - Programs | The College of Physicians of Philadelphia
 - Next Phase: Interest in exploring ways foster interest in EDM and health sciences as a career for younger medical trainees and pre-medical students

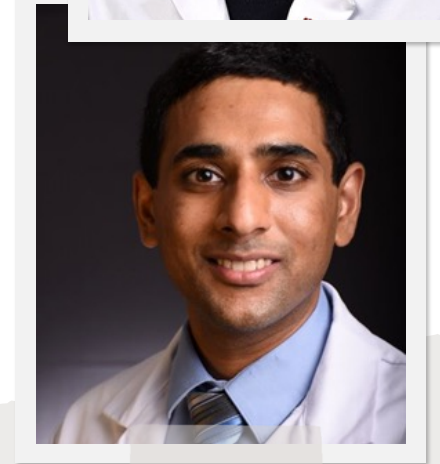


Education Pillar

- **Prepare fellows to understand inequities in clinical care and research, and provide tools to address bias and advance equity in their career**
 - Combined QI/Health Equity EDM Fellows' Project
 - Gender Affirming SP session for all fellows June 5, 2024
 - Fellows' Journal Club sessions focused on health equity literature:
 - Dr. Cappola and Guerrier: January 10, 2024 *Sociodemographic Disparities in the Treatment of Hypothyroidism: NHANES 2007-2012. Ettleson et al.*
 - Dr. Schutta, Dr. Riordan and Dr. Mamtani: Diabetes Noon Conference April 30, 2024 – *Increasing CGM use for non Hispanic black and Hispanic people with Type 1 DM* Odugbesan et al. Diabetes Journal.org Winter 2024.
 - Expansion of the DOM *BLOOM DEI* Longitudinal Pathway
 - AY 2024-2025: Introduction of two new sessions to EDM Fellows educational curriculum –APDEM Health Equity Curriculum Sessions
 - *Lived Experience* patient series within diabetes noon conference series to return AY 2024-2025

Building Leadership Opportunities for Medicine in Diversity, Equity, and Inclusion (BLOOM - DEI) Longitudinal Pathway

- Co-Directors Cait Clancy MD MSHP, Yuvaram Reddy MBBS MPH, Caitlin White, MD
- **AY 2022-2023:** Pilot year 5 fellows across 3 divisions (Renal, Pulmonary, EDM)
- **AY 2023-2024:** 15 participating fellows across Departments of Medicine and Pediatrics (Renal, Pulmonary, EDM, Geriatrics, Cardiology, Heme Onc, Pediatric Renal, Pediatric EDM, General Internal Medicine)
 - 1 year of funding through Dept of Medicine (Ilene Rosen, Carmen Guerra, Jon McCabe)
 - Co director and administrative support
 - Fellows' health equity project funds
 - Presentation at Annual ACGME Conference March 7, 2024
 - Addition of Health Equity Category and Award at Penn Medicine Research Day!
 - BLOOM DEI/Health Equity Grand Rounds in DOM – March 26, 2024: Ernest Moy, MD Executive Director of the VA Office of Health Equity



BLOOM-DEI Pathway 2023-2024 Academic Year at a Glance

July 2023-December 2023

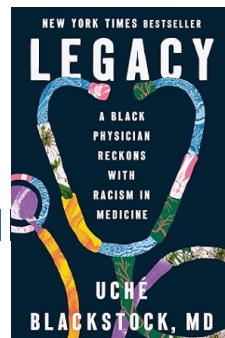
- ▶ **Kick off call** (Intros, discussion of SDOH and Health Equity)
- ▶ **Slicer Dicer Orientation** & discuss Health Equity Project Ideas
- ▶ **Penn EIDOS** Advocating for LGBTQ+ individuals, caring for sexual and gender minorities
- ▶ **Upstander/Microaggression Training**
- ▶ **Works in Progress Session** (Presentation of Fellow's health equity projects for feedback)
- ▶ **Off Campus Happy Hour**
- ▶ **Works in Progress Session**

January 2024 – June 2024

- ▶ **Ageism in Medicine**
- ▶ DEI Lunch break Journal Club
- ▶ **Discussion with Vice Chair for Diversity and Inclusion, DOM**
- ▶ DEI Lunch break Works in Progress Session
- ▶ **Health Advocacy/Health Policy**
- ▶ DEI Lunch break Journal Club
- ▶ **CliftonStrengths Leadership session**
- ▶ DEI Lunch break – Invited guest Shivani Agarwal
- ▶ **BLOOM-DEI Grand Rounds with Davide Grande, MD.**
- ▶ DEI Lunch break Journal Club
- ▶ **Fellow Capstone Presentations, Reception and Graduation**

