

# VI. CULTURAL DIVERSITY IN HEALTH CARE



# Cultural Diversity Overview

At Randolph Health, it is our goal to provide *continual education* to our administration, staff, volunteers and physicians in cultural diversity. By doing so we can continue to offer the best possible service and care to all customers of both similar and different cultures.



# Behaviors that do NOT Support Diversity

- Discrimination
- Stereotyping
- Harassment
- Intimidation
- Collusion



# Value Diversity



- To value diversity, we must learn to:
  - **Accept and appreciate differences among people.**
  - **Understand our coworkers.**
  - **Avoid treating some coworkers as insiders and others as outsiders.**
  - **Acknowledge the strengths and weaknesses of each person.**
  - **Work together as a team.**

# Patients from Different Cultures

- Be able to talk with the patient regardless of culture.
- It is impossible to know social customs and values of every culture.
- It is possible to tailor your speaking style to the needs of the patient.
- The more you know about your patient's culture and values, the more likely you are to communicate effectively



# Patients from Different Cultures, cont.

- Focus on caring for the patient:
  - Ask about the patient's culture as it relates to their treatment.
  - Ask about any special dietary needs.
  - Explain to the patient what they can expect in the way of treatment.
  - Explain how the treatment may differ from what the patient is used to.
  - Asking questions about a patient's culture will add to your ability to see issues from his or her point of view.

# Communication



- Pay attention to *how* the patient answers questions.
- A person who values boldness may think it is polite to make eye contact.
- Watch how close the person stands to you, gestures and tone of voice.
- In some cultures, standing close when speaking is a sign of respect.
- If you accidentally offend someone, apologize.
- **Smile, speak in a friendly tone of voice, treat others fairly and respectfully.**