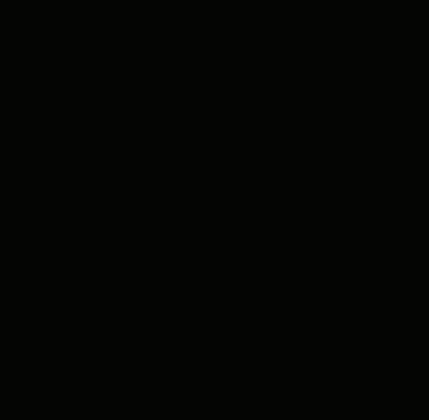


Riverside Health

2024 DEI Annual Report



Inside this Report

Letter from Dr. Dacey	Page 3
Leadership in Action	Page 4
Focus Areas	Page 5
Leadership and Approach	Page 6
Our Diversity Philosophy	Page 7
DEI Training & Development	Page 8
Health Equity	Page 10
Talent Acquisition Outreach & Engagement.....	Page 13
2023 Recruiting Events	Page 14
Internships	Page 14
Ideal Internship.....	Page 15
Health Equity Outreach	Page 16
Let’s Get to the Bottom of Cancer	Page 18
Additional Diversity Events.....	Page 19
Hand-In-Hand Violence Intervention	Page 21
Safe Travels: Meds to Beds Program.	Page 21
Volunteering	Page 22
Memory Care	Page 24
Mental Health & Recovery	Page 26
Measures and Outcomes	Page 29
Workforce Demographics	Page 30
College Outcomes	Page 31
Talent Acquisition	Page 32
Riverside Voice Survey	Page 33



Letter from Dr. Dacey

I am so proud of the progress our team members continue to make toward eliminating health care inequities and providing a welcoming and inclusive environment for every individual who works with or receives care from Riverside. We are on this journey because it will help us improve the lives and well-being of every member of our health care community — team members, patients, and residents alike.

Along our journey we remain true to our mission — caring for others as we would care for those we love — by fostering a culture in which every individual is respected, and differences and similarities are valued equally.

I am pleased to share some of our key areas of progress made over the last year toward fulfilling our diversity, equity and inclusion (DEI) goals.

Thank you for playing a vital role in Riverside's journey.

Dr. Mike Dacey

Dr. Mike Dacey
CEO, President

Leadership in Action

Diversity Advisory Committee is primarily comprised of executive leadership team members who function in an oversight/advisory role for the overall DEI Strategic Plan.

The DEI Leadership Committee is primarily comprised of leaders who oversee an element of the diversity strategic plan. It is chaired by the CDO and reports out to the DEI Advisory Committee.

The Diversity Committee consists of leaders and team members that serve as organizational champions for DEI within their respective departments. Chaired by two members, this is a think-tank group that shares DEI ideas for initiatives and reports out to the DLC.

The Patient Non-Discrimination Oversight Committee is an interdisciplinary team of leaders across the health system formed to adopt an internal grievance procedure for the prompt and equitable resolution of complaints, ensuring equal treatment and respect of all patients.

The Language Access Taskforce consists of an interdisciplinary team of leaders across the health system who oversee and evaluate the language access program to ensure we provide effective communication and quality care to the limited-English proficient (LEP) and persons with language disability in communities we serve.

The Population Health Equity Sub-Committee of Riverside's system board of directors was established to help ensure our patients have fair and just access to our integrated network of services.

Team Member Focus

This year, we:

Expanded the diversity index of the team member engagement survey to include opportunity for team members to anonymously share transparency about their unique experiences in the workplace.

Expanded the DEI training program for all team members.

Launched leadership educational sessions for all leaders to deepen their knowledge and understanding of constructive and inclusive dialogue.

Enhanced the language access program by establishing an interdisciplinary leadership team for oversight and coordination of services.

Community Focus

This year, we:

Collaborated with community partners to host the 3rd Annual Health Equity Panel to educate and conduct colorectal cancer screening in underserved communities.

Strengthened strategic collaborations with key city and state stakeholders.

Continued walk-in flu and COVID-19 free vaccine clinics.

Continued the “Healthy You” podcast to educate communities about specific health issues.

Established the Hampton Roads Health Equity Collaborative with other major health systems to improve maternal and infant health in the region.

Partnered with the faith community through the Kingdom United Fellowship Marketplace Resource Center and with students through “The Missing Ingredient” program to address social factors that impact overall health like food insecurity, domestic violence, transportation, etc.

