



Division of Endocrinology, Diabetes and Metabolism

Interim Update

Strategic Plan for Diversity, Equity and Inclusion:

Implementation Phase

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

Pillar leads: Shakirah Ames, Carrie Burns, MD, Ashley Bush, MMH, Serena Cardillo, MD, Ashley Drain, LPN Zena Harrison, MA, RD, LDN, Lisa Henry, Jasmine Hudson, CRNP, Ben Jones, MD, Ilona Lorincz, MD, Lori Maloney, DNP, CRNP, MBA, RN, CDE, Vesselina Panteva, Mike Rickels, MD, MS

March 1, 2023



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.
- Develop a plan to engage community stakeholders in the design, implementation, and participation in clinical research conducted within our division
- 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
- Foster opportunities for growth within the division and UPHS health system



People

- Enhance the recruitment and interview process to include more diverse candidates
- Prioritize the professional development of non-faculty staff through mentorship programs and professional development courses
- Develop & implement a comprehensive Reward & Recognition Program that encompasses all areas (clinical, research, and administrative) and ensures that employees feel valued

Community Pillar: Highlights of 2022

- ▶ National Women's Healthcare Conference



- ▶ Back to Basics: Our Health and Wellness 4 Week Series

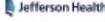
**OUR HEALTH AND WELLNESS
A VIRTUAL FOUR WEEK SERIES**
1:00p.m. | April 14th | Diabetes Care and Management

 Frank Franklin, MD, MPH Deputy Commissioner Pennsylvania Department of Public Health	 Deborah Weil, MD Medical Director Pennsylvania Collaborative for Health Equity	 Lori Miller-Melroy, CNP, MBA, Chief Pharmacist of the University of Pennsylvania Endocrinology, Diabetes, and Metabolism	 Kinshel Melby, PharmD, MBA Executive Director Health Education
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**Save the dates:
APRIL 21ST AND 28TH**
Register now!
<https://back-to-basics-our-health-and-wellness.eventbrite.com>

Stream on Facebook at ForumPhilly

Sponsored by:

Community Pillar: Highlights of 2022

- ▶ ADA Walk Oct 15, 2022: *Walking for Patients, Walking with Patients*



Community Pillar: Highlights of 2022

▶ Clark Park Farmers Market 3 Month Outreach Series

- October 22, 2022: Managing Diabetes at Halloween
- November 12, 2022: Managing Diabetes at Thanksgiving
- December 10, 2022: Managing Diabetes during winter holidays



Community Pillar: Highlights of 2023

▶ Haverford YMCA DM Outreach Series

- January 13, 2023: Setting SMART Goals In the New Year
- March 4, 2023: Springing into Action, Get up and Move



PRDC Outreach Resources

► PRDC Brochure

Meet Our Team



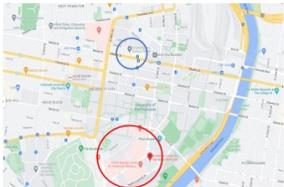
This QR code will direct you to the Diabetes Care Treatment Team from the following locations:

- Perelman Center for Advanced Medicine
- Penn Medicine University City
- Penn Medicine Radnor
- Penn Metabolic Medicine
- And more!

Contact information as well as a map can be found on the "Locations" portion of the brochure.



Locations



- **Perelman Center for Advanced Medicine**
3400 Civic Center Blvd Philadelphia, PA 19104
West Pavilion, 4th Floor
For appointments call: (215)-662-2468
- **Penn Medicine University City**
3737 Market Street, Philadelphia, PA 19104
3rd Floor
For appointments call: (215) 662-9905
- **Penn Medicine Radnor**
145 King of Prussia Rd, Radnor, PA 19087
For appointments call: (610)-902-4858

Scan this code to be directed to the website:





PENN RODEBAUGH DIABETES CENTER



► PRDC Educational QR Code

Resources on Diabetes Care

We understand managing your Diabetes can be complicated and overwhelming, for great information on how to manage and treat diabetes, including insulin and medical nutrition and healthy eating, staying active, and more.

