Our Model for Diversity
“As associates 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 cultural differences is a vital part of providing high quality health care and wellness services to a culturally diverse community. This same kind of treatment is essential for inspiring individuals among our workforce to participate fully in the mission of St. Elizabeth.

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 tri-state region’s health care provider and employer of choice.”
Embracing Diversity

• Today, one in four Americans is a member of a racial or ethnic minority group.

• In 2003, Latinos became the largest minority group in the United States.

• By 2070, one in two Americans will be a minority.
Our Diversity Model

Personal
Language
Spiritual
Psychosocial
Generational
Cultural
Organizational
Personal Diversity
Some of the differences we observe in each other:

- Gender
- Race
- Ethnicity
- Age
- Our Weight
- Physical & Mental Disabilities
- How we dress

Diversity in the workplace refers to the differences we recognize in ourselves and others.
Bias in Healthcare

Questions to ask yourself....

• Are you comfortable with people of all shapes and sizes?
• Are you sensitive to the concerns of physically impaired individuals?
• Do you treat individuals of all ages and gender with the same respect?
Weight Bias in Healthcare

- 34% of Americans are considered obese.
- The prevalence of obesity has quadrupled since 1980 and is rising.
- Are you aware of and sensitive to the concerns of obese individuals?
- Nearly 95% of obese persons feel like they have been discriminated against.
Center of Excellence for Bariatric Surgery

As a Center of Excellence in Bariatric Surgery, St. Elizabeth strives to provide all associates and volunteers with sensitivity training concerning obesity.

- St. Elizabeth has furniture and hospital equipment such as wheelchairs designed to make obese patients and guests more comfortable.
- Know how to obtain the needed equipment when needed.
Center of Excellence for Bariatric

• Treat all patients and guest with respect, tact and concern.

• Avoid making remarks about a guest or patient’s size

• Call for assistance as needed when aiding an obese patient or guest
  - Do not attempt to push a wheelchair if it puts you at risk or is too difficult – doing so will make the guest feel uncomfortable and could injure you
Language Diversity
• Communication is one way we control our worlds.
• Communication goes beyond just the words we share.
• It is estimated that 70% of what is communicated is accomplished with tone, gestures, and facial expressions.
• When there is a language difference that causes an inability to communicate easily the level of frustration will increase for both the speaker and the listener.
An important factor affecting communication is your awareness of people who have Limited English Proficiency (LEP).

Are you aware that the same law that directs us to provide an interpreter to the deaf also directs us to do so for those with LEP?
St. Elizabeth has interpreters for patients

- **Pacific Interpreters** - telephone interpreters
- **VocaLink**
  
in-person interpreters and translations of written documents into language other than English.
- **Sign Language Interpreters** are available for the deaf and hard-of-hearing.

Contact information is in every department.
Cultural Diversity
We are programmed by our Culture

• Culture guides day-to-day behaviors and helps us to interpret the other people’s actions.

• In a multicultural environment like St. Elizabeth, there are many different cultures operating simultaneously.

• As a result, the chances of a misunderstanding increase the more we interact with one another.
• **Culture is 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** – meaning we relate more to our own ethnic status. We use our own cultural rules as a basis of comparison.
• **We may not know when we are offending others.**
  Because we operate based on our own set of assumptions and meanings, we may inadvertently offend others.

• **Awareness and knowledge increases understanding**
  When we become more aware of what directs our behavior, we can make more appropriate choices about our future actions and behaviors.
Spiritual Diversity
Spiritual Diversity

It would be impossible to know all the traditions of the many cultures and their associated spiritual beliefs. However, here are a few examples:

- **Buddhists** believe that foods can assist in healing disease so they may inquire about food choices and express their preferences.
- **For Muslims**, often a family spokesman or even a community spokesman may represent the patient when dealing with health care providers.
- Based on biblical verses and rabbinic interpretations, **Jewish tradition** believes human beings do not own their own bodies. Since each one of us is created in part by God, we do not have an absolute right to do with our bodies what we will.
HealthCaregivers should:

- Treat each person as an individual. Avoid making generalizations.
- Withhold judgments about the patient’s beliefs and practices.
- Establish good and open communication with a patient and their family members — this will enable a successful relationship.
- Connect with your common or related beliefs or practices (for example, you may not have used a shaman or faith healer, but you may have prayed for the health or safety of a loved one).
Spirituality for All

- Reflect on what we share in common in our relationships --- with other volunteers, staff 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.
Generational Diversity
Generational Diversity

• Generational biases occur when assumptions are made simply because of age.

• Prejudice and bias touch all ages, older and younger generations alike.

• Creating a mixed age workforce brings real benefits to the workplace.
Generational Diversity – Current Facts

• For the first time there are more people over the age of 60 than under the age of 16

• Already 1/3 of the workforce is over 45

• The percentage of people over the age of 55 working in a traditional job has dramatically decreased since the 1960’s. Baby Boomers now have more discretionary use of their time than ever before.
Benefits of a Generational Diverse workforce:

- Employees from different generations provide insights into the needs and expectations of a greater variety of patients.
Organizational Diversity
Diversity

- The diversity goal for St. Elizabeth is to create an atmosphere in which there is an understanding and respect of all cultures, values, traditions and beliefs.
Organizational Diversity

- Individual Attitudes and Beliefs
- Management Skills and Practices
- Organizational Values, Policies & Systems

When these three areas work together, diversity becomes a strategic asset.
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.
• We are all unique and have our own values, beliefs and practices.

• We must recognize that everyone’s culture is unique and special.

• We must learn to treat everyone with the same respect that you expect for yourself.
I have reviewed and understand this “Our Model for Diversity” presentation

A. Yes
B. No