

Crouse Health Diversity & Inclusion Computer Based Learning Module



Crouse Health values the diversity, equity, inclusion and Belonging (DEI&B) among its employees, patients, families and the communities we serve. Our mission calls us to provide the best in patient care. To do so, we need to strengthen our ability to serve our patients. We do this by focusing on the following three goals:

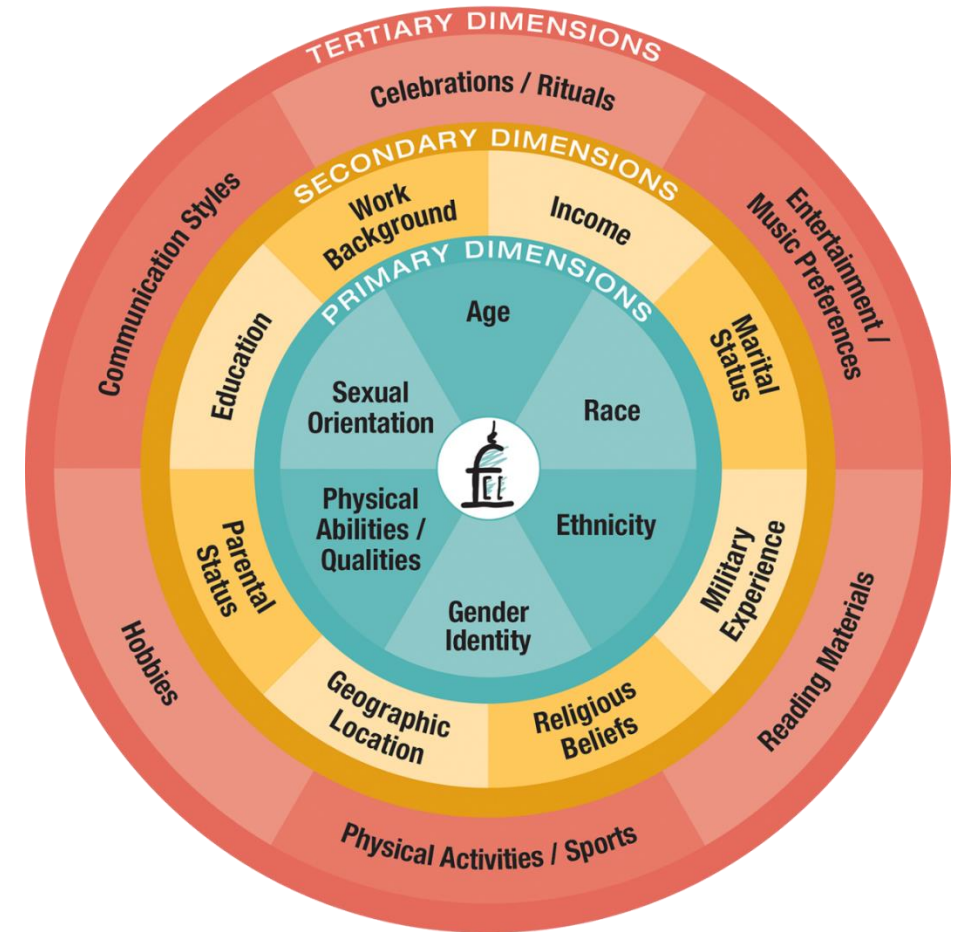
DEI&B Goals

1. Educate the Crouse Community about the importance and value of DEI&B.
2. Increase professional opportunities for Crouse employees with an emphasis on DEI&B.
3. Increase awareness of the Crouse brand in diverse communities.



Diversity

The presence of differences (as seen on the diversity wheel) within a given setting, encompassing a wide range of human attributes and experiences.”



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

Equity

Fair treatment, access, opportunity, and advancement for all employees and creating positive cultural patient-centered experiences. Our goal is to provide outstanding, inclusive, accessible services and equitable treatment to one another and patients.



Inclusion

Creating environments in which any individual or group feels welcomed, respected, supported, and valued to fully participate.



Belonging

An employee is most productive and passionate about one's work when permitted to authentically show up each day. Creating spaces where employees feel valued through positive connections with others create connectedness, respect and value for all.



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 CULTURAL 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.
- Providing interpreter & deaf/hearing impaired services.



"Hello"



"Good Bye"



"Yes"



"No"



"Thanks"



"You're Welcome"



"Please"



"Sorry"

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 own perceptions and biases.



Managing our Biases

- Recognize 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 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



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



Gender Identity: How one thinks about one's self.

Gender Expression: How one demonstrate one's gender through the ways one acts, dresses, behaves, and interacts.

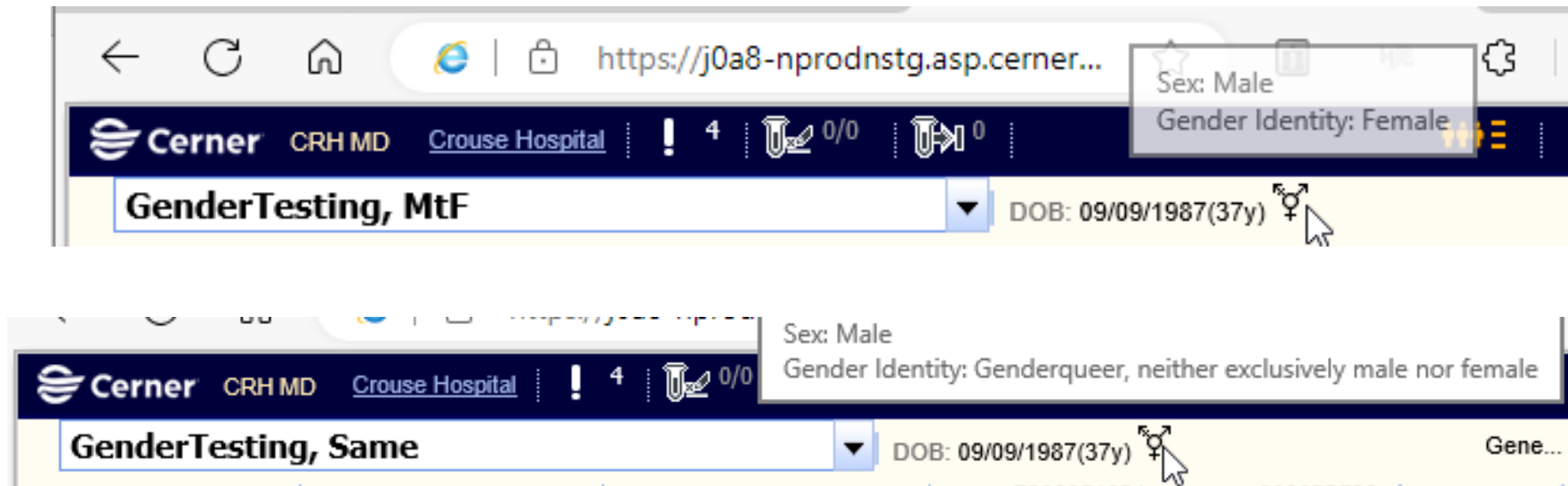
Biological Sex: refers to the objectively measurable organs, hormones, and chromosomes.

Sexual Orientation: describes to whom one is attracted and with whom one wants to have relationships.

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.



Symbol in SOARIAN



Hover over the symbol to see both Sex assigned at birth and 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.

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

- 1. Setting aside your personal bias, stereotypes, and microaggressions.**
- 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.**

