

La Crosse Medical Health Science Consortium

General Diversity

Special thanks to...

- Gundersen Health System
- La Crosse Medical Health Science Consortium (LMHSC)
- LMHSC Cultural Competency Committee

for their assistance in developing this cultural competency module

Disclaimer

Caution on Stereotyping

- The material in this program is generalized and is not intended to perpetuate stereotypes of diverse individuals or groups of people
- Cultural traits may vary based on individual preference and level of acculturation – someone may have physical attributes of a specific heritage, but it does not mean he/she practices the traits of that culture
- Bottom line: Never Assume, Always Ask!
 - ▶ Never assume that every member of any culture holds the same beliefs and ideals
 - ▶ Use this background information to ask culturally sensitive, informed questions

Introduction

- Sometimes discussing diversity can present discomfort
- We, as human beings, have the potential for bias. We make judgments within seconds upon meeting people, based on how they look, what they are doing, if they are on time, etc.
- We don't like to see ourselves as being biased or prejudiced in any way
- It is important to recognize that we are all at different places, based on our life experiences and values/beliefs

Our Goals

- Learn what is meant by “diversity”
- Develop a new awareness of our responses to differences
- Expand our sensitivity to differences and similarities
- Link our respect for diversity to our Mission-Vision-Values

Background – Bias

- Research shows that bias develops as early as age 3 or 4 - we are not even aware that we have biases.
- Becoming aware that we have this potential for bias is an important step in becoming more sensitive to the unique needs of everyone with whom we work or serve.

What is “Diversity?”

- Any difference to which we assign meaning or which matters to us in some way
- The appreciation of individual differences
- The context changes relative to the environment (e.g. in healthcare, the workforce generally consists of 80% women, 20% men. The men are in the minority in most healthcare employee populations, and even this changes across various departments)

Diversity Continued

- Consider the differences amongst those with whom you work. What meaning might people put onto their differences (e.g. age, gender, family status, etc.)?
- Accepting, encouraging, and expecting diversity in the workplace has the power to assist in creating inclusiveness for everyone by making each person feel valued and accepted as individuals.

Diversity Continued

- Diversity does not become an issue until we assign an inaccurate meaning to the difference...and...we do it all the time!
- We have heard of “first impressions.” We see someone walk in the door and immediately make up a “story” about them. First impressions say more about us than about the other, if we are open to learning!

Diversity Continued

- Goal: Become more methodical about how we come to conclusion about someone...
 - Look for **facts**
 - Really get to know that other person
- “Re-spect” literally means “to look again.” We must be willing to look for the full story...to really see each individual as he/she is.

Interaction 1 of 3

- Which of the following are objectives of this “General Diversity” education?

(Select all that apply)

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- To learn what is meant by “diversity”
- To become fluent in a second language
- To develop a new awareness of my responses to differences
- To expand my sensitivity to differences and similarities
- To link respect for diversity to our Mission-Vision-Values

Interaction 1 of 3 (Answer)

- Which of the following are objectives of this “General Diversity” education?

(Select all that apply)

- To learn what is meant by “diversity”
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To Increase Awareness...

- Diversity is not just about “race”
 - Diversity at its core is unique for each individual
- Personal
 - We have views of the world based on our life’s experiences. We continue to expand our understanding of its influences by how we interact with other people.
- Internal
 - Those characteristics that are inherent to each individual (e.g. race, age, gender, ethnicity, physical ability, sexual orientation)

How does this impact my role as a healthcare professional?

- First, there are always people you work with and care for
 - We will be able to provide better service and have more appropriate interactions if we know how to deal with different situations – especially those situations with which we have no, or limited, experience.
- It makes good sense
 - It makes good business sense because it helps promote a more inclusive environment for all, including patients, co-workers, and ourselves.