Diversity Leadership



Dr. Mike Dacey
CEO, President



Jesse Goodrich
Senior Vice President of
Human Resources



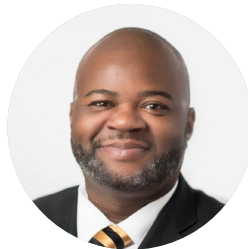
Toiya Sosa
Associate Vice President,
Chief Diversity Officer



Ericka Ward
DEI Program Coordinator



Debbie Outlaw
Associate Dean of Professional
Nursing & Diversity Co-Chair



Tishaun Ophelia
Human Resources Manager
& Diversity Co-Chair

Our Approach

We strive to embed the principles of DEI into all aspects of our organization through partnership and collaboration.

Our philosophy and strategy are carried out by dedicated teams prioritizing actions in four key focus areas:



**DEI infrastructure and
organizational commitment**



**Partner outreach,
recruitment and development
of diverse talent**



**Training, team member
engagement and building
a diverse culture**



**Health equity, community
outreach and engagement**

Our Diversity Philosophy

At Riverside, we believe that the principles of diversity, equity and inclusion (DEI) are evident in our mission to care for others as we would care for those we love. **We are committed to being intentional and proactive in ensuring a work and care environment where all are treated with dignity and respect, valued for their unique characteristics and appreciated for their contributions.**



Diversity Committee, DEI Leadership Committee and Diversity Advisory Committee



DEI Training & Development

with the goal of improving empathy and understanding



DEI Training & Development

Riverside Health has established a comprehensive DEI annual training strategy to improve the capacity of leaders and team members to increase understanding of different cultures, ethnicities and identities to provide more inclusion in teamwork and collaboration, and to identify and address inequities and health disparities by demonstrating a consistent heightened awareness. In doing so, Riverside prioritizes and intentionally establishes an organizational culture of diversity, equity and inclusion.



Training Programs List

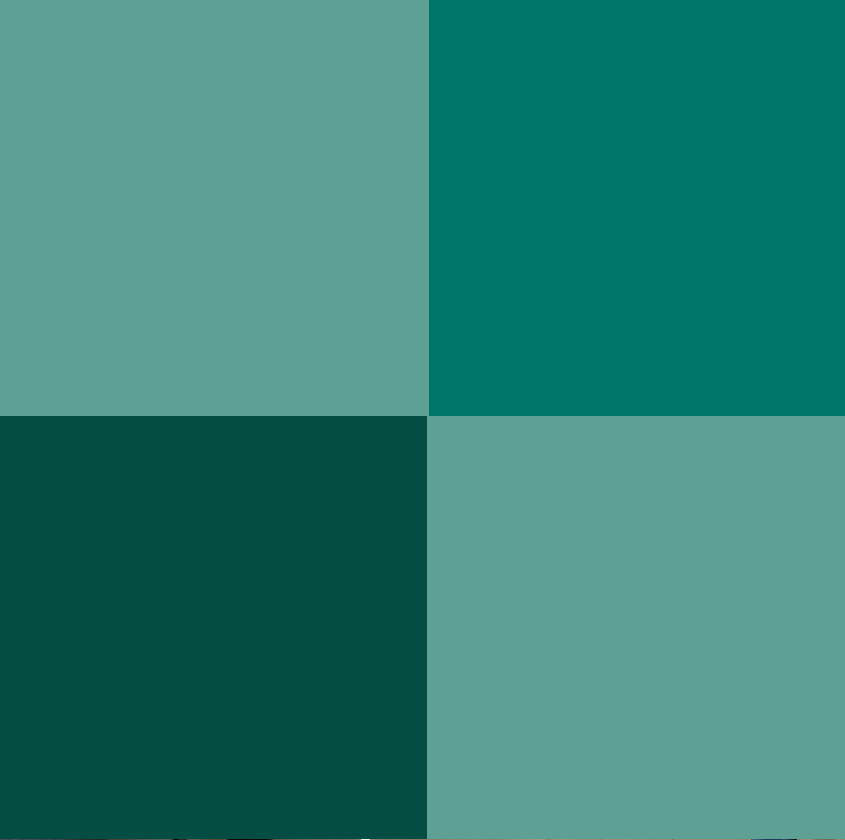
- Creating Psychological Safety (BiasSync)
- Code-Switching (BiasSync)
- Cultural Competence & Cultural Humility
- Baseline Unconscious Bias Training (BiasSync)
- RHS Diversity, Equity & Inclusion Commitment
- Exercising Accountable Allyship (BiasSync)
- Gender Identity
- How to Activate a Growth Mindset (BiasSync)
- How to Move from Uncomfortable to Comfortable Conversations Around Race & Identity (Executive Session)
- Managing & Mitigating Team Bias (BiasSync)
- Minority Health
- Spiritual Values in Health Care: The Importance of Honoring the Spiritual and Faith Beliefs of Others
- Tips for Using Inclusive Language (BiasSync)
- Tips for Dealing with Difficult Conversations (BiasSync)
- Tips on How to Be a DEIA (BiasSync)
- Tips on How to Expand Your Network (BiasSync)
- Unconscious Racial Bias (BiasSync)
- Welcome to My World: Constructive & Inclusive Dialogue (Supervisors, Managers, Directors)
- Women's History Webinar



