

OREGON STATE HOSPITAL

PORTLAND – SALEM

POLICIES AND PROCEDURES

SECTION 5: Human Resource Management

POLICY: 5.004

SUBJECT: Valuing Diversity

POINT PERSON: NANCY STEPHEN
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COMPETENCY & DIVERSITY PROGRAM

APPROVED: GREGORY P. ROBERTS
SUPERINTENDENT



Date: July 16, 2012

I. POLICY

- A. Oregon State Hospital (OSH) employees will treat all people with respect and dignity, by striving to create and foster a supportive and understanding environment in which all individuals realize their maximum potential in a multi-cultural setting, regardless of their differences.
- B. Employees shall respect the cultural differences which allow all opportunities for advancement, support, recognition, self-esteem, self-worth, or self-satisfaction as well as creating a safe work environment.
- C. Within the limitations of resources and the need for facility security, safety, health and orderliness, OSH strives to offer individuals under the custody and/or supervision of OSH the opportunity to be treated according to the cultural norms of their choice or background.

II. DEFINITIONS

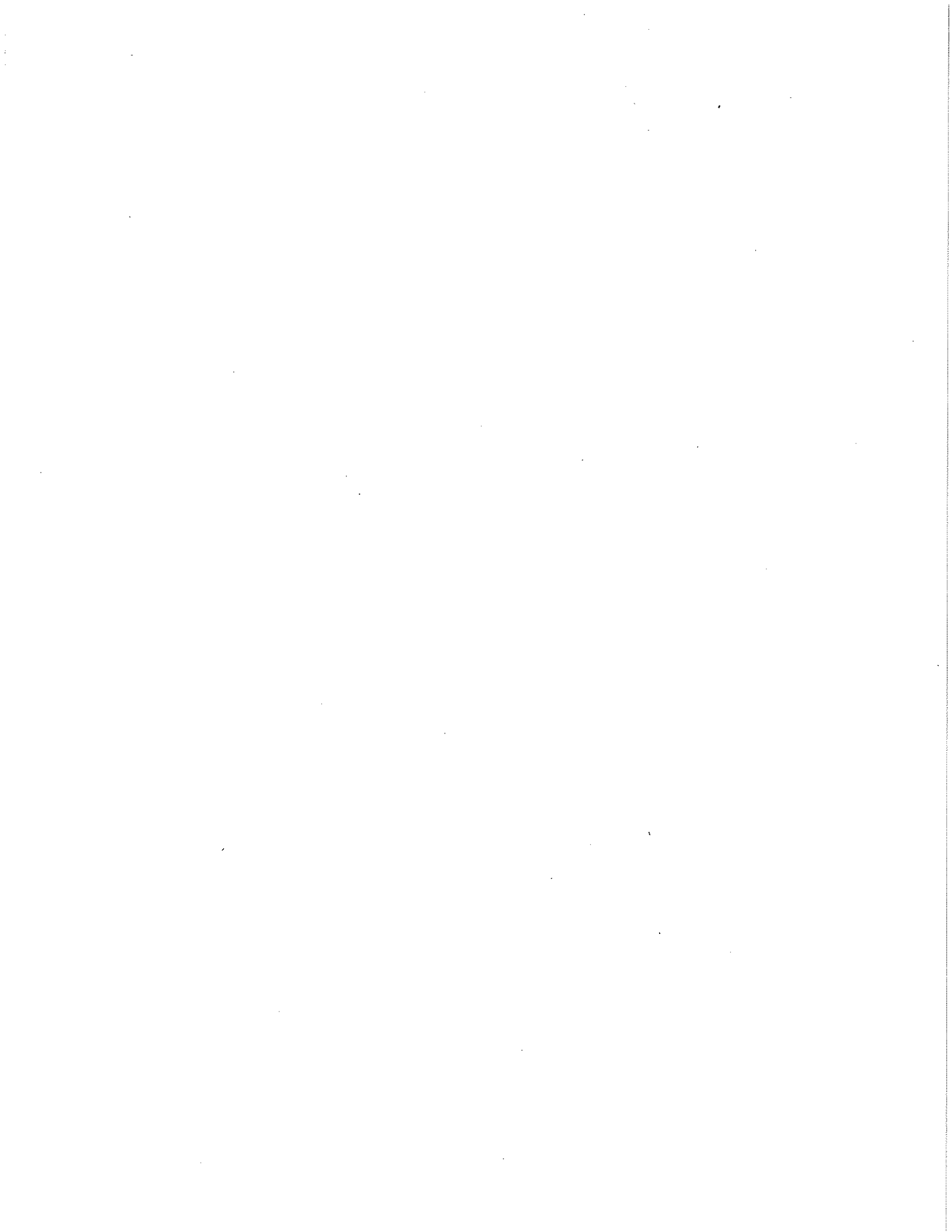
- A. "Cultural Diversity" means that a range of norms, values, and practices exists among people. These include ethnicity, gender, age, sexual orientation, socio-economic status, physical and mental ability, race, color of skin, language, religion, thinking styles, experience, education, belief systems, dress, food, and social customs.
- B. "Valuing Diversity" means an appreciation and respect for differences. It includes recognizing that differences exist, actively seeking to understand differences and maximizing positive aspects of differences.
- C. "Cultural Competence" means continual acceptance and respect for differences among peoples, self-assessment regarding culture, attention