Please follow the QR code below

1. Open the camera app on your phone
2. Point it towards the QR code below so it appears on your screen
3. Tap the notification that appears on your screen



Evidence Based: Educational resources

- Examples of educational resources provided to the community
 - ADA: Diabetes screening tool in English and Spanish; Plate Method; Plan Your Portions
 - CDC: The Road to T2DM; Managing T2DM
 - Adapted version Linda Sartor, RD: How Much Sugar is in Your Food
 - Managing complications of DM



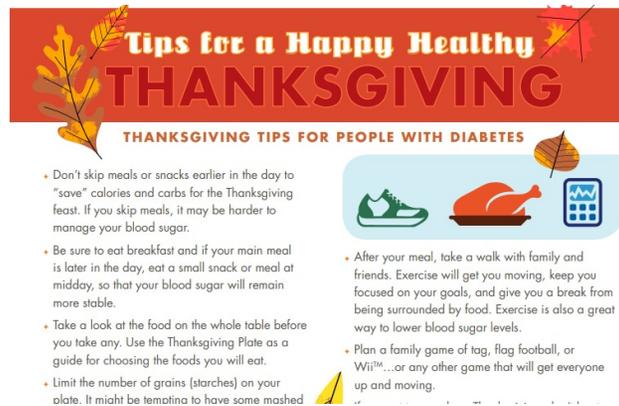
Halloween Habits

Halloween doesn't have to be all about the candy! Focus on creatively decorating your house, your yard, your pumpkin, etc.

Look for local activities to get in the spirit *and* some exercise such as:

- ★ Pumpkin picking at the local pumpkin patch
- ★ Complete a Fall 5k walk
- ★ Visit and walk through a hay maze or a haunted house
- ★ Complete a workout to a haunting Halloween music mix

No Need for Tricks — Go with Delicious, Healthy Treats



Tips for a Happy Healthy THANKSGIVING

THANKSGIVING TIPS FOR PEOPLE WITH DIABETES

- Don't skip meals or snacks earlier in the day to "save" calories and carbs for the Thanksgiving feast. If you skip meals, it may be harder to manage your blood sugar.
- Be sure to eat breakfast and if your main meal is later in the day, eat a small snack or meal at midday, so that your blood sugar will remain more stable.
- Take a look at the food on the whole table before you take any. Use the Thanksgiving Plate as a guide for choosing the foods you will eat.
- Limit the number of grains (starches) on your plate. It might be tempting to have some mashed



Holiday SEASON EATING Tips

FOR PEOPLE WITH DIABETES

During this holiday season make a promise to put yourself at the top of your list. As hard as you've worked to stay on course with managing your diabetes throughout the year, the holiday season has the potential to throw you off. Travel, parties, big meals, snack foods at the office and drinking all create a challenging environment for eating healthy. Add to that the days of travel with little scheduled exercise, and it becomes a real effort to stay on track.

Here is our promise to you: If you follow these strategies, you can maintain your blood sugar levels and enjoy the parties and gatherings along with everyone else. But, just like everything else with diabetes, you have to take a few extra steps.

The last page of this resource is a Healthy Eating Contract. Take a moment to put your commitment in writing and place it in a spot where you will see it every day. If you need help with your diabetes management this holiday season, such as adjusting insulin with carbohydrate intake, talk with your diabetes care and education specialist.

Community Pillar – Upcoming Events

▶ HUP Cedar Diabetes Educational Series:

- In partnership with HUP Cedar CNSS/ Nursing/ Nutrition/Social Workers, IMPACT, Rebecca Stamm (Associated Director of clinical Implementation), Sofia Carreno (HUP Harvest Food Program), Dr. Anna Van Niekerk (PHMC Health Center on Cedar)
 - April 1, 2023, 9:30 am-12:30 pm
 - May 6, 2023, 9:30 am-12:30 pm
 - June 10, 2023, 9:30 am-12:30 pm

▶ Frontline Dad's Inc:

- In partnership with Dr. Carmen Guerra, facilitated by Dr. Jorge Kamimoto
 - May 20, 2023, 11 am - 1pm

▶ Men's Wellness Event in Sept 2023

▶ ADA Walk 2023: Save the Date - October 21, 2023

▶ YMCA West Philadelphia: Dates To Be Determined...