DEI Orientations

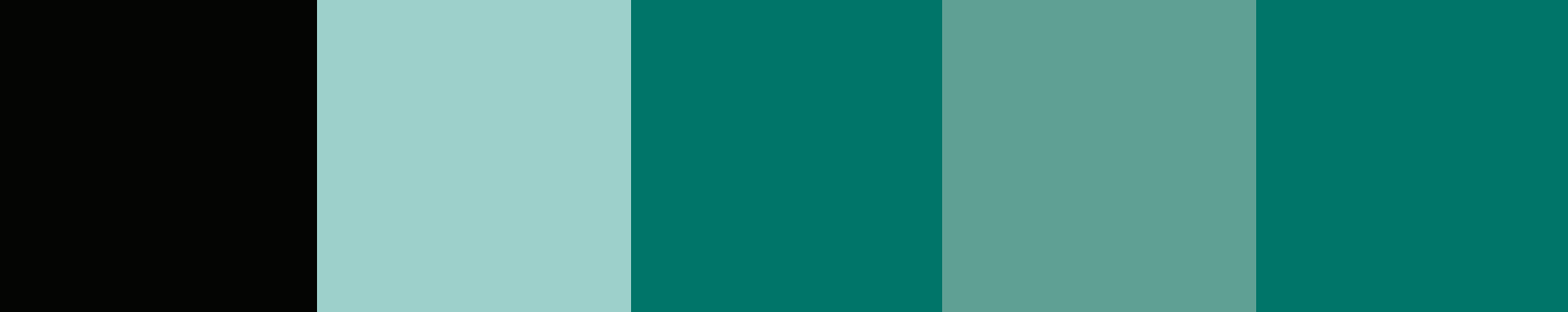
- Systemwide for new leaders, providers and residents

Dr. Veleka Gatling, ODU speaker for DEI Retreat



Health Equity

to improve quality of care for
all patients



Health Equity

Riverside demonstrates a commitment to building trust in communities of color and underserved communities through outreach and engagement efforts, fostering diverse community partnerships that promote health equity and improving access to resources that address social determinants of health, like healthy food and reliable transportation.



Riverside Health took the American Hospital Association's #123 for Equity Pledge to continue to develop and implement strategies to increase the collection and use of race, ethnicity, and language preference and sociodemographic data; advance cultural competency training; increase diversity in leadership and governance; and improve and strengthen community partnerships.



The Health Equity Learning Collaborative was launched by the Virginia Hospital and Healthcare Association Foundation and Center for Healthcare Excellence to support health equity initiatives. The program is intentionally structured to help meet regulatory and accreditation requirements for health equity programs, which include screening for race, ethnicity, social drivers of health, and analyzing data.



Riverside participates in the Regional Cancer Disparities Collaborative, a group formed through a partnership with the Eastern Virginia Medical School, in collaboration with other health systems and the American Cancer Society. Health disparities are addressed, with a major focus over the past year on colon cancer awareness, prevention and screening. Colorectal cancer represents the third most commonly diagnosed cancer in men and women combined in the United States and colon cancer death rates are 40% higher for African Americans.



Riverside Health established the acute care work plan, which is considered a part of our strategic plan for Diversity, Equity and Inclusion (DEI), to advance health equity. The plan is structured to assess each acute care hospital's commitment to health equity using organizational competencies defined by the Centers for Medicare and Medicaid Services (CMS) aimed at achieving health equity. The health equity competency assessment is a mandatory requirement of the Hospital Inpatient Quality Reporting (IQR) Program in 2024. Acute care hospitals attest to five competency domains and specific elements within each as follows:

Strategic Priority

Riverside established the Population Health Equity Committee, a sub-committee of our system board, to help ensure fair and just access to integrated services.

Data Collection

Collecting valid and reliable demographic and social-determinant-of-health data on patients helps identify and eliminate health disparities.

