

# **Crouse Health's Diversity & Inclusion Computer Based Learning Module**



# Crouse Health's Diversity and Inclusion (D&I) Goals

1. Educate the Crouse community about the importance and value of D&I
2. Increase professional opportunities for Crouse employees with emphasis on D&I
3. Increase awareness of the Crouse brand in diverse communities



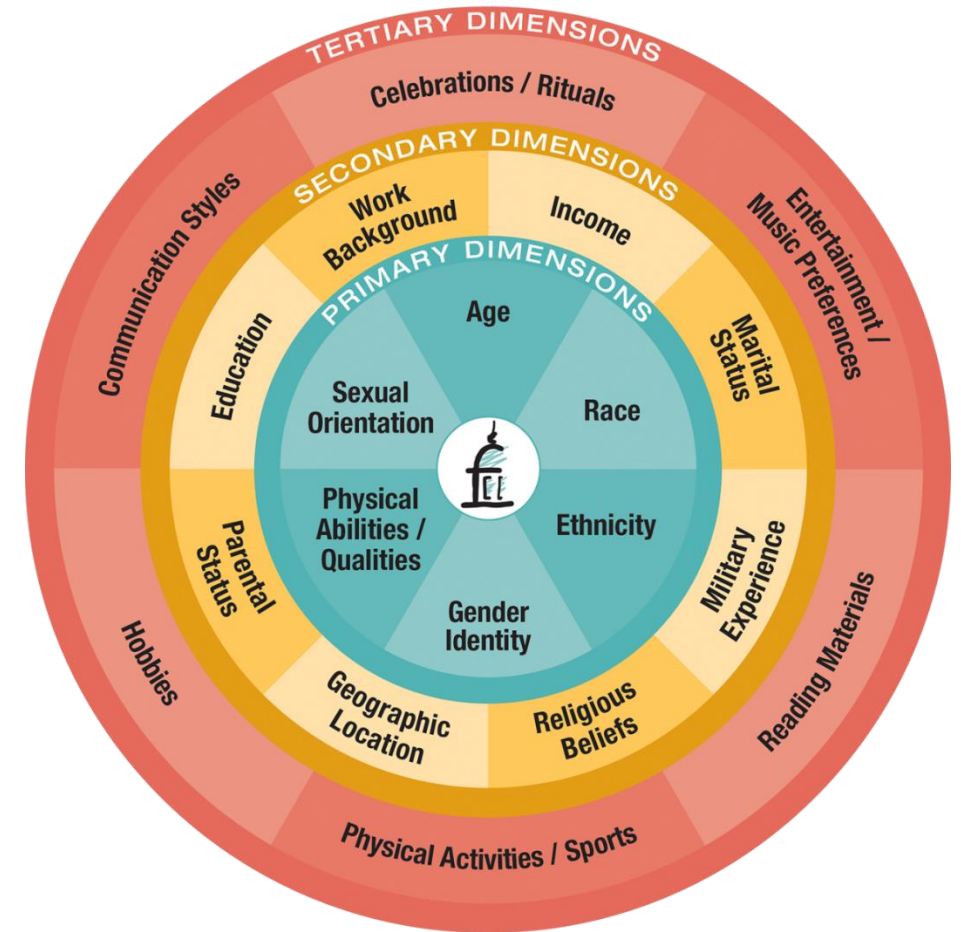
# What is Diversity?

**DIVERSITY** is all the ways we are different as individual people.

-Anything that makes us unique is part of this definition of diversity.

This wheel is an example of many ways we are different. These differences are broken down into three parts.

1. Primary (Born with)
2. Secondary (Acquired through life experiences)
3. Tertiary (lifestyle preferences)



*Derived from Workforce America! Managing Employee Diversity as a Vital Resource. Marilyn Loden, Judy B. Rosener, Irwin Professional Publishing, 1991.*

# What is Inclusion?

**INCLUSION** is when an environment is created where:

- Everyone comes together
- Everyone's voice is heard
- Everyone is respected
- Everyone is treated with dignity
- Everyone is valued



# Diversity and Inclusion...

- **Works better together**
- **Improves productivity**
- **Increases morale**
- **Helps to retain good team members.**



**Each generation brings different perceptions of leadership, work, values, attitudes, and behaviors to the work force.**

**Here are some tips to keep in mind when working with people of different generations:**

- **Respect differences**
- **Find common ground**
- **Build on strengths and celebrate accomplishments.**
- **Assume positive intent**
- **Give and receive feedback**
- **Be Flexible**



# **Diversity and Inclusion increases CULTUREAL COMPETENCY!**

**Cultural competency is defined as the ability to understand, appreciate, and interact with people from cultures or belief systems different from one's own.**

**Increasing our cultural competency helps us to provide the best in patient care and promote community health.**



# **Diversity and Inclusion increases CULTURAL HUMILITY!**

**Cultural humility is a lifelong process of self-reflection and self-critique that helps individuals learn about another's culture. This process starts with an examination of one's own beliefs and cultural identities.**

**Increasing our cultural humility helps improve relationships with coworkers patients and families.**





# Here are some basic ways to embrace diversity and inclusion that help to strengthen our Crouse culture:

- Saying “Hello” makes people feel welcomed.
- Using people’s pronouns when addressing team members and patients.
- Holding the elevator open for someone that requires assistance.
- Learning some basic, essential conversational signs to better communicate with the deaf community and team members.
- Remember, that under the law, when dealing with patients who speak foreign languages or are deaf/hearing impaired, it is our responsibility to provide interpretation services to them, even if they seem proficient. If immediate assistance is need the language line is recommended.