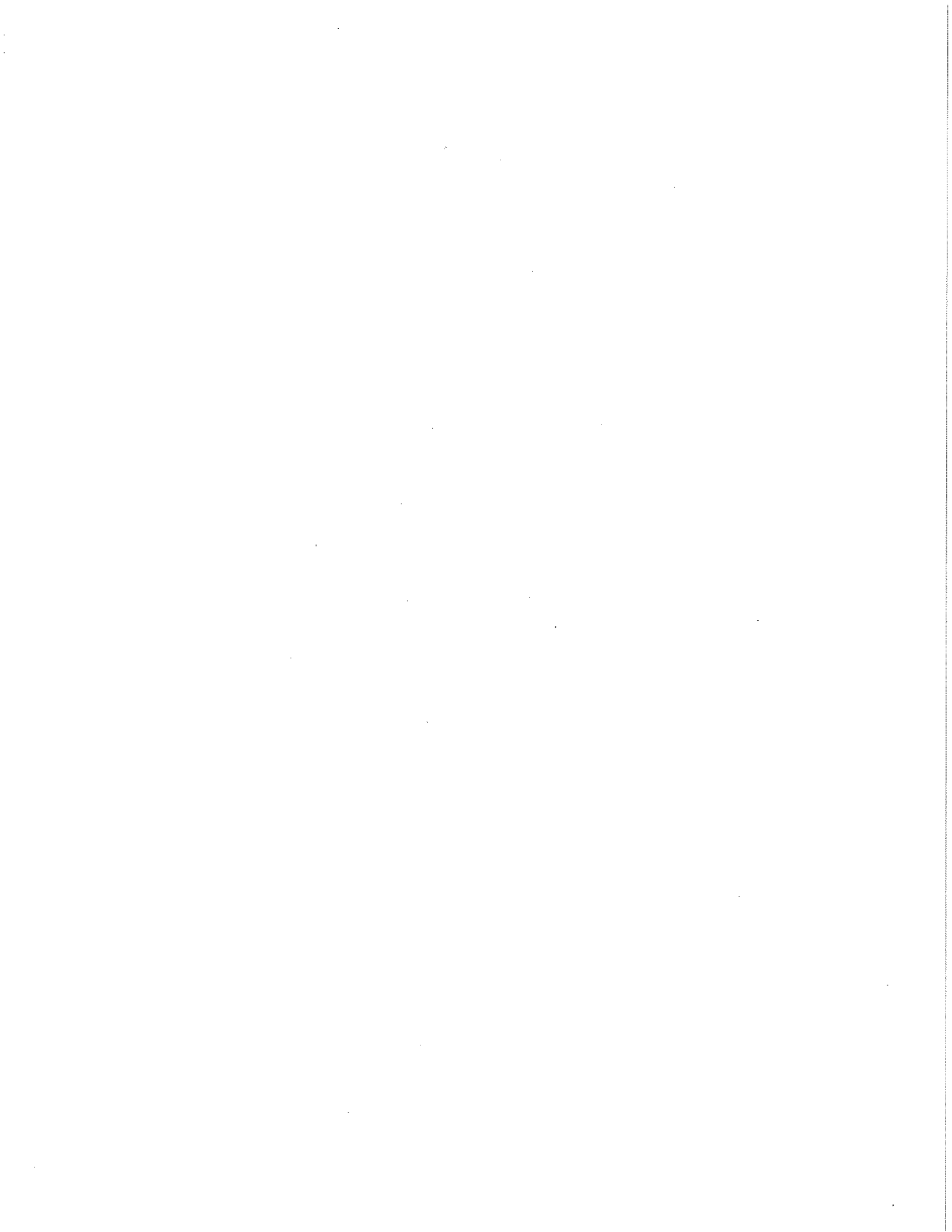
to the dynamics of difference, expansion of cultural knowledge and resources, and adaptation to a variety of service models in order to better meet the needs of diverse populations.