Data Analysis

Effective data analysis provides insights into which factors contribute to health disparities and how to respond.

Quality Improvement

Engagement in quality improvement activities improves quality of care for all patients.

Leadership Engagement

Leaders and staff improve their capacity to address disparities by demonstrating routine and thorough attention to equity and upholding an organizational culture of equity.



Riverside Health engaged with Unite Us, a coordinated care network consisting of health care, government, nonprofit and other organizations. Network partners use Unite Us' software to securely identify, deliver and pay for services that address the needs of individuals within their communities. The network is supported by Unite Us team members focused on customer and community engagement, network health and optimization and user support. Riverside launched the platform used by Unite Us on December 5, 2023, to connect patients to services in their local communities that can assist with identified health-related social needs, such as food insecurity, housing instability, transportation needs, utility difficulties and interpersonal safety.



Talent Acquisition Outreach & Engagement

Connecting people to opportunities

2023 Recruiting Events

Riverside is committed to our Care Difference, which is the way we deliver care and services, as a team, by putting patients and customers at the heart of all we do. Our Care Difference is reflected in every team member, every day. We're not just strong; we're Riverside strong — and we're stronger together.

Riverside participates in hiring events to support students in preparing for the workforce through mock interviews, resume preparation and more. We engage with high schools in Gloucester, Mathews, Smithfield and Newport News, as well as An Achievable Dream.

We also promoted job opportunities during community events at: RCHC, ODU, ECPI, Heart to Heart, VPCC, RCC, TCC, Bridging Communities, VCU, Que Pasa Festival sponsored by Hispanic Chamber, ESCC and Paul D. Camp.

Riverside is committed to helping veterans transition to rewarding careers that honor their dedication to serving others. Our health system is V3 certified by the Virginia Values Veterans program, and we also support the following programs.

- **Military Medics and Corpsmen** through Virginia Department of Veterans Services
- **Hire Vets Now** events
- **Joint Base Langley-Eustis Transition Assistance Program** Employer Panels
- **Virginia Employment Commission** hiring events

Internship Programs

- Inclusion, Diversity and Equity Academy for Leadership (**IDEAL**)
- Nurse Extern Advancement Training (**NEAT**) Externship
 - 2023 – Seventeen completed the program from 10 different colleges. nine signed work agreements to commit to Riverside following the completion of their RN program.
 - 2024 – Fifteen externs started in June, representing five colleges
- **Summer Intern Recruitment**
 - We have nine interns this year and we had seven last year. We also have 13 participants this year from the Youth Career Program.



IDEAL Internship

The Inclusion, Diversity and Equity Academy for Leadership is a transformative journey designed to cultivate leadership excellence among graduating seniors in non-clinical majors. Structured into four comprehensive units, the curriculum encompasses fundamental leadership principles, inclusive dialogue workshops and immersive sessions on business acumen and projects.

Utilizing high-quality content from The Franklin Covey Training Platform and HealthStream Training Platform, interns engage in virtual and in-person classes, gaining insights from industry experts. The coursework not only emphasizes theoretical knowledge but also encourages practical application through implicit bias self-development, inclusive leadership and critical business acumen training. This immersive learning experience equips interns with the skills and perspectives necessary for success in the dynamic landscape of non-clinical health care occupations.

IDEAL Internship Outcomes as of May 31, 2024

- 83% Diversity of Interns
- 83% Interviewed for Jobs at Riverside after Internship
- 50% Offered Jobs at Riverside
- 33% Hired at Riverside





Health Equity Outreach

Community collaboration



Health Equity Outreach

The CMS defines health equity as the attainment of the highest level of health for all people, where everyone has a fair and just opportunity to attain their optimal health regardless of race, ethnicity, disability, sexual orientation, gender identity, socioeconomic status, geography, preferred language or other factors that affect access to care and health outcomes.

Riverside Health is a founding member of the Hampton Roads Health Equity Collaborative, a coalition of all major health systems in Hampton Roads that convene to share best practices and collaborate in the community with the shared goal to improve maternal health and infant mortality rates in the region.

Riverside Health is a founding member of the Virginia Organization for Inclusive Concepts and Equitable Solutions (VOICES), a committee of health systems, businesses, higher education institutions and faith leaders that convene to share best practices to improve diversity, equity and inclusion within the respective organizations and the community at large.



PROJECT POWER for Youth

Project Power is a no-cost obesity prevention program that tackles childhood prediabetes and helps reduce its consequences. Using an outcomes-based curriculum, the program promotes making healthy food choices, increasing physical activity, and building family and peer support.

