Dartmouth-Hitchcock Health

Vice President
Diversity, Equity, Inclusion and Belonging

Dartmouth-Hitchcock Health

Leadership Profile: July, 2021

Dartmouth-Hitchcock Health

Dartmouth-Hitchcock Health

Table of Contents

The Opportunity 3

Full Position Description 4-5

About Dartmouth-Hitchcock Health 6-9

The Community 10

How To Apply and Equal Opportunity Statement 11

ALICE PECK DAY MEMORIAL HOSPITAL
A Dartmouth-Hitchcock Affiliate

Cheshire Medical Center
Dartmouth-Hitchcock

Dartmouth-Hitchcock
MEDICAL CENTER

Mt. Ascutney Hospital
and Health Center
Dartmouth-Hitchcock

New London Hospital
Dartmouth-Hitchcock

VNH
Visiting Nurse and Hospice for Vermont and New Hampshire
Dartmouth-Hitchcock Health

The Opportunity

Dartmouth-Hitchcock Health (D-HH) has opened the search for a dynamic, engaging and experienced leader to provide direction and collaborative leadership as we work to build a more inclusive culture across our health system. D-HH is committed to ensuring a system-wide approach to diversity, equity, inclusion and belonging (DEIB) efforts and the new Vice President of Diversity, Equity, Inclusion and Belonging will work with executive teams and clinical leaders across the entire system to increase the employee and patient experience as an employer and provider of choice for the communities served.

As a growing health system, it is critically important that DEIB initiatives remain aligned with the organization's business and cultural goals, as well as contribute to the clinical, academic and research mission. It is recognized that diverse ideas, culture and experiences enhance innovation and the clinical and educational experience.

The VP of DEIB will be responsible for advancing DEIB, inclusive of patient health equity objectives, by setting the strategic direction and recommending, developing, implementing and managing all aspects of this strategy, including measurement and programmatic change. This role will work closely with the D-HH leadership team, as well as the individual hospital CEOs, clinical leaders and HR to provide insight, resources, tools, strategies and actions to advance equity and inclusion goals across the organization.

Full Position Description

Vice President - Diversity, Equity, Inclusion & Belonging

Dartmouth-Hitchcock Health

The **Vice President (VP)** will be responsible for integrating diversity, equity, inclusion and belonging (DEIB) into all aspects of Dartmouth-Hitchcock Health's strategic operating plan focused on improving the lives of our people, our patients and our communities. The VP will help to develop and lead an interdisciplinary and cross-departmental office for DEIB to serve the members of Dartmouth-Hitchcock Health, including the Norris Cotton Cancer Center, the Children's Hospital at Dartmouth-Hitchcock; system member hospitals in Lebanon, Keene and New London, NH, and Windsor, VT; and Visiting Nurse and Hospice for Vermont and New Hampshire; and 24+ multi-specialty and primary care Dartmouth-Hitchcock clinics that provide ambulatory services across New Hampshire and Vermont.

ESSENTIAL RESPONSIBILITIES INCLUDE:

- Works closely with the system member CEOs, system CEO steering committee, D-HH affinity groups, departmental leaders and other stakeholders across the health system to integrate DEIB values into the culture, goals and metrics of the organization
- Develops and implements a DEIB strategic plan and annual goals that emphasize and align with organizational goals to deliver safe, high-quality, culturally competent care that results in improved patient and family outcomes
- Builds awareness of cultural diversity that translates into patient and employee related practices and activities
- Creates and maintains strong working relationships with all levels of leadership, executive leadership, the Human Resources department, the Communications and Marketing department, the Office of Patient Experience, the department of Population Health, and patient and employee community member groups
- Serves as the senior advisor to system CEOs and leadership on DEIB issues and creates associated workplans and measures (from concept to completion) that advance diversity and inclusion locally
- Ensures that DEIB values, strategies, initiatives and accomplishments are visible across the D-HH community and align with the organization's mission, vision and values
- Creates and monitors a framework for tracking, reporting and communicating around DEIB metrics and progress
- Serves as internal consultant for DEIB and demonstrates the connection to business objectives, the positive impact of a diverse and engaged workforce, equity in patient health outcomes, and of community health equity
- Develops and maintains relationships internally to support recruitment, engagement and retention of a diverse workforce
- Partners with the Office of Patient Experience and Population Health to support strategies that improve equity in care
- Partners with Population Health and community health teams to support integration of DEIB strategies with community health improvement plans

