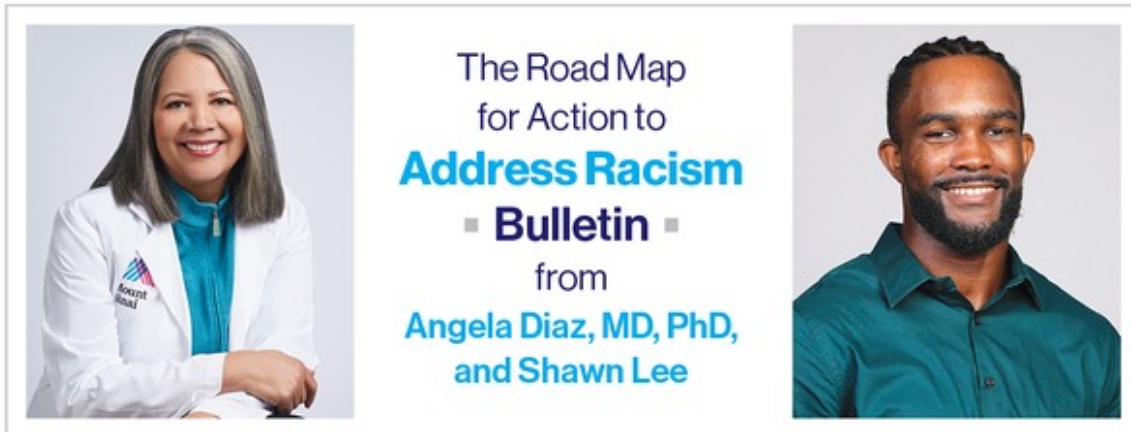


Editor's note: The Supreme Court today struck down race-based programs of affirmative action in admissions at institutions of higher learning. Our statement on this decision is [here](#). We may also address this issue in future editions of the Bulletin.



June 29, 2023

Driving Accountability and Quality Management: An Interview with Jill M. Goldstein

Happy Thursday, Mount Sinai Community –

As you all saw, we were excited to share the very first [Road Map Annual Report](#) last week. Among the many sections in the report was a recap of the goals first set in 2021, as well as a summary of efforts to date to achieve these goals. The takeaway is that we've made a lot of progress—and still have a long journey ahead of us. Highlighting our goals and measuring our work so far was an important decision made to hold ourselves accountable, because we cannot achieve true health equity without internal and external accountability.

But accountability cannot just happen once a year—it must be prioritized every day. Luckily, at Mount Sinai we have a dedicated team of individuals who do just that, and this week we sat down with one of them: **Jill M. Goldstein, RN, MA, MS, Deputy Chief Nursing Officer and Vice President of Nursing at Mount Sinai Queens.**



For today's *Bulletin*, we spoke with Jill about the role quality management plays in accountability, why it is important for our anti-racist journey, and what she envisions when she thinks of a fully equitable health system.

Q: Jill, can you tell us about your roles and responsibilities at Mount Sinai?

It would be hard for me to name all of them, but I can certainly highlight a few examples. First and foremost, with the direct support of a senior nurse leadership team, I oversee the overall mission of providing high-quality patient care. A large focus of this work is done by supporting our nurses and support staff who play such a crucial role in providing direct patient care, from administering medications and monitoring vital signs to assisting in procedures and educating patients and their families about health management.

A few of the ways my team and I support them include:

- Making sure our nurses and support staff have enough resources
- Creating environments of autonomy for them
- Encouraging interprofessional relationships
- Being responsive and ensuring access to leadership
- Providing professional development support
- Fostering teamwork and collaboration.

Q: How does your role in quality management fold into Mount Sinai's equity work?

Quality management in health care focuses on improving patient outcomes, enhancing the patient experience, and optimizing processes to ensure safe and effective care delivery. At Mount Sinai, quality management contributes to equity work by supporting data collection and analysis, leading quality improvement initiatives, promoting patient engagement and shared decision-making, and supporting training and education for staff at all levels of the Health System.

Q: Why are collaboration and consistency important for promoting health equity?

Collaboration and consistency are essential for promoting health equity because they foster collective responsibility, enable coordinated interventions, address systemic factors, and sustain efforts toward long-term change. By working together consistently, we can all maximize our impact and create lasting improvements in health outcomes for marginalized and underserved populations.

Q: When and why did you decide to pursue a career in health care and focus on health equity more specifically?

My passion for helping others, combined with a genuine desire to make a positive impact in people's lives, led me to a career in nursing. I was very young—it was more than 50 years ago—but I always knew I wanted to contribute to improving people's health and well-being. However, with much humility and embarrassment, I confess that I became determined to focus on health equity only in the past few years. Now, I am committed to using the remaining chapters of my career in nursing to making a difference in this space. Change starts with me and I want to use my passion that spurred me to become a nurse, to be a knowledgeable ally and disrupt racist behavior at whatever level I am able to.

Q: What is the end goal of your work? What does a fully equitable health system look like to you?

A fully equitable health system ensures that all individuals, regardless of their background, have an equal opportunity to attain the greatest level of health possible. In such a system, health disparities based on factors such as race, ethnicity, socioeconomic status, gender, age, or geographic location would be significantly reduced or eliminated. Additionally, in this system, care is accessible and affordable for all, and is patient-centered. Patients would be health-literate and empowered, diseases would be prevented, and a data-driven approach and collaborative partnerships would be utilized by all. We all know we haven't reached this ideal yet—but it is encouraging to see so many people committed to this journey.

We are proud to work alongside Jill and so many other dedicated team members to advance efforts toward this fully equitable Health System. Thank you for sharing your story and your work with us, Jill!

To suggest a topic, highlight a coworker, or provide feedback on the Bulletins, send us an email at RoadMap@mountsinai.org.

All the best,

Shawn and Angela

Join Us for an Upcoming Event

Disability Etiquette and Awareness Educational Session—Join us on **Thursday, July 6, from 11:30 am to 12:30 pm**, and learn about disability etiquette and awareness with guest panelists from the Mayor's Office for People with Disabilities: Arthur Jacobs, Housing Coordinator; Ronald Wooden Jr., ASL Direct Supervisor; and Eli Ramos, Business Engagement Associate.

Register on [Zoom](#).

Chats for Change: Celebrating Disability Pride Month—Chats for Change is a production of the Icahn School of Medicine at Mount Sinai's Racism and Bias Initiative. On July 20, 1990, a landmark U.S rights law, the Americans with Disabilities Act, was signed into law, extending civil rights protections to people with disabilities. Disability Pride Month celebrates disabled people by promoting their visibility, applauding their achievements, and rejecting internalized ableism. Although not nationally recognized in the United States, Disability Pride Month helps us understand the importance of honoring each person's uniqueness. Join us on **Tuesday, July 11, from noon to 1 pm** as we amplify Disability Pride Month and discuss how we can support the contributions of this community.

Register on [Zoom](#).