Riverside Brentwood Medical Center has partnered with the American Diabetes Association to bring Project Power to the community. Register today!

When: June 13th through August 8th
Time: 4:00 PM to 5:00 PM
Where: 10510 Jefferson Avenue, Newport News VA

More information: diabetes.org/ProjectPower

The poster features a central globe with the text 'DEIBJA in ACTION' overlaid. Below the globe, it says '(DIVERSITY, EQUITY, INCLUSION, BELONGING, JUSTICE, ACCESSIBILITY)' and 'MODERATED BY CATHY LEWIS'. At the bottom, it lists 'PANEL DISCUSSION • AWARDS RECEPTION • AND MORE'. The date '2023 OCTOBER 17' is prominently displayed, along with the time '10AM - 2PM' and the location 'Christopher Newport University, Ferguson Center for the Arts, Peabody Theatre'. The background is decorated with colorful, abstract brushstrokes in shades of purple, teal, orange, and yellow.

The panel discussions will focus on cultural humility, laws and policies, and interventions for improving quality of life.

Let's Get to the Bottom of Cancer

Given its significant impact, the focus of this year's events was dedicated to colorectal cancer screening, emphasizing the critical need for increased awareness and proactive measures against this prevalent disease. The 3rd Annual Health Equity Panel consisted of two events that were free and open to the community. The first event took place at Riverside Brentwood Medical Center in Newport News on Saturday, April 13, and the second at First Baptist Church Berkley in Norfolk on Saturday, April 20. Both events included interactive discussions about colorectal cancer awareness with a panel of physicians and individuals whose lives were touched by colorectal cancer, as well as educational resources, healthy cooking demonstrations, music, food and prizes. Eligible participants were also given free FIT kit tests to take home with them. These tests detect blood in the stool, which can be a sign of pre-cancer.

The American Cancer Society (ACS) reports that colorectal cancer ranks as the third most common cause of cancer-related deaths among men and the fourth among women in the United States. However, when combining data for both males and females, it becomes the second leading cause of cancer fatalities. ACS also reports that the rate of colorectal cancer diagnosis is increasing in adults under 55 years of age. Closer to home, the Hampton Roads community is considered a "hot spot" for colorectal cancer in the United States.



Additional Diversity Events

Thrive Peninsula

Addressing both essential living needs (e.g., food, housing, utilities) and the unique crises affecting each person, this volunteer-driven coalition helps coordinate community resources for a tailored, integrated response.

100 Black Men

100 Black Men of Virginia Peninsula provides a variety of educational, informative and uplifting programs for the whole family that teach the necessary leadership and development skills to assist mentees and their families in realizing and maximizing their full potential.

HRCAP

Hampton Roads Community Action Program (HRCAP) is a regional organization with a steadfast commitment to improve the quality of life through programs in education, training, work experience, emergency services, housing counseling and many other proven strategies.

VCIC

The Virginia Center for Inclusive Communities (VCIC) works with schools, businesses, and communities to achieve success by addressing prejudices, in all forms, in order to improve academic achievement, increase workplace productivity and enhance local trust. Through workshops, retreats and customized programs that raise knowledge, motivation and skills, VCIC develops leaders who work together to achieve success throughout the Commonwealth.



Thrive Peninsula Ribbon Cutting



100 Black Men Gala



HRCAP Community Builders Awards

Additional Diversity Events

Urban League of Hampton Roads

The Urban League of Hampton Roads provides services and programs in education, employment, health and housing to Hampton Roads communities through direct services, advocacy, research, policy analysis, community mobilization and collaboration throughout communities.

Black Brand

The mission of the Regional Black Chamber of Commerce for Hampton Roads is to promote group economics through professional development and community empowerment, and to transform our local, regional and national community through unity, education, access, opportunity and development.

Hispanic Chamber of Commerce

The Hispanic Chamber of Coastal Virginia serves as a gateway and principal resource and advocate for the Hampton Roads Latino and Hispanic communities.

Virginia Asian Chamber

The reputation of Virginia's official Asian Chamber of Commerce is built on a commitment to become leaders in advocating for Asian American businesses. Also known as the Asian American Business Center (AABAC), it is the official voice for Asian American Pacific Islander businesses in Virginia.



Hispanic Soccer Tournament



IFDHE Fellowship

Hand-In-Hand Violence Intervention Program at RRMC

Hand-In-Hand is Riverside’s multidisciplinary hospital-based violence intervention program that combines efforts of hospital staff with community partners to provide advocacy, support, safety planning, case management and trauma-informed care to violently injured patients and their families.