- Partners with Communications and Marketing to drive implementation processes for advancing DEIB and advancing important messaging across the System
- Collaborates on the organization's compliance and reporting programs
- Serves as advisor to leadership on strategies and initiatives that will advance inclusion, engagement and innovation
- Partners with Dartmouth College and the Geisel School of Medicine to support integration of DEIB goals with educational programs and initiatives
- Seeks innovative and inclusive solutions in research and clinical care
- Builds bridges to the communities we serve both locally and regionally
- Serves as organizational expert on changes in regulatory and market conditions that may affect the organization's inclusion programs and implement changes and/or adjustments to ensure compliance

REPORTING STRUCTURE:

- The Vice President of Diversity, Equity, Inclusion and Belonging (DEIB) reports directly to the Chief Human Resources Officer.

DIRECT REPORTS:

- Director, Employer-Community Partnerships
- Director, Dartmouth-Hitchcock Employee Well-being

MINIMUM QUALIFICATIONS:

- Advanced degree preferred (i.e. Masters in DEI, Social Work or related field, PhD, MD). May consider Bachelor's Degree with at least 5-7 years of related experience
- Commitment to the tenet that a multiplicity of values and beliefs, interests and experiences, intellectual and cultural viewpoints enriches learning, augments research, informs scholarship and promotes better models of health care delivery that improve patient outcomes
- Prior training and/or experience in areas/endeavors related to promoting diversity and inclusion that are applicable across the medical center community (i.e., faculty, staff and trainees)
- Demonstrated success in managing organizational change with an understanding of institutional contexts, cultures and political climate
- Excellent change management, communication, organizational, decision-making, and leadership skills, with the ability to work independently and as part of a team
- Demonstrated experience in budget planning and prioritization of projects, programs and activities, analytical and problem solving experience
- Ability to work within a complex, cross-functional environment
- Ability to flex across different leadership styles to engage and build trust with various stakeholder groups

About Dartmouth-Hitchcock Health

Who We Are as a Health System

Dartmouth-Hitchcock Health (D-HH) is New Hampshire's only academic health system and the state's largest private employer as well as the state's largest health care system. Primarily serving New Hampshire and Vermont as well as patients from across northern New England, it is a non-profit and integrated health care delivery network of more than 1,800 providers in almost every area of medicine, and five member organizations all of whom possess the same commitment to provide the highest quality of care to the nearly 2 million community members we serve throughout the region.

The D-HH Family: Caring for our Communities in Extraordinary Ways

The D-HH system is committed to caring for the communities we serve in a timely, coordinated, compassionate and patient-centered way. As part of one health system patients are moved through the care continuum of assessment, diagnosis, treatment or intervention and recovery by a coordinated team to manage procedures or for disease diagnosis. D-HH is committed to providing superior patient outcomes, ease of access to state-of-the-art care and cost transparency. From providing nationally recognized cancer care, to fighting the opioid epidemic, to partnering with community organizations in improving the health of our region, the D-HH system is dedicated to providing the very best care today and well into the future.

About D-H Health (continued)

WHO WE ARE

D-HH is a network of hospitals and health care organizations across the region.

