



St. Elizabeth
HEALTHCARE

OUR MODEL FOR DIVERSITY & INCLUSION

Updated August 2023

OBJECTIVES

After completing this module, the volunteer will be able to:

- Describe how our value of respect is the foundation of diversity and inclusion
- Explain St. Elizabeth's Diversity Statement
- Discuss examples of how the federal requirements apply to St. Elizabeth Healthcare
- Understand spiritual differences
- Understand the benefits of a diverse workforce

MISSION, VALUES, AND RESPECT

As associates and volunteers of a Catholic healthcare organization that recognizes God's love for all people, we have a duty and the honor to respect all who come to us for healing.

Fair, just, and compassionate treatment that embraces differences is a vital part of providing high quality health care and wellness services to a diverse community.

Inclusive treatment is essential for inspiring individuals among our workforce to participate fully in the mission of the healthcare system.

We must *always* strive, in word and deed, to honor the dignity of every human being, if we are to remain true to the organization values and merit recognition as the tristate region's health care provider and employer of choice.

DIVERSITY STATEMENT

At St. Elizabeth, diversity, equity and inclusion are the driving spirits in everything we do for our patients, community and each other – connecting the compassionate care we deliver and healthy community we envision with an assurance of dignity and respect for all.

RESPECT IS:

- The foundation of diversity, equity, and inclusion.
- Learning about the lived experiences of others is an ongoing process.
- Is the tool that works even when you don't know what to do.
- Curiosity with the openness to learn and demonstrate the information you learn.



RESPECTING DIFFERENCES

Differences are not always OBVIOUS

- Only when we meet people functioning with a different set of values do we become aware of our own.

We tend to be ETHNOCENTRIC

- We tend to relate more to those who look like us, talk like us, and act like us. We use our own rules as a basis of comparison. Everyone we meet also assumes *their* reality is the norm.

We all have UNCONSCIOUS BIASES

- These are sometimes called implicit biases, and we all have them. Biases are personal and sometimes unseasoned judgement

Being able to quickly categorize people and REACT are important

- If we work to become aware of our own unconscious biases, we can consciously decide not to act on them and get to know this person on an individual basis.

THE JOINT COMMISSION

The Joint Commission has several standards that support provision of care, treatment, and services in a manner conducive to the cultural language, literacy, and learning needs of individuals.

Source: http://www.jcaho.org/about+us/hlc/hlc_jc_stds.pdf

Joint Commission Standards relating to Cultural Competency

**Values,
beliefs
respected**

**Appropriate
Communication
(Interpreter and
translation services)**

**Patient
involvement in
care**

**Informed
consent**

**Patient
education**

**Food
preferences**

**End of life
care**

**Compliance
with Laws and
Regulations**

**Planning for
services to
meet patient
needs**

**Equal
standard of
care provision**

Healthcare programs that receive Federal assistance are prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability in certain health programs and activities.

AS A HEALTH PROGRAM THAT RECEIVES FEDERAL ASSISTANCE, ST. ELIZABETH HEALTHCARE MAY NOT

Segregate, Delay or Deny

Segregate, delay or deny services or benefits based on an individual's race, color or national origin.

For example, St. Elizabeth may not assign patients to patient rooms based on race.

Require

Require parents to disclose her citizenship or immigration status when applying for health services for eligible children

Delay or Deny

Delay or deny effective language assistance services to individuals with limited English proficiency (LEP).

Note: The term "national origin" includes, but is not limited to, an individual's, or his or her ancestor's, place of origin (such as a country), or physical, cultural, or linguistic characteristics of a national origin group.

DISCRIMINATION BASED ON AN INDIVIDUAL'S SEX IS PROHIBITED

St. Elizabeth cannot deny or limit sex-specific health services based solely on the fact that the gender identify or gender recorded for an individual does not align with the sex of individuals who usually receive those types of sex-specific services.

ST. ELIZABETH HEALTHCARE MUST:

Provide equal access to health care, health insurance coverage, and other health programs without discrimination based on sex, including gender identify and sex stereotypes.

- Gender identity means an individual's internal sense of gender, which may be male, female, neither, or a combination of male and female.
- Sex stereotypes means stereotypical notions of masculinity or femininity.

Treat individuals consistent with their gender identity and respect their access to facilities, such as bathrooms and patient rooms.



EXAMPLES OF SEX DISCRIMINATION

Multiple staff at a hospital created a hostile environment for a patient because they identified as a transgender woman. She was also required to share a room with a male patient.

A pharmacist would not provide a flu vaccine to a woman and questioned her about her non-gender-conforming clothing and hairstyle

Staff at a hospital's emergency department ridiculed a male patient who arrived after sustaining injuries in a domestic incident. Staff did not evaluate the patient under a domestic violence protocol because he identified as male.

DISCRIMINATION BASED ON AN INDIVIDUAL'S AGE IS PROHIBITED

St. Elizabeth may not exclude, deny or limit benefits and services based on an individual's age. A covered entity may provide different treatment based on age when the treatment is justified by scientific or medical evidence.

- A physician's practice may not deny a 62-year-old man health services because it only accepts patients under age 60
- A physician may decide to deny a mammogram to a women under a certain age because recent medical studies have suggested that mammograms may be more harmful than helpful to young women.
- A physician may decide not to treat a patient based on a specialty
 - *(e.g., pediatricians are not required to treat adults and gerontologists are not required to treat children.*

SPIRITUAL DIVERSITY

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It would be impossible to know all the traditional of the many cultures and their associated spiritual beliefs.

As non-direct caregivers, we should:

- Reflect on what we share in our relationships both with our co-workers, fellow volunteers, and those people who are using services at St. Elizabeth.
- Be open to the practices and beliefs of others.
- Be aware of, and sensitive to, the similarities and differences between ourselves and others.
- Treat everyone with respect and care – it is the universal language.
- Learn as much as possible and expose yourself to different cultures and traditions.

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PUTTING IT ALL TOGETHER...

- **We are all unique and have our own values, beliefs, and practices.**
- **We must strive to treat everyone with the same respect that we expect for ourselves.**
- **Respect is the tool that works best, even when you don't know what to do or say.**

REFERENCES

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REVIEW

I have reviewed and understand the content provided in this module, “Our Model for Diversity and Inclusion.”

A. Yes

B. No