Our goal is to intervene with patients who are at a greater risk of repeat violent injury and link them with hospital and community resources to promote healing and well-being. Our program team directly serves those who have experienced intentional violence and/or their family or support systems.

Program services include but are not limited to:

- Navigating the health care system and criminal justice process
- Connecting to mental health services and creating a safety plan
- Setting personal goals and an individual service plan
- Coordinating follow-up medical appointments
- Assisting with Virginia Victims Fund application
- Referrals to additional community resources

Safe Travels: Meds to Beds Program

Due to circumstances that center on social determinants of care, a variety of events can negatively impact a patient’s ability to continue medication management following discharge from the hospital or a similar inpatient setting. A lack of housing, money, pharmacy access and transportation are among some of the challenges that can prevent a patient from getting their prescriptions filled.

By provider request, Riverside Mental Health and Recovery Center offers each patients the opportunity to receive discharge medications in hand upon discharge via the Meds to Beds Program supported by Pavilion Outpatient Pharmacy on the campus of Riverside Regional Medical Center. This helps to aid in a successful discharge, reduce readmissions and promote medication compliance.

Each discharging patient will receive an RHS bag, a pill organizer, a care closet bag with basic toiletries and their discharge/home medication for Safe Travels.



Volunteering

A rewarding way to make a difference

Volunteering

Volunteering with Riverside is a rewarding experience with many opportunities. Our volunteers interact and assist with patients while becoming part of a health system family and working with others to help make a difference in our community. They work with the public, assist visitors and support members of the health care team.

Riverside Health had more than 600 community volunteers dedicate their time to supporting our mission from June 2023 to June 2024. They gave over 32,000 hours of service throughout the system.

Our volunteers range in age from 14 to 101 and offer a wide variety of services. We offer unit-based, clerical and hospitality positions along with music, pet therapy and sewing groups.

Volunteer requirements

Riverside volunteers are in control of their hours. Interested individuals should complete the online application and review our requirements. The Riverside volunteer program requires individual dedication. The application process includes a personal interview, universal background check, flu shot, tuberculosis screenings and completion of the volunteer orientation.





Memory Care

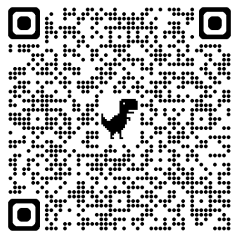
As one of the only integrated health systems in Virginia with lifelong health facilities, we aim to be leaders in diagnosing and providing support for memory-related issues.

Memory Care

We held a **Caregiver Video Library Premiere** with 20 participants who were interviewed and shared their stories with Teepa Snow (and the world). These individuals were bravely vulnerable so that others don't feel alone and are empowered with tools on their journeys. Visit riversideonline.com/dementiasupportvideos or scan the QR Code to view.

We had over 30 people attend the **Smithfield Caregiver Prayer Breakfast** at Main Street Baptist Church.

We welcomed 65 caregivers onto the **Spirit of Norfolk** for a lunch cruise featuring a drumming circle (at no cost to the participants).



Smithfield Caregiver Prayer Breakfast

Eat! Pray! Fellowship! 

Join us at Main Street Baptist Church on June 22 for an uplifting breakfast, prayer and fellowship. This prayer breakfast is an opportunity for community members to unite to support ongoing caregiver efforts and journeys. This event is free, and all caregivers are welcome. Attendance is limited, and please be aware that we are not providing respite care at this event. Special thanks to our community event partners: Riverside, Smithfield Hospital, Riverside Lifelong Health & Rehabilitation, The Alzheimer's Association, Main Street Baptist Church and The Main Event by Emily.

JUNE 22 Saturday, June 22, 2024
10 a.m.-12 p.m.
Main Street Baptist Church
517 Main Street
Smithfield, VA 23430



The MARTHA W. GOODSON CENTER
MEMBER OF: DELAWARE SENIOR CENTER SERVICES
LIFEWAYS | WISDOM

Scan or Call
757-378-5078





Mental Health & Recovery

Reducing barriers to seeking and accessing treatment for mental health and recovery needs



Mental Health & Recovery

Riverside Health's **Perinatal Mood Disorders Screening & Referral Steering Committee** and sub-workgroups are leading efforts to develop a standardized workflow to ensure universal screenings of patients to identify mental health and substance use needs followed with appropriate referrals to care.

