



Our Commitment to  
**Diversity  
and  
Inclusion**



Diversity is an integral element of the values of UMass Memorial Health Care and of the efforts designed to manage a diverse workforce while providing health care services to an increasingly diverse population. It is, in fact, a contributor to our ability to be an employer and health care provider of choice.

This brochure is designed to share with you the commitment of UMass Memorial Health Care to diversity, our diversity strategic objectives and examples of supporting activities.

# *Diversity Statement*

Diversity at UMass Memorial is an integral element of our core mission, values, strategies and key initiatives. As we recognize the many cultures, languages and backgrounds of our patients and workforce, we are mindful that integrating, valuing and promoting diversity in all that we do enhances the quality of care we provide and fosters a positive and productive work environment.

## Diversity Standards

The following reflects the standards for the UMass Memorial Health Care system:

- A diversity strategy or plan is in place at each UMass Memorial entity in support of the commitment to improve the health of the people of Central Massachusetts.
- Diversity-related strategies and plans are integrated into the sourcing, recruitment and employee development plans in order to retain and enhance the pipeline for a diverse employee population.
- Diversity educational programs are provided to ensure competency, orientation and awareness. Aspects of these programs are shared across system entities.
- Funding resources are allocated to support the implementation of each diversity strategy or plan. These resources may be shared across system entities, and opportunities to collaborate in seeking grant support will be pursued.
- UMass Memorial Health Care is in compliance with diversity regulatory requirements such as Americans with Disabilities Act, Department of Labor and Executive Order 11246.

# Patient Care

Examples of how we achieve this:



- Integrating questions about race, ethnicity and language helps us take care of our patients
- Offering cultural competency training to staff members in order to enhance their skills and knowledge
- Integrating equitable care within the UMass Memorial Health Care strategic plan to ensure provision of quality care irrespective of gender, ethnicity, geographic location and socioeconomic status
- Including racial/ethnic communities in the planning and design of health care services
- Providing cultural and linguistic interpretation through our award-winning Interpreter Services Department

*To support our ability to provide quality care to all patients.*

# *Business Integration*

Examples of how we achieve this:

- Pursuing strategies that recruit and retain a diverse workforce
- Assessing the experience of recently hired minority employees to identify opportunities that will improve our work environment and enhance retention
- Providing diversity-related development and training to employees
- Utilizing minority-owned and women-owned businesses



*To institutionalize  
diversity into all  
aspects of our  
business.*



# *Compliance*

Examples of how we achieve this:

- Ensuring adherence to regulatory compliance at the federal, state and local levels
- Addressing concerns related to discrimination or other inappropriate behaviors
- Providing consultation and training that promote a civil, respectful, and engaging work environment

*To ensure  
compliance with  
federal and state  
laws and  
regulations.*

# Diversity and Our Partnerships

## Community Benefits Mission

UMass Memorial Health Care is committed to improving the health status of all those it serves, and to addressing the health problems of the poor and other medically underserved populations. In addition, nonmedical conditions that negatively impact the health and wellness of our community are addressed. Through Community Benefits Programs, UMass Memorial hospitals are meeting the needs of their geographical service areas.

## Partnerships with Community Organizations

To advance our diversity initiative, UMass Memorial is proud to closely work with a number of community organizations including:

- AIDS Project Worcester
- Boys and Girls Club of Worcester
- Centro Las Americas
- Greater Worcester Community Foundation
- Massachusetts Rehabilitation Commission
- Martin Luther King, Jr. Business Empowerment Center
- Southeast Asian Coalition of Central Mass
- Worcester Public Schools

## The Diversity Advisory Board

A multidisciplinary leadership team comprising representatives from the Executive Office of UMass Memorial Health Care, University of Massachusetts Medical School, UMass Memorial Medical Group, the departments of Pediatrics, Family Medicine and Community Health, Anesthesiology and the offices of Community Relations, Interpreter Services, Talent Management, and Facilities and Engineering. These individuals provide guidance and advice regarding diversity initiatives throughout UMass Memorial.

## Taskforce and Committee Structures

Examples are:

- Gay, Lesbian, Bisexual, Transgender Quality Care Improvement Committee
- Council on Equal Opportunity and Diversity of the University of Massachusetts Medical School

## Diversity Staff

For questions or additional information, contact:

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UMass Memorial Health Care is the largest not-for-profit health care system in Central Massachusetts with 1,500 physicians and more than 12,000 employees. Our comprehensive network of care includes teaching hospitals, affiliated community hospitals, outpatient clinics, community-based physician practices, and home health, hospice, rehabilitation and mental health services. UMass Memorial is dedicated to promoting health and wellness in the community, and is proud to be the clinical partner of the University of Massachusetts Medical School.

Contributions and memorial gifts to UMass Memorial Health Care are deeply appreciated. For information, call the UMass Memorial Foundation at 508-856-5520 or e-mail [giving@umassmed.edu](mailto:giving@umassmed.edu).



*Our Academic Partner*



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