Dartmouth-Hitchcock Medical Center: D-HH is anchored by Dartmouth-Hitchcock Medical Center (DHMC), our flagship academic medical center located in Lebanon, New Hampshire that is composed of Mary Hitchcock Memorial Hospital, a 396-bed hospital founded in 1893, and the Lebanon division of the Dartmouth-Hitchcock Clinic, a large multi-specialty physician group practice founded in 1927 which provides medical services to patients, as well as medical education to clinicians and research through its six main sites in Lebanon, Keene, Manchester, Nashua and Concord, New Hampshire and Bennington, Vermont, as well as through a network of smaller practice sites at 24 locations throughout the region. DHMC was recently named one of the 100 Great Hospitals in America by *Becker's Hospital Review*, as well as ranked New Hampshire's Best Hospital for 2019-20, and cited for excellence in 13 clinical programs by *US News and World Report*.

Norris Cotton Cancer Center: Norris Cotton Cancer Center, located on the campus of Dartmouth-Hitchcock Medical Center (DHMC) in Lebanon, NH, combines advanced cancer research at Dartmouth College's Geisel School of Medicine in Hanover, NH with the highest level of high-quality, innovative, personalized, and compassionate patient-centered cancer care at DHMC, as well as at regional, multi-disciplinary locations and partner hospitals throughout NH and VT,. NCCC is one of only 51 centers nationwide to earn the National Cancer Institute's prestigious "Comprehensive Cancer Center" designation, the result of an outstanding collaboration between DHMC, New Hampshire's only academic medical center, and Dartmouth College. Now entering its fifth decade, NCCC remains committed to excellence, outreach and education, and strives to prevent and cure cancer, enhance survivorship and to promote cancer health equity through its pioneering interdisciplinary research. Each year the NCCC schedules 61,000 appointments seeing nearly 4,000 newly diagnosed patients, and currently offers its patients more than 100 active clinical trials.

Children's Hospital at Dartmouth: As New Hampshire's only full-service children's hospital, the Children's Hospital at Dartmouth-Hitchcock (CHaD) provides an extended system of care that offers advanced pediatric services. CHaD is recognized by the Children's Hospital Association as a "children's hospital within a hospital". CHaD is one of more than 220 children's hospitals in the United States providing care specifically focused on children.

Academic and Research Partnerships: DHMC serves as one of the primary teaching hospitals and one of the major research partners for the Geisel School of Medicine at Dartmouth, offering 49 accredited medical education training programs to nearly 400 residents and fellows annually. As New Hampshire's largest and most active research center, Dartmouth-Hitchcock – in partnership with Geisel – conducts a wide range of research in basic, clinical and translational science, and applied research projects in various medical specialties. Dartmouth-Hitchcock is also the clinical partner to Dartmouth College in carrying out the objectives of SYNERGY, as well as with The Dartmouth Institute (TDI), a pioneer in health services research. TDI research has generated significant new insights regarding geographic variations in health care delivery, the adaption and integration of payment reform models, and the factors influencing physician decision-making and patient-clinician communication. Through this work, TDI faculty help policy makers, systems leaders, and health care providers improve practices. This includes the development of innovative "learning health systems" in which patient experience and the outcomes of real health care practice generate the data that researchers need to improve care. At D-H and other sites around the country, TDI investigators are testing new strategies and models to improve patient-clinician communication and give patients the tools they need to make more informed decisions about their care.

About D-H Health (continued)

MEMBER ORGANIZATIONS

D-HH is committed to providing high-quality, compassionate and convenient care to patients throughout the region and to provide it, when possible, close to home. The D-HH system members coordinate resources and plan jointly to meet the health care needs of the populations we serve.

Our member organizations include: Alice Peck Day Memorial Hospital in Lebanon, New Hampshire, Cheshire Medical Center in Keene, New Hampshire, Mt. Ascutney Hospital and Health Center in Windsor, Vermont, New London Hospital in New Hampshire, and the Visiting Nurses and Hospice for New Hampshire and Vermont.

D-HH SYSTEM LEADERSHIP

Joanne M. Conroy, MD, serves as CEO and President of Dartmouth-Hitchcock and Dartmouth-Hitchcock Health, a role she has held since arriving in 2017.