Goals:

- Destigmatize mental health and recovery challenges
- Encourage likelihood to seek treatment
- Ensure individuals are aware of available services including crisis resources

The Mental Health and Recovery service line has participated in **outreach** within the following areas:

Four Oaks Resource Fairs via Project Homeless Connect and Mental Health Mondays in dedicated service to unhoused individuals

Patients via Riverside Partners in Women's Health Supportive Pregnancy Cohort presentations*

Community members throughout the region via involvement with more than two dozen health, wellness and resource events

Military servicemembers at the invitation of Ft. Eustis Chaplain leadership

Goals:

- Promote understanding of the patient perspective
- Raise awareness about societal stigma and personal bias
- Increase understanding of health care's role in preventing suicide
- Foster more positive staff-patient relationships through considering one's approach to individuals in distress coupled with enhanced de-escalation strategies
- Improve the overall quality of care provided to patients experiencing mental health and recovery challenges who are receiving care across the health system

**Additionally related to this area: Efforts have been initiated to strengthen relationships with the Hampton Department of Social Services Child Protective Services in order to gain factual information to address patient reluctance to seek treatment due to the fear of assumed implications that mental health and recovery treatment may have on custody rights.*

Mental Health & Recovery

The service line has **provided education to various Riverside team members** working with patients with mental health and or recovery needs outside of the behavioral-health-specific environment (medical environments and otherwise).

With goals to **increase access to care** by streamlining the referral process for RMG/RHS providers, the service line has worked collaboratively with the Riverside Mental Health & Recovery Center (RMHRC) team and iCare team to consolidate multiple referrals to one.

With goals to **increase mental health integration** and access to care by increasing psychiatric services within emergency department and hospital inpatient units, the service line has led efforts to expand systemwide psychiatric consult and liaison services.

To **increase ease of access** to mental health and recovery services for all individuals within the region, RMHRC leaders have opened the first psychiatric emergency department in the Commonwealth.

To **assist with clothing and other needs for inpatients**, leaders of RMHRC's acute hospitalization units have provided clothing when needed and hygiene packs.

To **assist with transportation and other needs for outpatients**, leaders of RMHRC's partial hospitalization and intensive outpatient programs have provided bus passes when needed and hygiene packs.



RMHRC Service Line Director Jennifer Wicker and Education Coordinator Jennifer Campbell-Raab promoting mental health awareness and resources at the Virginia Peninsula Community College Fall Health and Wellness Fair



Robin Sayles, PharmD, Riverside RMHRC Pharmacy Operations Director, supporting Hampton's Juneteenth Celebration with Darlene Shields-Jeffcoat, Patient Assistance Program Coordinator



RMHRC Service Line Director Jennifer Wicker and Education Coordinator Jennifer Campbell-Raab promoting mental health awareness and resources at a Veteran's Honorary Dinner



RMHRC Administrative Assistant Samantha Conquest and RMHRC Peer Recovery Specialist Veronica Osborn promoting mental health awareness and resources at the SAARA (Substance Abuse & Addiction Recovery Alliance of Virginia) Peer to Peer Community and Youth Resource Expo in Newport News



Measures and Outcomes

Tracking our progress and impact

Workforce Demographics

Riverside is committed to building a diverse talent pipeline with advancement opportunity for all. **Riverside's workforce is more than 40% diverse — 10% above the U.S. Census for our service area.**

Riverside's leadership (managers and above) is 20% diverse — an increase of 3% above last year. **Riverside's system board is more than 40% diverse.**

Riverside Leadership Diversity



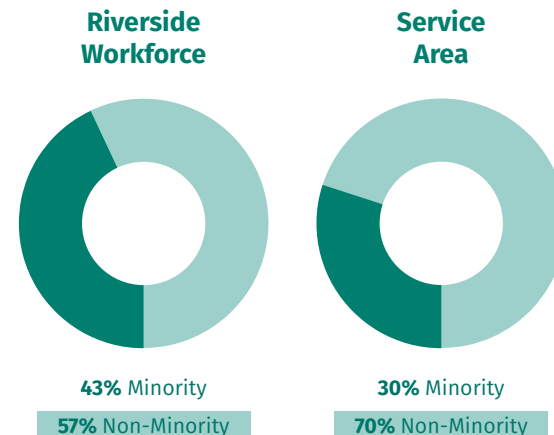
20%
of managers
and above



41%
of system
board

Riverside Workforce vs. Service Area Demographics by Ethnicity

Riverside's goal is to reflect the the communities we serve. It is important to have the makeup of the communities we serve because it can provide an inherent understanding and enhance the quality of engagement and dialogue.



