

Disability Inclusion at Mercy

Dana Brodeur

July 9, 2018



Your life is our life's work.

Productive Living Board funding

- **Supported Employment (since 1999)**



57 employees

60+ outside STL county

- **Supported Volunteer Program (since 2010)**



70 + volunteers

20 departments

15 hired at Mercy & 50 hired in the community

Additional PLB funding provided...

- **Learning & Development Center**



Job Club, Chick Chat, Guy Talk (guest speakers)
Learning resources, curriculum, & training tools
Computers for training & job support
iPads for job coaches; Smart boards

- **Disability awareness videos**

Two videos – partnership with Easterseals MW & St. Luke's Hospital

And ...

- **Interactive soft skill computer based training**

Interacting with others; Following hospital rules;

Demonstrating Professionalism; Dealing with difficult people

- **Disability inclusion training by James Emmett**



Over 3,000 employees trained (live & video)

Also...

- **Inclusion Workshop (2 years in a row)**



Over 50 HR recruiters & hiring leaders attended each year
(HIGH evaluations all sessions)

Sessions on Autism awareness, ADA training, unconscious biases that affect our decisions, available accommodations, identifying learning styles, panel presentations from community providers

- **Internship ‘train to hire’**

Four participants - one successfully transferred to another department, two hired, one job offer anticipated

Kessler Foundation Signature Grant

A disability workforce inclusion model was launched in spring 2016 as a result of a Signature Grant from Kessler Foundation.

- Enabling the expansion of disability workforce inclusion at seven Mercy locations.
- Targeting individuals between the ages of 18-64 with all disability types.

MERCY HEALTH Our Footprint

HOSPITALS & AMBULATORY SITES

29 acute care hospitals
4 managed/affiliated hospitals
3 rehab hospitals
4 heart hospitals
2 children's hospitals
1 orthopedic hospital
674 physician practices
273 clinic locations
7 outpatient surgery centers
14 urgent care sites
16 convenient care centers

MEDICAL STAFF & CO-WORKERS

39,000 co-workers
2,035 integrated physicians
827 integrated advanced practitioners
5,300 active medical staff

UTILIZATION

4,160 staffed beds
155,435 inpatient discharges
2,841,511 outpatient visits
5,483,870 physician office visits
635,316 ED visits