What's Next? – Ways to get involved!

- ▶ Mighty Send Off to Lori!!! Best wishes in all her future endeavors!
- ▶ Welcome: New Co-Leads
 - Dr. Carrie Burns
 - Zena Harrison, RD
- ▶ THE ASK OF YOU!!!!!!
 - We would love your involvement at these events – if interested please email Jasmine.Hudson@pennmedicine.upenn.edu

People Pillar

▶ **Book club**

- ▶ A book club is a great way that you can use to ensure your workforce learns about other workers' experiences. For book club diversity and inclusion activities, we can select one book that people will read two weeks or a month before coming together via Zoom.
- ▶ We can also select books on age and generation disparities, race and ethnicity, disability, spiritual beliefs, and cultural diversity.
- ▶ Here is a suggested [list of books on inclusion and diversity](#).



- ▶ **Social Gathering:** What better way to understand each other...than coming together..

Culture Pillar

- ▶ Display LGBTQ+ Flag on PCAM waiting room display; LGBTQ+ inclusivity statement on display and EDM website
- ▶ Distribution of Pride Progress Flag pins
- ▶ Development of all staff workshop to improve knowledge and treatment surrounding LGBTQ+ people
- ▶ Scan QR code to complete anonymous survey for assessment of workplace and practice culture
 - Thank you to those who have already completed the survey!
 - We will use the results from this survey to develop role-specific workshops



Clinical Pillar Activities:

- ▶ Address Language Barriers for patients
 - Creation of 'master list' of languages spoken by clinical staff
 - Now displayed on monitor installed in PCAM 4W waiting room
 - May be adopted at PMUC
 - Translation of 'Patient information' educational resources for EDM diseases into Spanish → ***Awarded the December 2022 Endocrine Clinical Innovation Fund to expand this!***
- ▶ Reduce no-show rates across all practice sites (threat to access, patient health outcomes, disproportionately affects Black, African American and Hispanic patients)
- ▶ 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
 - Will be working on an RPV No-Show policy in the future (would include “warm transfer” back to PCP in lieu of no care at all with multiple no show visits)

Translation of Patient Education Materials to Spanish

- ▶ **Thank you to Dr. Ana Rivadeneira and Dr. Javier Ocampo for translation of many documents into Spanish!**
- ▶ Please contact us (caitlin.white2@penndmedicine.upenn.edu) if you have ideas for highly utilized materials not already on this list!

Deirdre MacFarlane, LCSW, Trabajadora Social



¿Necesitas hablar con una trabajadora social?

Puedo ayudar con una serie de cosas que incluyen:

- Problemas con el seguro médico
- Programas de Asistencia con Medicamentos
- Recursos de transporte
- Conexión con un terapeuta y recursos para tu salud mental
- Acceso a alimentos y recursos nutricionales
- Solicitud de servicios de atención médica en el

▶ Planned patient education materials for translation:

- Adrenal Insufficiency Illness precautions
- Diabetes Insipidus Illness precautions
- Anti Thyroid Medication Agranulocytosis precautions
- I-131 Safety Precautions
- Solu Cortef injection instructions
- Glycemic Index of foods
- Nutrition basics
- Carbohydrate counting hand out

Tabla de Seguimiento de Endocrinología : Pacientes NO CUSHING - Día de cirugía: Lunes

* Llame al endocrinólogo de guardia al 215-662-2300 si Usted se siente incómodo por tener mucha sed o por orinar con mucha frecuencia.
 * Por favor, llame al endocrinólogo si Usted presenta fiebre, náusea, vómitos o si está por tener algún procedimiento o cirugía durante las primeras 6 semanas que siguen al día de su cirugía de pituitaria.
 * **NO TOME la medicina DDAVP (desmopresina)** a menos que el médico o enfermera practicante de endocrinología se lo indiquen directamente.
 * Su cita de seguimiento virtual de Endocrinología está escrita en la siguiente tabla. Usted recibirá un link para conectarse a la visita una semana antes de la fecha prevista.