College Outcomes

Both the Professional Nursing and Practical Nursing programs at the Riverside College of Health Sciences serve a diverse population of students with a diverse mix of full- and part-time appropriately credentialed faculty as required by the Virginia Board of Nursing.

Faculty Demographics

For academic years reported 2020-2021 through spring of 2023-2024, 100% of faculty (both full- and part-time) were female. As of April 2024, the Professional Nursing program now has one male adjunct clinical faculty member!

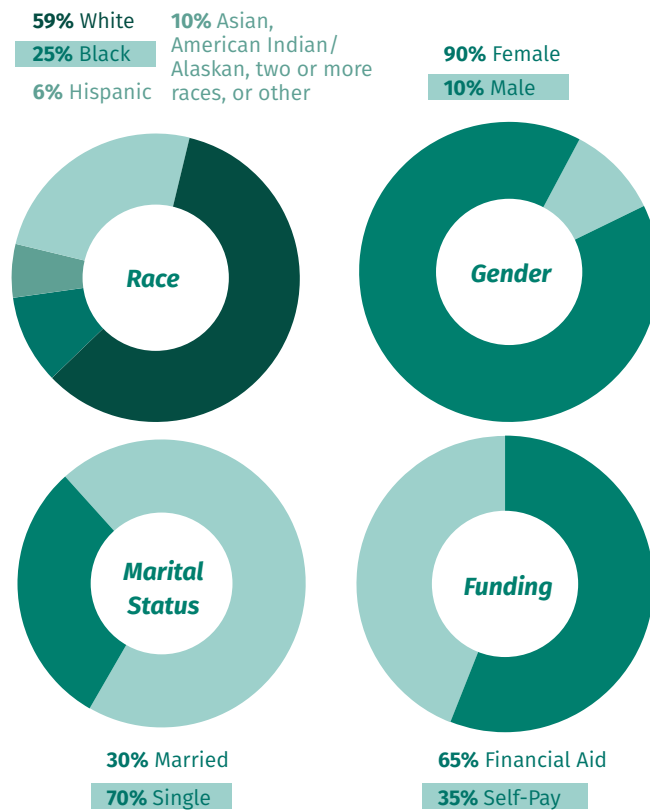
The majority of our faculty are white, with the closest sub-majority representing Black/African Americans. This distribution follows closely with that of the student body. The college continues to work with its Human Resources and Talent Acquisition departments to seek out opportunities to recruit employees from diverse populations. The program director of the Professional Nursing program is the co-chair of the Riverside Health Diversity Committee and aids the college in its goals to increase faculty diversity as well as student diversity.

Student Demographics

The diversity of our students, faculty and staff — in race, culture, beliefs, ethnicity, sexual orientation, gender identity, learning style and much more — makes us stronger.



27.2
average age



Talent Acquisition

We will build a diverse talent pipeline with advancement opportunity for all, using data-driven strategies to pursue a talent acquisition program that is designed to recruit, hire and advance a high-performing diverse workforce that reflects the communities we serve.



72,761
Total Applicants

June 2023 - June 2024

Applicant Demographics



56.3%
Non-White
Applicants



5.7%
Veterans



78.1%
Female



6.4%
Hispanic/Latino

Riverside Voice Survey

This year, we are grateful that 84% of our team members participated in the Riverside Voice Survey. We are in the 75th percentile of all health care organizations across the country, with a 4.17 rating.

Feedback from team members through this survey has resulted in changes that matter to our people, to include increases in our leave plans, increases in certification reimbursement, increases in loan repayment and tuition reimbursement and decreases in our health plan premiums.

Riverside’s diversity index score of 4.22 in 2024 was in the 50th percentile of the national health care benchmark. Our goal is to be in the 73rd percentile in 2025.

Riverside strives to provide equal opportunity for promotion to all team members. Out of the overall number of team members promoted from June 2023 to June 2024, 22% were team members of color.



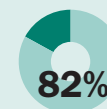
Annual Team Member Survey

Your voice is the voice of Riverside. Our voices are stronger together.

SURVEY DATES: JUNE 3 - 17, 2024

Leadership looks closely at the results each year and uses the anonymous data to craft new policies and processes to:

- ✓ Reward team members
- ✓ Make your jobs easier and more productive
- ✓ Benefit the organization as a whole



In 2023, the survey response rate was 82% for team members, and we want to see that figure continue to rise.

Change vs. 2023 benchmark





BUILDING A BETTER FUTURE, TOGETHER.