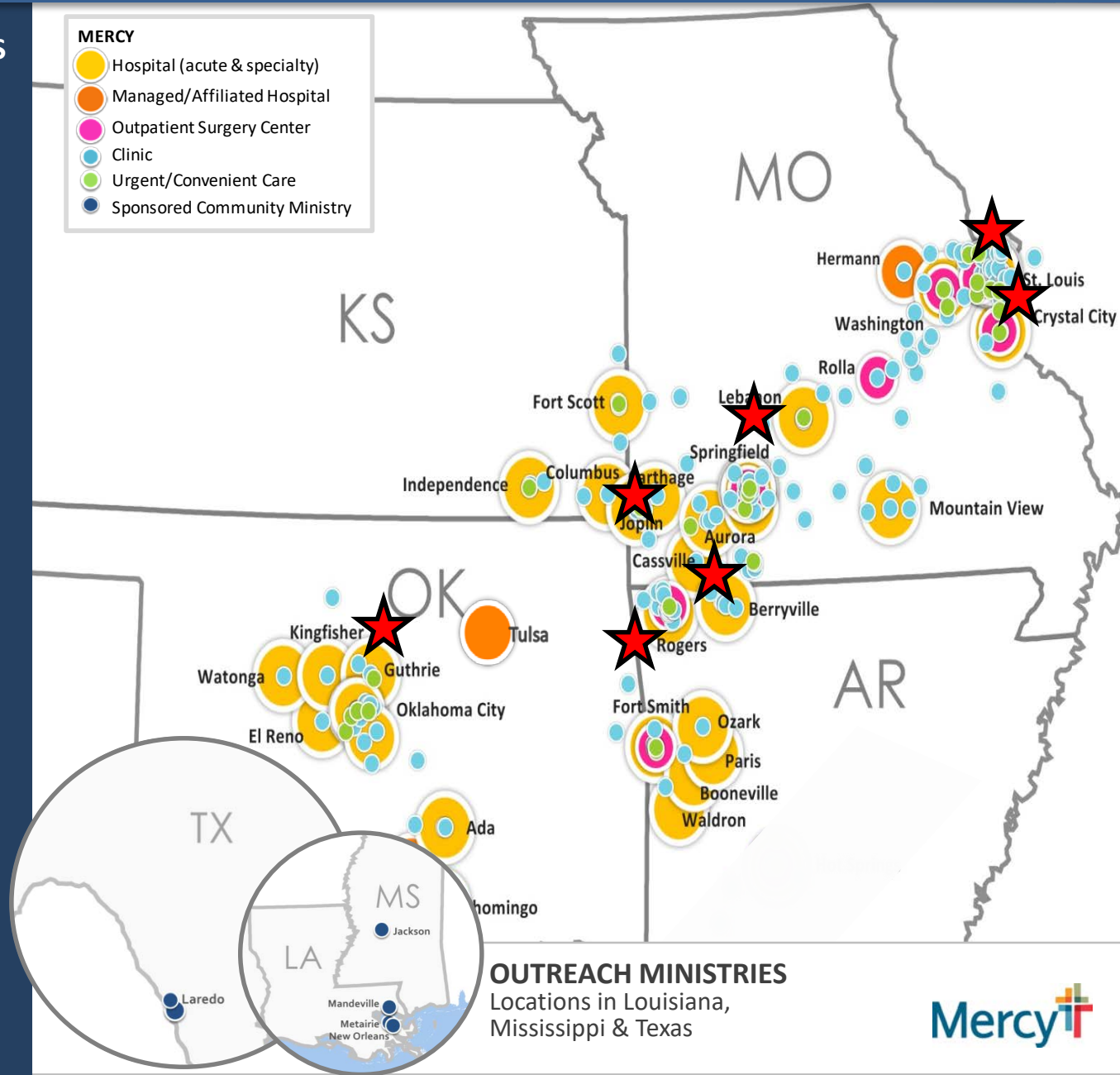
FINANCIAL INFORMATION FY13

\$4.4 billion total operating revenue
\$5.8 billion total assets
\$2.6 billion salaries and benefits
\$94 million state and local taxes
\$284 million in charity care/community benefit/uncompensated Medicaid

Updated May-2014

MERCY

- Hospital (acute & specialty)
- Managed/Affiliated Hospital
- Outpatient Surgery Center
- Clinic
- Urgent/Convenient Care
- Sponsored Community Ministry

