

Carolinas HealthCare System

Diversity & Inclusion

At Carolinas HealthCare System, our commitment to creating a workplace environment that embraces and utilizes the unique cultural expertise and attributes of each teammate enables us to better meet the health needs of our increasingly diverse patient population. This self-directed learning module contains information that is important and necessary for promoting an inclusive and engaged working environment.

Target Audience: All CHS Teammates

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Diversity & Inclusion

The material in this module is an introduction to the Diversity & Inclusion Agenda at Carolinas HealthCare System. Throughout our System, diversity is leveraged as our strength; a business imperative and a way of maintaining our competitive advantage. After completing this module, contact your supervisor to obtain additional information specific to your department.

Learning Objectives

- Introduce the CHS Diversity & Inclusion Agenda and strategic framework
- Identify strategies to build an inclusive work environment
- Utilize *CultureVision™* as a tool to enhance cultural understanding and cross-cultural communication among teammates, patients, and customers

Module Content

As the demographic of those communities we serve continues to rapidly shift, the value of diversity is more important than ever before. While diversity brings many advantages that can contribute to productivity, innovation and service, cultural differences can also result in conflict.

At Carolinas HealthCare System, our commitment to creating a workplace environment that embraces and utilizes the unique cultural expertise and attributes of each teammate enables us to better meet the health needs of our increasingly diverse patient population. Through on-going learning and development, all teammates have the opportunity to enhance their skill-set in a culturally inclusive work environment that is characterized by respect for the individual and a welcoming and inclusive atmosphere for our patients.

Carolinas HealthCare System has adopted a ***Diversity & Inclusion Agenda*** designed to:

- Enhance the diversity and cultural competency skill-set of our **teammates**.
- Provide **culturally and linguistically competent** care to improve the health status of our increasingly diverse patient population.
- Enrich the health status of those who live and work in the **communities** we serve.
- Grow our patient population through effective **market segmentation** strategies that target the fastest-growing segments of the region.

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Dimensions of Diversity

Primary dimensions are innate aspects of individuals that cannot be changed. These may include:

- Age
- Race
- Ethnicity
- Sexual orientation
- Mental and physical abilities
- Gender

Secondary dimensions are also important in how we define ourselves. They include choices we make in how we live our lives. These may include:

- Military experience
- Religious beliefs
- Income
- Education
- Parental Status
- Work Background
- Geographical Location
- Marital Status

We should also recognize diversity related to:

- Sense of self and space
- Dress and appearance
- Communication and language
- Food and eating habits
- Time and time consciousness
- Work habits and practices
- Beliefs and attitudes
- Relationships
- Values and norms
- Mental processes and learning

As we look at this list, it is clear that respecting the diversity of our patients, patients' families, customers, and fellow teammates is vital to everyday interactions and the optimal delivery of safe and high quality medical care.

What Does “Culturally Competent” Mean?

As we examine our respective roles, modeling cultural competence allows each of us to understand cultural diversity in the clinical setting, respect patients' health beliefs and practices, and value cross-cultural communication. The National Center for Cultural Competence defines cultural competency for medical professionals as a “set of congruent behaviors, attitudes and policies that come together in a system agency or among professionals and enable them to work effectively in cross-cultural situations.”

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When we are able to demonstrate respect for an individual's language, religion, customs, values and traditions, we reflect a level of cultural competence in our interactions. Cultural competence will enable us to deliver the highest and safest quality of care to every patient regardless of their race, values, sexual orientation, religious or spiritual beliefs, ethnicity, cultural background or language preference.