	Día Post- operatorio 1 Martes	Día Post- operatorio 2 Miércoles	Día Post- operatorio 3 Jueves	Día Post- operatorio 4 Viernes	Día Post- operatorio 5 Sábado	Día Post- operatorio 6 Domingo	Día Post- operatorio 7 Lunes	Día Post- operatorio 8 Martes
Citas y mensajes en portal MyPennMedicine (MPM)	Alta a casa	Responda al mensaje en portal MPM a las 8:30 AM sobre sed y cantidad de orina	Responda al mensaje en portal MPM a las 8:30 AM sobre sed y cantidad de orina	Llame si presenta mucha sed u orina mucho. Si no tiene estos síntomas, inicie restricción de fluidos.			Vaya a un laboratorio de hospital o laboratorio de Penn Medicine para exámenes de sangre y orina.	
Hidrocortisona (Hydrocortisona)	Tome una tableta de 20 mg con la cena en su casa							
	Tome una tableta de 30 mg de hidrocortisona al despertar en la mañana							

Research Pillar

▶ **Projects & Grants:**

▶ **U01 Grant**

The status of the U01 Grant will be updated shortly

Will update the stakeholder engagement & recruitment

The education intervention portion of the grant will begin now

▶ **QI Project #1 Addressing no shows** (no show hot spotting with high risk zip codes)

- **Pilot 1:** Patient reminders using preferred method of communication & engaging care givers. Reduced high risk of no show rate from 28% -> 18%. Now scaling to switchboard text message reminders with follow up calls to high risk of no show + no confirmation with text.
- **Pilot 2: Schutta, Lorincz, and Burns** after-hours telemedicine pilot clinic for high risk no show patients (5-6pm) > low demand/attendance and will not be scaled.
- **Pilot 3: NPV No Shows**, scheduling within 14 days

▶ **QI Project #2 Increasing Diabetes Technology** (pumps & CGM's) amongst minority patients with diabetes.

- Sites will be participating in equity bias training through the T1D QI exchange at the end of March.

Research Pillar

- ▶ Next steps: investigate additional research projects, especially non-diabetes related
 - Dr. Mandel is involved in a thyroid research project
 - Dr. Al Mukaddam is participating in IBX DXA Health Equity project
- ▶ Site qualification application has been submitted for a new study that deals with Tandem closed loop pump use for pt's with Type 2 Diabetes.
- ▶ Active and ongoing efforts to recruit a faculty member interested in inequities in care and access to care

Research Pillar Cont.

- ▶ Ph.D. candidate, Austin Matus, who is mentored by Dr. Rickels, has completed data collection for his mixed methods dissertation, which aims to **explore attitudes and self-care in a racially diverse group of adults with type 1 diabetes and impaired awareness of hypoglycemia.**

Useful strategies for recruitment and enrollment of a diverse sample at Penn were identified:

- ▶ **Leverage your information to sample with purpose**

- Monthly *Penn Business Object* reports allowed for identification of ~900 potential participants and enrollment of 200 (27% Black) based on variables derived from the echart.
- Study data was repurposed to inform selection of 21 participants (62% Black) for qualitative interviewing to contextualize survey findings

- ▶ **Increase Accessibility by going virtual if possible**

- Recruitment, screening, enrollment, and participation occurred virtually (email for initial contact) to reduce participant burden
- REDCap database has built in virtual-consent functions for enrollment, and allows for secure sharing and completion of surveys via email
- Zoom is HIPAA compliant and offers free audio recording and transcription (which takes only minutes to complete)

- ▶ **Make every interaction count**

- Use your interactions to build rapport – current participants can become champions for your work in their communities, may refer others, and can serve as community advisors for future projects.

Education Pillar

▶ Promote diversity within fellowship program

- Bias reduction in fellowship recruitment: double screening of fellowship applicants, disseminate resources for bias reduction to interviewers
- PD and APD attended *GME Faculty Symposium* Sept 19, 2022
 - Identifying and Addressing Bias in Applicant Selection and House Staff Evaluations
 - Strategies to Reduce Bias in Resident Recruitment and Evaluation
 - Holistic Review in Residency Recruitment
- Invited all applicants to Alliance of Minority Physicians *Meet the Family Sessions*
- Participating 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: Creation of Medical student and/or Internal Medicine resident UIM visiting elective within our division (3–5-year plan)