III. PROCEDURES

- A. All employees shall undergo cultural diversity training when beginning work at OSH and on an annual basis thereafter. This training encompasses raising awareness about issues surrounding cultural competency and workforce diversity in the hospital setting.
- B. All employees will encourage and demonstrate a welcoming environment at OSH.
 - 1. Hiring practices will include culturally competent procedures. This includes, at a minimum, diverse interview panels and utilization of culturally competent questions.
 - 2. All OSH position descriptions will include expectations and duties related to cultural competency.
 - 3. All employees' annual performance evaluations will assess their level of cultural competency using demonstrated examples.
- C. OSH shall maintain a Valuing Diversity Committee.
 - 1. Membership includes representation of at least two people (one represented, one manager) from the following departments of Oregon State Hospital: Members shall be as appointed by the Superintendent, or be volunteers, as follows:
 - a. Finance Manager
 - b. Cultural Competency/Diversity Program Manager
 - c. Standards & Compliance
 - d. Food & Nutrition Services Dietitian
 - e. Education Coordinator
 - f. Medical Records
 - g. Nurse Manager



- h. Office Specialist
 - i. Operations
 - j. Pharmacy
 - k. Psychologist (2)
 - l. Rehabilitation Therapy Department
 - m. Security
 - n. Treatment Care Plan Specialist
2. Meetings are held monthly, and minutes distributed to all OSH staff and residents.
 3. Meetings shall be co-chaired by one manager and one represented employee, and supported by the Cultural Competency & Diversity Program (CCDP) program staff.
 4. Duties include:
 - a. Participation in sub-committees and workgroups.
 - b. Promoting and sponsoring OSH multicultural activities and events.
 - c. Development and evaluation of cultural diversity training and working with staff to achieve the goal of culturally appropriate assessment, treatment, and discharge planning for patients.
 - d. Review of OSH policies and procedures that may impact cultural competency and workplace diversity and make recommendations to OSH executive leadership on changes to existing policies and procedures or adoption of new policies, including, but not limited to encouraging culturally appropriate assessments, treatment, and discharge planning for all residents.
- D. OSH shall have a Manager of Cultural Competency and Diversity Program assigned the responsibility for overseeing the implementation of OSH cultural competency strategies and diversity programs, as well as the OSH Cultural Competence and Diversity Plan.



IV. REFERENCES

Cultural Competency & Diversity at DHS – Tools for Managers

Americans With Disabilities Act 42 CFR 126, sections 12101-12213

Americans With Disabilities Act 47 CFR 5

State of Oregon. Office of Equity and Inclusion. Retrieved May 10, 2012 from <http://www.oregon.gov/OHA/oei/>

The Joint Commission: *Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care: A Roadmap for Hospitals*. Oakbrook Terrace, IL: The Joint Commission, 2010.

US Department of Health and Human Services, Office of Minority Health: CLAS Cultural Competency and Linguistically Appropriate Services. 2001.

Wilson-Stronks A, Lee KK, Cordero CL, Kopp AL, Galvez E. *One Size Does Not Fit All: Meeting The Health Care Needs of Diverse Populations*. Oakbrook Terrace, IL: The Joint Commission; 2008.

Replaces OSH Policy and Procedure 5.004, *Valuing Diversity*, dated 9/8/2008