Steps Toward Building a Culture of Inclusion

Diversity is a core value of Carolinas HealthCare System. Research supports that diverse teams that practice inclusion are generally more innovative and effective at problem solving. Additionally, an inclusive work environment improves staff engagement. Ultimately it is up to each of us to work towards becoming more culturally competent and embrace the tenants of diversity and inclusion. For example, here are some steps to consider to more actively support our culture of diversity and inclusion:

- Engage in continuous awareness and assessment of our own values and experiences as they affect perceptions of others.
- Look beyond obvious physical differences in people to develop and enhance positive work relationships.
- Seek to understand others' viewpoints, norms, and styles to demonstrate sensitivity to beliefs and values that may be different from your own.
- Recognize and address culturally biased behaviors to resolve conflict, solve problems and increase individual, team, and organizational performance.
- Respect the positive value and productive contributions of people with different backgrounds and perspectives.
- Customize services, as appropriate, to meet our diverse customers' needs.
- Develop awareness of how our biases can affect the decisions we make.
- Recognize that valuing diversity does **not** mean that everyone should adopt the same beliefs about all dimensions of diversity.
- Participate in diversity and inclusion learning and development

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Introducing CultureVision™!!

As our industry continues to evolve, we recognize the need for transformative approaches in managing our diverse workforce, and to ensure that our teammates are equipped with innovative tools that will assist in meeting the needs of our patient and customer population. So ready, set, go.....with **CultureVision™!!**

This Annual Continuing Education module will introduce the usage of CultureVision™, a web based tool that provides spot access to cultural beliefs and values of diverse populations which will inform how we deliver culturally appropriate patient care. This tool will also assist to promote a more comprehensive way to communicate effectively in all work environments.

CultureVision's comprehensive database provides information on over 38 cultural groups, 13 religious groups, and 12 additional communities on such topics as communication, family, diet and nutrition, treatment protocols, and ethno-pharmacological issues. This tool is a compilation of aggregate data covering a wide range of experiences.

Within **CultureVision™** we can access a variety of information for further inquiry and discovery about a number of groups through the venue of **three primary menus:**

- 1) *Ethnic Groups*
- 2) *Religious Groups*
- 3) *Additional Communities*

As we utilize **CultureVision™**, we have the opportunity to share our own experiences with each other, and hopefully within that process, create richer and deeper cultural dialogue in our work environments. **CultureVision™** can also assist in exceeding the standards for Culturally and Linguistically Appropriate Services (CLAS), the Joint Commission Standards on Advancing Cultural Competence, and achieving Magnet and Planetree designations.

Note: Individual differences do exist within the framework of each culture, so it is important to note that CultureVision™ should be used as a tool for asking authentic and more detailed questions, and NOT as a tool for forming stereotypes based on a person's culture. Information found in CultureVision™ must not be generalized to make assumptions about each member of every group.

In **CultureVision™**, resourceful information is at your fingertips. For example, **did you know?.....**

- *Recent study found that 15% of all US healthcare workers were foreign-born. Of those, nearly 40% were from Asia and nearly 70% were women?*
- *Some Russian immigrants may be particularly concerned about radiation exposure when getting X-rays?*
- *African-American women tend to retain more sodium than Caucasian women, which results in lower rates of osteoporosis?*

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- *Some Latina new mothers consider themselves to be in a “cold” state for 6 weeks after birth and may wish to consume only warm foods while recuperating?*
- *Some individuals of Asian descent may wish to avoid floors and room numbers with a “4” in them?*
- *One in three US residents self-identify as African-American, American Indian, Asian, Native Hawaiian/Pacific Islander, Hispanic/Latino or multiracial?*

As a reminder, **CultureVision™** is a resourceful tool to assist with our interactions and cross-cultural communication with teammates and patients. In utilizing this tool, there may be information with which you disagree or a have a different experience. In such instances, **CultureVision™** allows the opportunity to provide feedback via the [Send Us Your Feedback link](#) located under “How Can **CultureVision™** Better Serve You.” Concerns may also be communicated with your leader as well as the Office of Diversity & Inclusion.