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: *Assessing disparities and clinical practice pattern in treatment of obesity in our practice*
 - Gender Affirming SP session for all fellows in Dec 2023 (led by Ben Jones)
 - *Lived Experience* patient series introduced into diabetes noon conference series

EDM Fellows Project: *Assessing disparities and clinical practice pattern in treatment of obesity in our practice*

- ▶ Obesity differentially impacts some patients:
 - Individuals with food insecurity are more likely to be obese
 - US adults who are black or Latino have higher rates of obesity
- ▶ Discrimination against individuals with obesity is prevalent
- ▶ Obesity is a chronic condition associated with 2.8 million deaths worldwide each year
 - Timely diagnosis and documentation are essential for prevention of associated conditions (diabetes, hypertension, coronary artery disease, sleep apnea, cancer)
- ▶ Multiple studies show that up to 40% of patients are never told they are obese and less than half receive advise to lose weight

EDM Fellows Project: *Assessing disparities and clinical practice pattern in treatment of obesity in our practice*

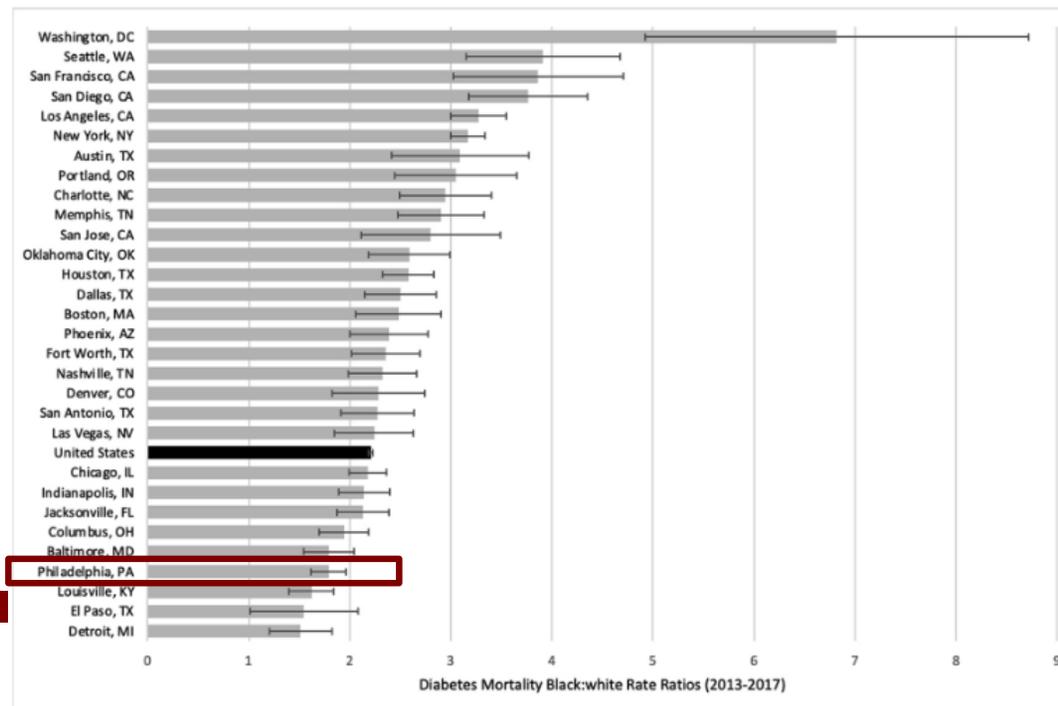
- ▶ **Slicer Dicer:** surveyed 8586 outpatient encounters November 2021-November 2021, at 4 endocrinology clinics within the University of Pennsylvania Health system (Neuro-endocrinology, general endocrinology, diabetes clinic)
- ▶ **Primary aim:** to identify whether health disparities were present in the diagnosis of obesity or the use of Glucagon-like peptide 1 receptor agonists (GLP1-Ra) for the management of obesity.
- ▶ **Findings:** No disparities observed in coding obesity in patients with a BMI >30 with or without DM diagnosis, OR in the use of GLP1-Ra in patients with a BMI >30 with or without DM.
 - Did show that up to 50% of patients that meet the diagnostic criteria of obesity do not get it coded as a diagnosis in the EMR
- ▶ **Future direction:** Improve coding in general endocrinology clinic → diagnosis codes are commonly used for population identification and initiative planning. Improve patient referral for management of metabolic complications and include patients in obesity registry and future research initiatives.