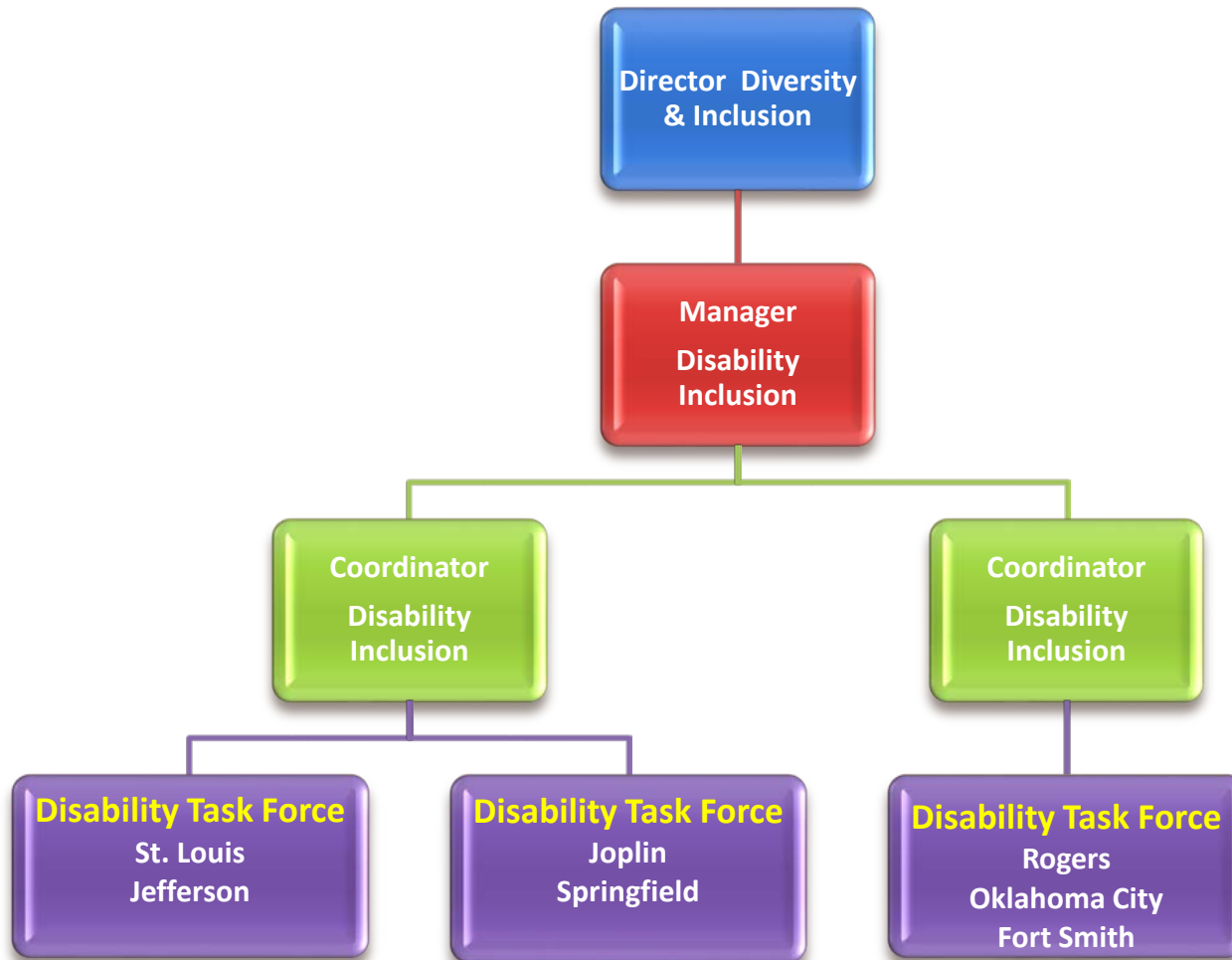


OUTREACH MINISTRIES

Locations in Louisiana,
Mississippi & Texas



Program Structure



Task force committees at work

Education - quarterly co-worker disability awareness, interviewing/interaction tips, educational videos – all on internal website; Mercy newsletter articles

Celebrations – national awareness months for disability employment, autism, deaf & hard of hearing

Events – job showcasing, traditional & reverse job fairs, job shadowing, disability awareness educational workshops

Programs – volunteer, student internships, summer work experience, self advocacy employment workshop

Resources – information for patients (healthcare, employment, case management)

★ Disability Inclusion

Offering meaningful health care jobs to men and women with *disabilities allows Mercy to tap into an underutilized population with skills and talents while offering hope and dignity of financial self-sufficiency.

*An individual with a disability is defined by the Americans with Disabilities Act as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.



Project Announcement

Kessler Announcement/Video



Education



Interaction Tips



Employment



Events/Celebrations



Getting Involved

On-boarding toolkit for recruiters & leaders

TOOLKIT

★ Selection and Onboarding Toolkit for Hiring Leaders

★ Working with iCIMS (Applicant Tracking Tool)

★ Requisitioning Positions with iCIMS

★ Partnering with a Recruiter

★ Sourcing Talent - Internal Transfers

★ Sourcing Talent - Referral Program

★ Interviewing Candidates

★ Interviewing Candidates with Disabilities

★ Why Co-workers Choose Mercy

★ Extending Offers

★ Onboarding

★ Physician Recruitment

Interviewing Candidates with Disabilities

Documents

- [Mercy Disability Accommodations Policy](#)
- [Effective Accommodation Practices](#)
- [The Job Accommodation Network](#)
- [American Sign Language Vendor List](#)
- [Do and Don't Tips](#)
 - [Autism](#)
 - [Blind/Low Vision](#)
 - [Cerebral Palsy](#)
 - [Cognitive/Intellectual Disability](#)
 - [Deaf/Hard of Hearing](#)
 - [Down Syndrome](#)
 - [Learning Disability](#)
 - [Mental Health](#)
 - [Physical Disability](#)