How to Access CultureVision™:

1. Read the module information and access **CultureVision™** to answer the questions on the posttest.

You can access CultureVision™ in one of two ways:

Go to -

- PeopleConnect/Tools & Forms/All Tools (Alpha Order)/**CultureVision™**

Or -

- PeopleConnect/Clinical Overview Tab/**CultureVision™**

2. If you have any questions about the material, ask your supervisor, or contact the Office of Diversity & Inclusion.

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Diversity & Inclusion Resources

- System Diversity & Inclusion
 - 704-631-0153
- **CultureVision™**
 - PeopleConnect/Tools & Forms/All Tools (Alpha Order)/**CultureVision™**
 - PeopleConnect/Clinical Overview Tab/**CultureVision™**
- Diversity Hotline
 - 1-888-419-0520
- Physician Diversity Advisory Committee
 - www.carolinashealthcare.org
- CHS Diversity & Inclusion Council
 - www.carolinashealthcare.org
- CHS Clinical Cultural Competence Committee
 - www.carolinashealthcare.org
- Clinical Services: Qualified Medical Interpreters
 - 704- 446-1665
- Language Services
 - 704-355-3131
- Pastoral Care Services
 - 704- 355-2218

Education

- Learning & Development
Visit PeopleLink @ CHS to register for classes
- Annual Symposium - The Competitive Edge: Excellence in HealthCare for a Diverse Community.
- Charlotte AHEC
704- 512-6523

Posttest

Name: _____

Date: _____

Please review the module content and visit the CultureVision™ website to find the information for this posttest.

- 1. Which of the following is a component of the Diversity & Inclusion Agenda for Carolinas HealthCare System?**
 - a. Enhance the diversity and cultural competence skill-set of our teammates.
 - b. Provide culturally and linguistically competent care to improve the health status of our increasingly diverse patient population.
 - c. Enrich the health status of those who live and work in the communities we serve.
 - d. Grow our patient population through effective market segmentation strategies that target the fastest-growing segments of the region.
 - e. All of the above

- 2. At Carolinas HealthCare System, our commitment to creating a workplace environment that embraces and utilizes the unique cultural expertise and attributes of each teammate enables us to better meet the health needs of our increasingly diverse patient population.**
 - a. True
 - b. False

- 3. We often self-identify with primary and/or secondary dimensions of diversity. Which of the following is an example of the secondary dimension of diversity?**
 - a. Age
 - b. Race
 - c. Ethnicity
 - d. Work background
 - e. Gender

- 4. When we are able to demonstrate respect for an individual's language, religion, customs, values and traditions, we reflect a level of cultural competence in our interactions.**
 - a. True
 - b. False

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- 5. As a teammate, I can help to create a culture of inclusion by:**
- Looking beyond obvious physical differences in people to develop positive work relationships
 - Developing awareness of how my biases can affect decisions I make
 - Respecting the contributions of people from diverse backgrounds
 - Participating in diversity and inclusion learning opportunities
 - All of the above
- 6. How can I access *CultureVision*™?**
- PeopleConnect/Clinical Overview Tab/*CultureVision*™
 - PeopleConnect/Tools & Forms/All Tools (Alpha Order)/*CultureVision*™
 - All of the above
- 7. Which of the following is NOT a function of *CultureVision*™?**
- Equips healthcare professionals with cultural information needed to provide culturally competent care
 - Encourages bias and stereotypes based on a person's culture
 - Recommends the importance of asking questions
 - Promotes a comprehensive approach to communicate more effectively
- 8. Under which select group and/or primary menu will I find information about the influence of race, ethnicity and culture on obesity?**
- Religious group
 - Additional communities
 - Ethnic group
 - None of the above
- 9. For Jehovah's Witness patients, which of the following types of transfusions are viewed as culturally acceptable according to the individual's discretion?**
- Red blood cell fractions (hemoglobin-based blood substitutes)
 - Plasma
 - Whole blood
 - White blood cells
- 10. What can I do if I disagree with information I read on *CultureVision*™?**
- Voice my concern with other teammates and complain
 - Use the Send Us Feedback link in the tool to share my concern
 - Contact the Diversity & Inclusion Department and share my concern
 - Do nothing and just keep the concern to myself
 - Either b or c