Education Pillar: DEI focused Journal Club Session

Diabetes mortality across the 30 biggest U.S. cities: Assessing overall trends and racial inequities



Joanna Buscemi^{a,*}, Nazia Saiyed^b, Abigail Silva^c, Fereshteh Ghahramani^a,
Maureen R. Benjamins^b



Building Leadership Opportunities for Medicine in Diversity, Equity, and Inclusion (BLOOM - DEI) Fellows Health Equity Collaborative

▶ AY 2022-2023: Pilot year

- Year long training pathway with 3 core components:
 - Development and implementation of a health equity project
 - Monthly trainings in DEI related topics with PSOM DEI leaders
 - Structured mentorship with division DEI Vice Chiefs
- Partnership with Renal and Pulmonary/Critical Care
 - 5 total fellows (all three 2nd year EDM fellows!)

▶ AY 2023-2024:

- Applied for funding to Penn GME & AAIM DEI Excellence in IM Training Grant
- Addition of Cardiology Division +/- Heme Onc

Month	Topic	Speaker	Theme
August 17, 2022 1:05-2p	Kick-off call Nephrology fellows QI/Health Equity Project	Valerie Nwanji, MD	
September 21, 2022	Microaggression Training	Cait Clancy, MD	
October 19, 2022	EDM Fellows QI/Health Equity Project: Reducing disparities in Obesity treatment	Nnenia Francis, MD Jorge Jo Kamimoto, MD Ana Rivadeniera, MD	Work in Progress Meeting
November 11, 2022	Slicer Dicer Orientation for Health Equity Projects	Cait Clancy, MD	
November 16, 2022	Pulmonary Fellow QI/Health Equity Project	Stephanie Van Decker, MD, MS	Work in Progress Meeting
December 1, 2022	Diversity in Nephrology Seminar	Tanjala Purnell, PhD, MPH, FASN	
February 15, 2023	DOM ACT strategic plan and PSOM strategic plan	Carmen Guerra, MD, MSCE, FACP	
March 15, 2023	Rapid Fire DEI presentations prior to Health Equity Week	DEI Fellows	
April 19, 2023	Improving inclusion and diversity, recruiting and supporting people underrepresented in medicine	Howard Julien, MD, MPH, ML	
May 3, 2023 *11a-12p	Stigma and bias in obesity, health equity curriculum OR increasing URM in GME	Ricardo Correa, MD	
June 7, 2023 (In person)	Capstone Presentations, Lunch		

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 work place**
 - 2 grand rounds on DEI topics in EDM per academic year
 - **Joshua Joseph, MD:** Advancing Equity in Diabetes Prevention and Management: *Delivering on our Values*
 - [EGR 2023.02.22.mp4 | Powered by Box](#)
 - **Ricardo Correa, MD:** Addressing stigma and bias in obesity



Questions? Feedback?

- ▶ *Thank you to all pillar co-leads!*
- ▶ Community Pillar: Jasmine Hudson, CRNP, Lori Maloney, DNP, CRNP, MBA, RN, CDE
Carrie Burns MD, Zena Harrison, MA, RD, LDN
- ▶ People Pillar: Lisa Henry, Vesselina Panteva
- ▶ Culture Pillar: Ashley Drain, LPN, Ben Jones, MD
- ▶ Clinical Pillar: Shakirah Ames, Ashley Bush, MMH
- ▶ Research Pillar: Ilona Lorincz, MD, MSHP, Mike Rickels, MD, MS
- ▶ Education Pillar: Serena Cardillo, MD, Caitlin White, MD

- ▶ *Thank you to all division members who have engaged in these events, creation of the strategic plan, and promotion of an inclusive culture in our division!*
- ▶ *Special thank you to EDM fellows and former co-pillar leads!*
 - Jordan Chud, MHA, Kathleen Ford, CRNP, Megan Phillips, MHA

