

Diversity

In the spirit of Christ and the example of Francis of Assisi, the Mission of OSF HealthCare is to serve persons with the greatest care and love in a community that celebrates the Gift of Life.

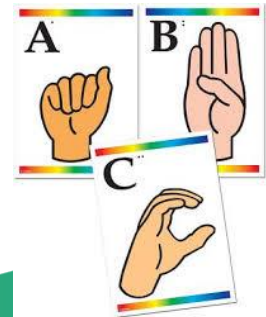


What is cultural diversity?

Personal qualities that differ from our own



- Age
- Ethnicity
- Ability
- Race
- Marital status
- Socioeconomic status
- Sexual orientation
- Religious beliefs
- Work experiences
- Educational background
- Military status
- Parental status
- Language preference
- Gender identity



Healthcare Disparities

- Lack of access to healthcare
- Uninsured
- Expense of medications
- Communication barriers



- Education gaps
- Lesser quality of care
- Non-compliance
- Poor outcomes

What does it mean to be culturally competent?

- Respect personal differences
- Recognize individuals for their unique contributions
- Create a comfortable environment for everyone involved
- Prevent discrimination & promote inclusiveness



Why do we care about diversity?

*It is our mission to deliver the greatest care
and love to every patient every time.*

Regulations

- Joint Commission
- CLAS Standards
- Civil Rights Act of 1964



Federally funded organizations are required to post patients' rights at the entrance, in the ED, in admitting, and in all outpatient service facilities

Required to provide interpretation and translation services as well as spiritual accommodations

Required to offer annual staff education and training



The Golden Rule:
Treat others the
way YOU want to be
treated.

PLATINUM

RULE:

Treat
others
as **THEY**
want
to be
treated.

Cultural Competence:

A journey, *not* a destination



- Increase self-awareness
 - ✓ Evaluate your own attitudes & bias
 - ✓ Be aware of your internal dialogue
 - ✓ Avoid assumptions
- Communication
- Actively listen & learn
- Seek interactions with diverse groups
- Know your community's population
- Be willing to adapt
- Use available resources

What can you do for others?

- Be sensitive to culturally diverse needs
- Resist judging others' needs, preferences, beliefs, values, etc.
- Create an environment that promotes trust
- Open the lines of communication - listen and seek to understand
- Directly ask the person if they have any culturally specific needs
- Be respectful at all times
- Involve the person in their plan of care, including preferred alternative or traditional methods as much as possible
- Never hesitate to ask if you are not sure what resources are available

Share our similarities.



Embrace our differences.