Prior to her appointment, Dr. Conroy served as CEO of Lahey Hospital and Medical Center (formerly the Lahey Clinic), a large, integrated health system with more than 1,400 physicians, 18,000 employees, $4 million in grant funding for medical research and $2.0 billion in annual revenue.

From 2008 to 2014, she served as Chief Health Care Officer of the Association of American Medical Colleges (AAMC), focusing on the interface between the health care delivery system and academic medicine, paying particular attention to how health care in academic settings can manage the challenge of health care reform and the operational implications of the Affordable Care Act. Dr. Conroy represented the interests of approximately 350 teaching hospitals and health systems, including 40 Veterans Affairs medical centers, through the AAMC Council of Teaching Hospitals and Health Systems.

From 2001 to 2008, she served as Executive Vice President of Atlantic Health, Chief Operating Officer/ President of Morristown Memorial Hospital, a 695-bed flagship teaching hospital.

From 1986 to 2001, Dr. Conroy held many roles at the Medical University of South Carolina, including Vice President for Medical Affairs, Chair of Anesthesiology and Senior Associate Dean of the College of Medicine.

About D-H Health (continued)

TAKING PRIDE IN WHO WE ARE

- New Hampshire's Best Hospital as noted by *U.S. News & World Report*
- NCI Comprehensive Cancer Center entering its fifth decade of continuous NCI designation
- First in nation Shared Decision-Making Center
- The academic health system partner of Dartmouth's NIH-funded CTSA, SYNERGY
- One of the first health systems selected to be a model Accountable Care Organization
- Dartmouth-Hitchcock Advanced Response Team (DHART) provides both air and ground specialized emergency medical transport services throughout northern New England
- New Hampshire's only full-service Children's Hospital
- The Center for Surgical Innovation offering new, innovative ways to explore surgery and technology
- The Value Institute Learning Center includes a Lean Six Sigma training model based on the experience we've gained through robust quality and improvement work within the Dartmouth-Hitchcock academic health care system
- Transparency of Information – charges and results published on the web
- Heart and Vascular Center with <4% mortality rate, among the best in the nation
- Quality and Safety scores of DHMC lead New England among large teaching hospitals
- Gold seal accreditation by The Joint Commission
- Named to *New Hampshire Magazine* Hall of Fame as one of NH's best companies to work for
- Listed on *Becker's Hospital Review* as one of 150 Great Places to Work in Health Care
- D-HH Workforce Readiness Institute recognized by U.S. Department of Labor for job training program

