UMC Inclusion Training

What is Diversity?

Diversity is everything that makes us similar to and different from one another.

What is Inclusion?

Inclusion is when EVERYONE, regardless of who they are, feels welcomed and accepted.

Diversity and Inclusion at UMC
Organization Mission

To enrich our culture at UMC by promoting inclusion and building on the strengths of everyone.

Inclusive Environments

- Encourage everyone to participate fully
- Promotes full access to all opportunities

What's in it for me?

1. Pride in your work environment
2. Camaraderie amongst staff
3. Opportunities throughout the Organization

What's in it for UMC?

1. High employee satisfaction
2. Improved patient care
3. Improved financial performance
4. Stronger relationships

UMCs Overall Goal

1. Increase our own awareness in how we think about and how we treat people.

2. To create productive and respectful relationships with all co-workers and customers, whether we think they are similar or different than ourselves.

UMC Gender-Age Group

	2015	**2016**	**2017**
20-29	34%	34%	34%
30-39	26%	26%	26%
40-49	18%	18%	18%
50+	21%	21%	21%
Under 20	1%	1%	1%
Male	27.5%	28.0%	28.0%
Female	72.5%	72.0%	72.0%

UMC Ethnicity

	2015	2016	2017
Asian/Islander	1.3%	1.2%	1.2%
Hispanic	29.0%	32.0%	32.0%
Native American	0.4%	0.3%	0.3%
African American	5.8%	6.0%	6.0%
White	55.0%	53.0%	52.0%
Asian	5.5%	5.0%	5.3%
Not Disclosed	3.0%	1.5%	2.0%
Multi*	0.0%	1.0%	1.2%

Started tracking multi ethnicity in 2016

UMC Patient Gender-Age

	2011	2012	2013
0-18	18%	18%	17%
19-29	20%	20%	20%
30-39	13%	14%	14%
40-49	13%	13%	13%
50-64	19%	19%	20%
65+	16%	16%	16%
Male	45%	45%	45%
Female	55%	55%	55%

UMC Patient Ethnicity

	2011	2012	2013
White	45%	45%	46%
Hispanic	30%	30%	28%
Black	12%	12%	12%
Other	13%	13%	14%

What is culture?

A way of life of a given society, passed down from one generation to the next through learning and experience.

Organizational Culture

A collective behavior formed by values, visions, norms, and systems that include beliefs and habits.

Culture Is:

The way of life for a group of people; every group develops its   own culture over time.

A set of rules both written and unwritten, by which people live.

We are often not aware of the influence of our own culture until we leave it and become immersed in another culture.

Culture is learned.

Culture is complex.

Appreciating Different Cultures

UMC has become more diverse and better understanding and acceptance of different cultures is important to the success of our organization.

Stereotypes

Creating an inclusive workplace requires increasing our own awareness of stereotyping and CHOOSING NOT TO ACT ON OUR STEREOTYPES.

What is Stereotyping?

A stereotype is usually an idea or assumption that a person has about an entire group, and therefore, to any individual that may belong to that group, often relating to gender, age, ethnicity, physical appearance, or characteristics that can be grouped together. They are usually negative and offensive.

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"We have 22 different kinds of coffee, 8 types of creamer and 5 different sweeteners. That counts as diversity, doesn't it?"

Common Stereotypes

Teenagers are lazy.

All Asian-Americans are good in math.

You know how women are.

She's a dumb blonde.

He's really sensitive for a man.

You're not like other Jewish people.

Old people shouldn't behave like that.

Brazilians are rude and pushy.

Americans are shallow.

Sam, what do gay men think about this?

He's Muslim so he must be a terrorist.

Steps to Move Past Stereotypes

1. Acknowledge that they exist.

2. Identify any that you've internalized; recognize stereotypical thoughts when they occur.

3. Pause and take a second look.

4. Remove judgment; describe behavior.

5. Learn more about the individual or group being stereotyped; choose behavior that enhances relationships.

Inclusive Environment

We all have a role in building an inclusive environment. Creating a respectful, productive workplace depends upon your commitment and involvement.

Its up to each of us to increase our knowledge and recognize the value of the different cultures here at UMC.

Diversity and Inclusive Culture

Our goal is to foster productive and respectful relationships with all UMC co-workers and customers, whether we perceive them as similar to or different than ourselves.

Human Resources

Documented completion of staff orientation specific to sensitivity to cultural diversity based on their jobs, duties and responsibilities.

Staff education to P&PS specific to patient communication and cultural health beliefs P&Ps.

Qualifications for language interpreters may be met through language proficiency assessment, education, training and experience. Untrained individuals including family members, friends, other patients or untrained bilingual staff should not be used.

Provision of Care

Treatment and Services

End of life care – information on social, spiritual and cultural variables that influence the patient's and family members' perception of grief are gathered during initial assessment.

Food and Nutrition – when possible, the hospital accommodates the patient's cultural, religious or ethnic food and nutrition preferences unless contraindicated.

Patient Education – a learning needs assessment provided to patients based on individual abilities including cultural and religious beliefs, emotional barriers, desire and motivation to learn, physical or cognitive limitations and communication barriers.

Individual Rights and Responsibilities

The hospital respects and protects cultural and personal values, beliefs and preferences and accommodates patients' rights to religious and other spiritual services.

The hospital provides interpreting services as necessary

The hospital communicates with the patient who has vision, speech, hearing or cognitive impairments in a manner that meets the patients' needs.

Individual Rights and Responsibilities

The hospital allows a family member, friend or other individual to be present with the patient for emotional support during the course of the stay.

The hospital prohibits discrimination against age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

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