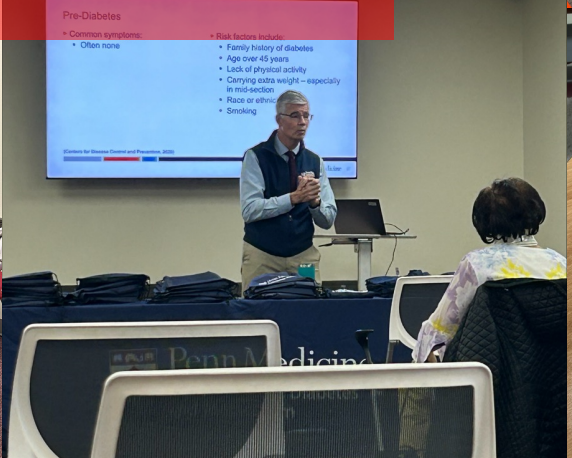
Education Pillar

- ▶ Provide division members resources to promote an inclusive and equitable culture, highlight and address disparities in care, and recognize and reduce discrimination in the workplace
 - 2 grand rounds on DEI topics in EDM per academic year
 - **January 31, 2024, Nicole C. Wright, PhD; University of Alabama at Birmingham. “Race/Ethnicity in Osteoporosis Management”**
 - **May 1, 2024; Shivani Agarwal, MD, MPH; Albert Einstein College of Medicine and Montefiore Medical Center. “Reducing racial and socioeconomic disparities in type 1 diabetes”**
 - Workshop on caring for LGBTQ+ persons (*in collaboration with Culture Pillar and Penn EIDOS*)
 - Additional reading:





CHOP DEI/Engagement Events

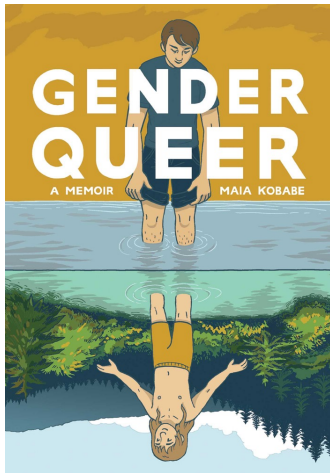


- Pre-Diabetes
- Common symptoms:
 - Often none
 - Risk factors include:
 - Family history of diabetes
 - Age over 45 years
 - Lack of physical activity
 - Carrying extra weight – especially in mid-section
 - Race or ethnicity
 - Smoking

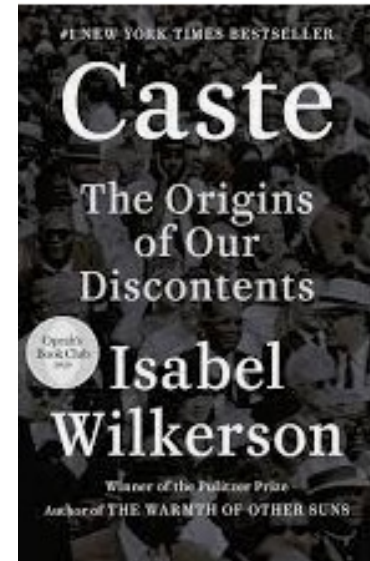


Book/Movie Club

2/1/24 – Launched with Caste



- Next Book Club
Friday May 10th, 4PM
Come join!



Upcoming: Diabetes Camps

- [Camp Freedom: June 15-21](#)

- <https://diabetes.org/tools-resources/get-connected/camp/find-a-camp/camp-freedom>
- Schwenksville, PA
- Ages 7-17

Camp Setebaid

<https://setebaidservices.org/>

| CAMP | DATES | AGES | LOCATION |
|---|----------------------|---------|-----------------|
| The Harrisburg Diabetic Youth Camp (HDYC) | July 14-20, 2024 | 7*-12 | Bethel, PA |
| Camp Setebaid at Swatara | July 14-20, 2024 | 13**-18 | Bethel, PA |
| Camp Setebaid at Mount Luther | July 28-Aug. 3, 2024 | 7*-14 | Mifflinburg, PA |

CHOP DEI GOALS



FY25 GOAL IS TO HAVE A DEI COMMITTEE



WE LOOK FORWARD TO CONTINUED PARTNERSHIPS AND COMMUNITY OPPORTUNITIES!



Questions?



Feedback?

*Thank you to all pillar
co-leads!*

Community Pillar:
Jasmine Hudson,
CRNP, Carrie Burns
MD, Zena Duckett, MA,
RD, LDN, CDCES

People Pillar: Lisa
Henry, Vesselina
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MD

Culture Pillar: Ashley
Drain, LPN, Ben Jones,
MD, Rahaf Sultan, MD

Clinical Pillar: Shakirah
Ames, Brittany
McIntosh, NRCMA

Research Pillar: Ilona
Lorincz, MD, MSHP,
Mike Rickels, MD, MS,
Austin Matus, RN, PhD

Education Pillar: Serena
Cardillo, MD, Caitlin
White, MD, Jennifer
Cronin, C-TAGME

Special thank you to our
EDM Division Chief,
Susan J. Mandel, MD,
MPH, whose support
has been invaluable!



Special Thank You to Sherard Graham who has been wonderful with keeping both our digital board in PCAM 4 W, and our DEI Website up to date with current & new events!!

Link to these slides, last year's slides, & our DEI website are down below.

Diversity Equity and Inclusion - Penn Medicine