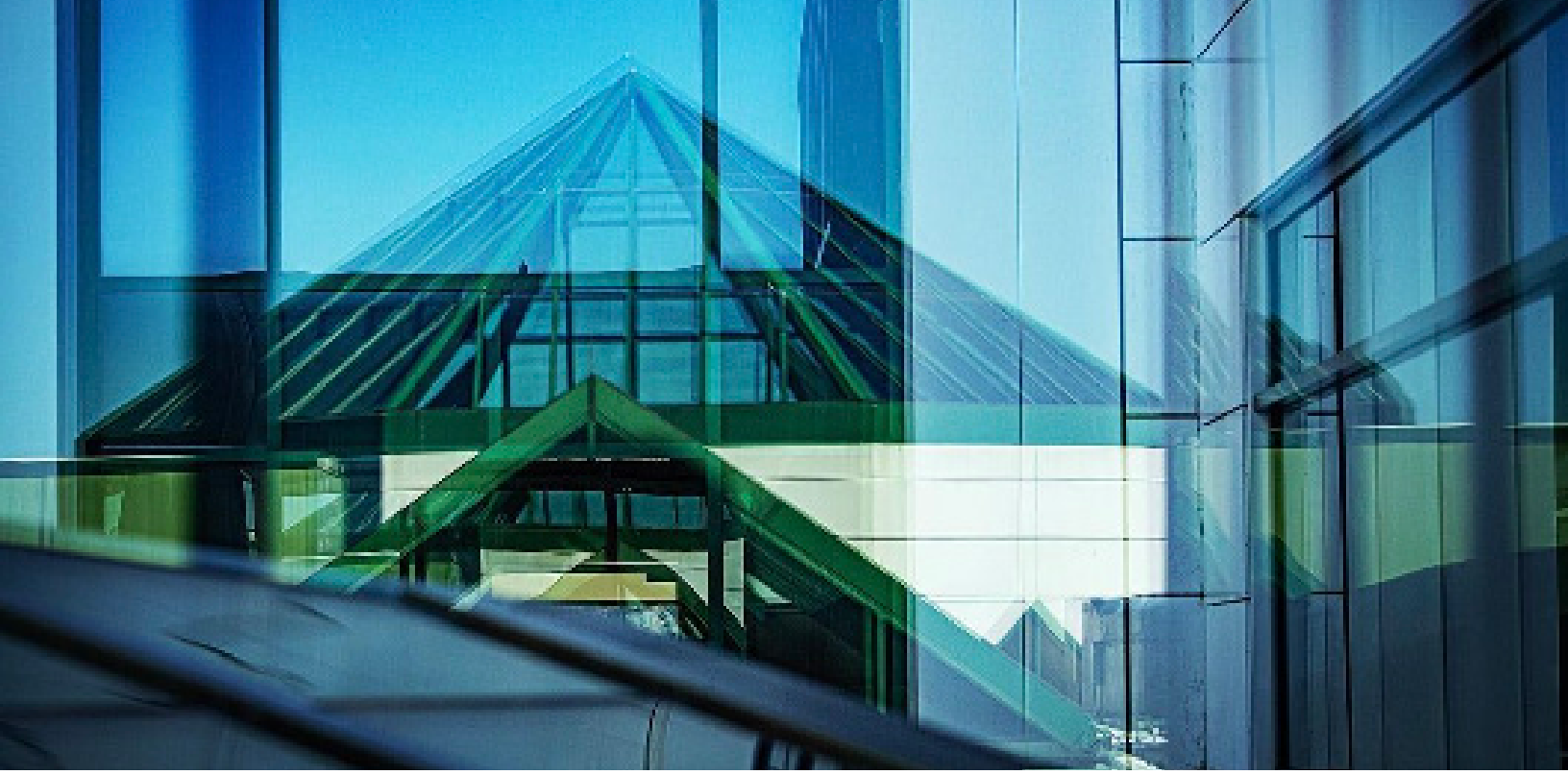
The Community

New Hampshire and Vermont are consistently ranked very high when it comes to measuring quality of life. In fact, the State of New Hampshire's "Life Index", a compilation of independent national studies on quality of life among the 50 states, rates New Hampshire as #1 and Vermont as #3.

New England is a very special place to live, work and become part of a community. We have some of the most advanced educational institutions, best health care, and diverse cultural and recreational offerings you will find anywhere in the country. The public schools are excellent, the mountains are beautiful, and the lakes are pristine. No wonder so many people love it here.

In the Upper Valley of New Hampshire and Vermont, amenities and resources are plentiful.

- Arts
- Live entertainment
- Museums
- Nightlife
- Outdoor recreation
- Public and private schools
- Restaurants and breweries
- Sports
- Tax-free shopping (NH)
- Universities and colleges



How To Apply

Please address all cover letters and correspondence to:

Mark L. Semiao, MBA
Executive Recruiter, Talent Acquisition
Dartmouth-Hitchcock
Mark.L.Semiao@hitchcock.org

Equal Opportunity Employment

Dartmouth-Hitchcock Health values diversity and is committed to equal opportunity for all persons regardless of age, color, disability, ethnicity, marital status, national origin, race, religion, sex, sexual orientation, veteran status or any other status protected by law.