Differences you may encounter at your healthcare organization

- Differences include, but are not limited to:
 - National origin
 - Gender
 - Disability/special needs
 - Generational
 - Socio/economic status
 - Ethnic/racial
 - Educational backgrounds
 - Religious or spiritual beliefs

Interaction 2 of 3

- Diversity is not just about “race.” Diversity at its core is unique for each individual.
 - True
 - False

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Interaction 2 of 3 (Answer)

- Diversity is not just about “race.” Diversity at its core is unique for each individual.
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Key Considerations on the Job...

- Cultural Values
 - We each have our own values and beliefs based on our culture of origin and life experiences. Knowing this prompts us to be attentive to how we respond to others.
- Communication
 - Understanding that there are differences in communication between cultures prompts us to clarify how we communicate with people (patients, co-workers, visitors). Communication includes written, verbal, and non-verbal, etc.

What can I do? (Our challenge to you)

- To increase your awareness...
 - Identify 1-2 populations you serve and educate yourself
 - Notice your responses to people that are different from you. Make a commitment to treat all people with respect
 - Assess your daily interactions...are they sensitive to diversity in every interaction?
 - Seek out experts to assist and guide your continued education and development of sensitivity to the unique needs of all people
 - Contact your manager, your colleagues, and library resources for specific questions in your organization

Interaction 3 of 3

- People do not have their own values and beliefs based on culture or life experience.
 - True
 - False

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Interaction 3 of 3 (Answer)

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 - True
 - False

Question 1 of 4: Identify the correct choice for the bulleted statements below:

- Challenge to build awareness:
 - Why diversity impacts your role in healthcare:
 - Sometimes discussing diversity can present this type of feeling:
- Choices:
 - Because we work with and provide care for people of diverse backgrounds. Better service can be provided if we know how to work with diverse situations
 - b. We may not be aware of our biases. Assess your daily interactions for sensitivity to diverse situations and be open to learning
 - c. Discomfort

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Question 1 of 4: Identify the correct choice for the bulleted statements below: (Answers)

- Challenge to build awareness: We may not be aware of our biases. Assess your daily interactions for sensitivity to diverse situations and be open to learning.
 - Why diversity impacts your role in healthcare: Because we work with and provide care for people of diverse backgrounds. Better service can be provided if we know how to work with diverse situations.
 - Sometimes discussing diversity can present this type of feeling: Discomfort
- Choices:
 - Because we work with and provide care for people of diverse backgrounds. Better service can be provided if we know how to work with diverse situations
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Question 2 of 4

- Which of the following resources will assist you in building your awareness in working with diverse populations?

(Select all that apply)

- Your manager
- Your co-workers
- Your healthcare system's library services area

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Question 2 of 4 (Answer)

- Which of the following resources will assist you in building your awareness in working with diverse populations?

(Select all that apply)

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Question 3 of 4

- All of the following are examples of the different demographics in the patient populations we serve: national origin, gender, disability/special needs, generational, socio/economic status, ethnic/racial, educational background, religious or spiritual beliefs
 - True
 - False

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Question 3 of 4 (Answer)

- All of the following are examples of the different demographics in the patient populations we serve: national origin, gender, disability/special needs, generational, socio/economic status, ethnic/racial, educational background, religious or spiritual beliefs
 - True
 - False

Question 4 of 4

- Which of the following are correct definitions of diversity

(Select all that apply)

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- Any difference to which we assign meaning, or which matters to us
- The appreciation of individual differences
- Only persons who can speak a foreign language

Question 4 of 4 (Answer)

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 - The appreciation of individual differences
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We hope you had a good experience using this module.
If you have any comments or ideas you would like to
share about this module, or future modules, please
contact the LMHSC Cultural Competency Committee at:

hscinformation@westernnc.edu

Thank you!



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For additional cultural competency resources,
please visit the link below:

[http://www.lacrosseconsortium.org/content/c/cultural
_competency_learning_modules](http://www.lacrosseconsortium.org/content/c/cultural_competency_learning_modules)

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