> Mercy and Criteria Fit Questions - Intellectual Disabilities

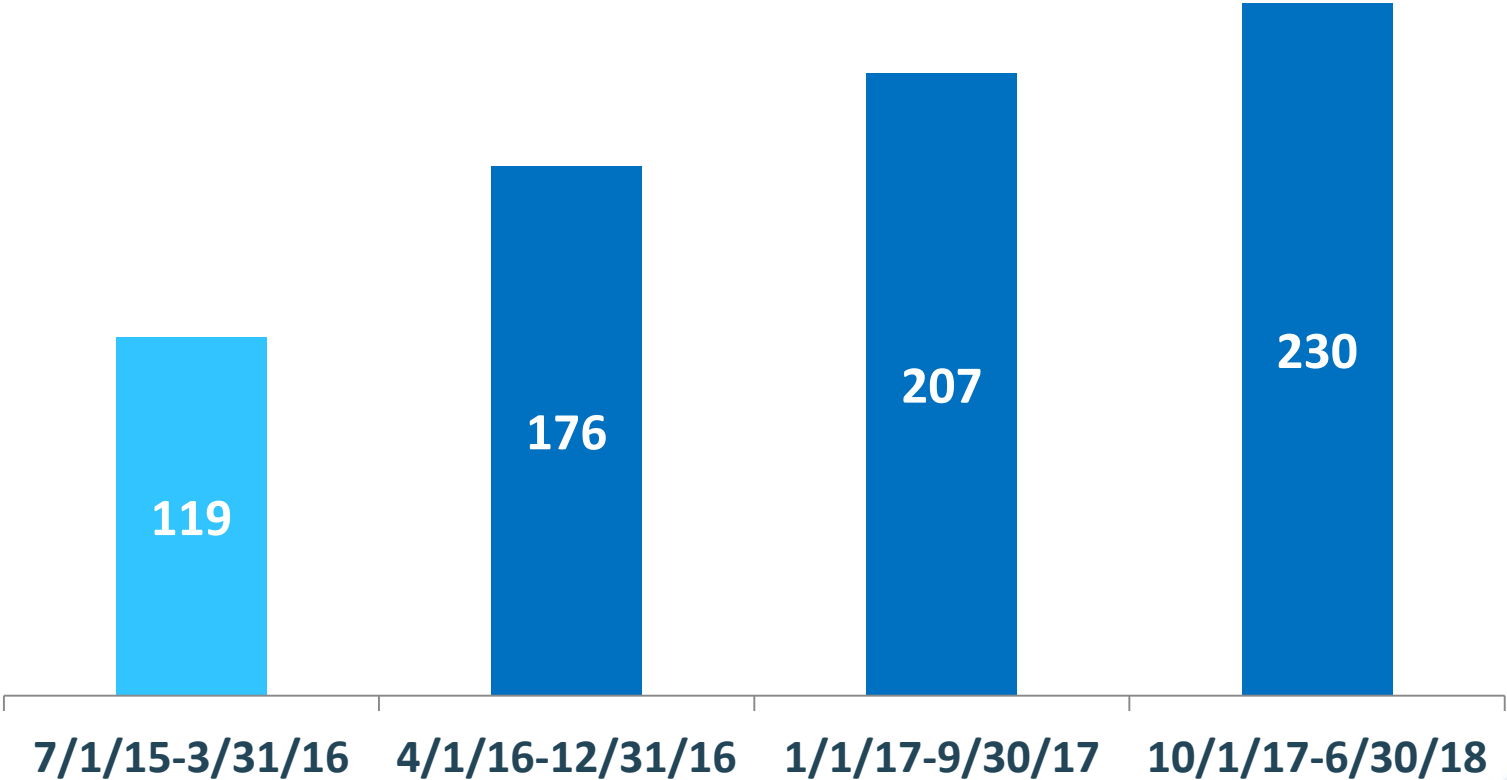
- [Disability Inclusion - Criteria Fit Questions](#)
- [Disability Inclusion - Mercy Fit Questions](#)

Videos



Disability New Hires Per 9 Month Period

93% increase - 7 Mercy locations



A few of our co-workers

Video of co-workers



Your life is our life's work.