**Another way to embrace diversity and inclusion in the workplace is to call people by their names. Calling people by their names make them feel welcomed, respected and valued. Continually calling team member by the wrong name or mispronouncing their name, after being told the correct way, makes people feel uncomfortable, and it reduces their individuality as people , which can feel extremely invalidating.**

**Equally important, do not refer to team members and patients with nicknames.**

**What can you do if you don't remember someone's name or mispronounce it?**

- **Read their ID badge**
- **Apologize**
- **Ask**
- **Commit to memory**



# What is Bias?

**Bias is our perception of the way things are or should be, even if its not accurate.**

**Bias impacts our relationships at work.**

**Bias impacts us differently.**

**In a professional work environment we must continue to learn, grow and challenge our ovr perceptions and biases.**



# What is Unconscious Bias?

**Implicit Bias (or Unconscious Bias) is often defined as prejudice or unsupported judgements in favor of or against one thing, person, or group as compared to another. This is when a prejudice turns into an action that is unconscious – in other words, we are not aware we are doing it.**



# What is Explicit Bias?

Explicit Bias refers to the attitudes and beliefs we have about a person or group on a conscious level. Much of the time, these biases and their expressions arise as the direct result of a perceived threat (i.e. generally shows up when we are afraid).



# Managing our Biases

- Recognize that they exist.
- Be mindful of your words & actions.
- Look at problems from multiple viewpoints.
- Challenge your assumptions & traditions.
- Embrace diversity and inclusion.
- Practice empathy.



# What are Stereotypes?

- A stereotype occurs anytime you group races or individuals together and make a judgement about them with out knowing them.
- Primary examples of stereotypes are: racial, sexual, or gender remarks.
- Represents an oversimplified opinion, prejudice attitude, or uncritical judgement.
- Stereotyping is hurtful and wrong.



# What are Microaggressions?

What we say to others, can have positive and negative impacts.

Microaggressions are comments, remarks or actions that negatively target a certain group of people. For example” use of witty one-liners, or inappropriate jokes, statements pertaining to one’s culture, speech, skin color, or hair textures.

A microaggression can be intentional or accidental







HUMAN  
RIGHTS  
CAMPAIGN®

**Crouse Health is a participant in The Human Rights Campaign  
Foundation's Annual Healthcare Equality Index.**

**Free LGBTQ Patient-Centered Training is offered online.**

**Contact Dr. Twiggy Eure, Director of Diversity, Equity, Inclusion  
and Belonging for more information.**

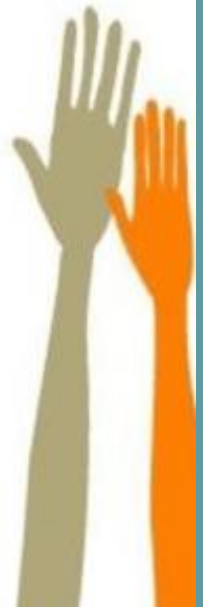


**Gender Identity** is how you, in your head, think about yourself. You have a right to identify however you want, and your gender identity should be respected.

**Gender Expression** is how you demonstrate your gender through the ways you act, dress, behave, and interact. **You should never use a person's gender expression to guess their gender identity. Always ASK how they define themselves, and respect and USE their preferred self-definitions.**

**Biological Sex** refers to the objectively measurable organs, hormones, and chromosomes.

**Sexual Orientation** describes who you're attracted to and want to have relationships with.



**NYS law requires healthcare workers  
to address patients by their  
gender identity**



# **Why Pronouns are Important**

**You may have noticed that people are sharing their pronouns in introductions, on name tags, and at the beginning of meetings. This gives everyone in the room the opportunity to self identify instead of assuming someone's identity or which pronouns they use.**

**Including pronouns is a first step toward respecting people's identity and creating a more welcoming space for people of all genders.**

**When someone asks you to use their pronouns, they are asking for you to respect their identity.**

**When someone refers to another person using the wrong pronouns, especially on purpose, that can lead to that person feeling disrespected and can lead to dysphoria, exclusion and alienation.**

## **Pronouns Do Not Have To Be Shared**

**Providing space and opportunity for people to share their pronouns does not mean that everyone feels comfortable or needs to share their pronouns.**

# Mistakes and Misgendering

Misgendering refers to the experience of being labeled by others as a gender other than one that a person identifies with. Using the wrong pronouns intentionally or unintentionally is a form of misgendering. If you accidentally use the wrong pronoun when identifying someone, please apologize or say “thank you”, and immediately use the right pronoun.

i.e. This is Alex, she is one of my Crouse teammates. (you are corrected because Alex uses they/them/theirs pronouns). Sorry, they are one of my Crouse teammates. Or Thank you, they are one of my Crouse teammates.

Everyone makes mistakes, please take accountability for your mistake and continue using the correct pronoun.

To learn more about pronouns, visit [www.mypronouns.org](http://www.mypronouns.org).



**As a Crouse team member, you strengthen the Crouse culture by:**

- 1. Setting your personal bias, stereotypes, and macroaggressions aside.**
- 2. Treating others with dignity – the state or quality of being worthy of honor.**
- 3. Demonstrating respect – a feeling of deep admiration for someone or something.**
- 4. Applying empathy – the ability to understand and share the feelings of another.**
- 5. Being Kind – Treat others the way you want to be treated.**



**Thank you for reviewing the Crouse Diversity and Inclusion CBL**

