

West Jefferson Rehab Center's 2021 Cultural Competency and Diversity Plan



1. INTRODUCTION, VISION/VALUES and DEFINITIONS

West Jefferson Rehab Center embraces the opportunities of multi-culturalism and inclusion in all aspects of business operations. This includes not only the direct provision of services to our consumers and their families, but also to our employees and stakeholders. The intent of this plan is to address how West Jefferson Rehab Center responds to the diversity of its stakeholders as well as how the knowledge, skills, and behaviors will enable personnel to work effectively cross culturally by understanding, appreciating, and respecting differences and similarities in beliefs, values, and practices within and between cultures.

We define diversity as; *“The mosaic of people who bring a variety of backgrounds, styles, perspectives, values, and beliefs as assets to the groups and organizations with which they interact.”*

We define culture as; *“An integrated pattern of human behavior which includes but is not limited to—thought, communication, languages, beliefs, values, practices, customs, courtesies, rituals, manners of interacting, roles, relationships, and expected behaviors of an ethnic group or social groups whose members are uniquely identifiable by that pattern of human behavior.”*(National Center for Cultural Competence – 2001).

This plan describes our current initiatives toward creating an environment that welcomes and embraces diversity in its many forms and identifies our plan which specifies a set of objectives that will enhance the cultural diversity of West Jefferson Rehab Center with plans on how to achieve those objectives.

2. DIVERSITY in HIRING

All applicants for employment are asked to voluntarily provide various diversity demographic information that is separated from their application material before being forwarded for screening and interviewing.

3. DIVERSITY in PERSONS SERVED and the SERVICE DELIVERY AREA

According to the 2021 Jefferson Parish Economic Development Corporation (JEDCO), Jefferson Parish has a population of 431,275. 52% are female and 48% male with a median age of 39.8. The racial make-up of the parish according to the Jefferson Parish Economic Profile (JEDCO) is: Caucasian, 52%; Black or African American, 25%; Asian, 1%; Two or More Races, 2%; Total Hispanic or Latino, 12%; Native American, 5%; and Pacific Islander, 3%.

In comparison, West Jefferson Rehab Center’s population of 520 patients were 45% female and 55% male with a median age of 64. The racial make-up was as follows: Caucasian, 48%; Black or African American, 45%; Asian, 3%; Hispanic, 3%; Other, 1%. The majority of our patients (45%) were between the ages of 41-65. 15%; 41% were 66-85; 9% were 18-40 and 5% were 86 years or older. Based on JEDCO reporting, we anticipate a 15% population increase in persons who are 65 years and older over the next 5 years. Due to that projection, West Jefferson Medical Center has recently obtained Geriatric Emergency Department Accreditation (GEDA) from the American College of Emergency Physicians (ACEP) in recognition of excellence in care for senior patients. Plans are currently being made to convert our former rehab unit (located on 4 East) to a Geriatric Med-Surg Unit.

4. SUMMARY of RELEVANT ORGANIZATIONAL POLICIES ADDRESSING DIVERSITY

Kindred Healthcare Compliance Training and Code of Conduct:

Code of Conduct States:

Discrimination- Free and Harassment- Free Workplace: Kindred operates as an equal opportunity/ affirmative action employer and prohibits all forms of discrimination and harassment due to a person’s race, color, religion, gender, sexual orientation, military duty, age, national origin, disability or veteran’s status, or any other basis protected by federal, state or local law. All Board Members, officers, employees and contractors share in the responsibility of preventing discrimination and harassment and should report any

witnessed instances of this conduct. To deliver on Kindred's commitment to quality, we work toward the highest degree of performance, behave professionally at all times, and promote high standards and integrity. This includes communicating respectfully and behaving properly at all times.

What should I do if I experience or witness discrimination or harassment in the workplace?

You are encouraged and expected to report such occurrences through one of the methods Kindred has provided to you. You may, as you find appropriate, report incidents to:

- your supervisor or manager through the Open Door Policy
- a department director or vice president
- Support Center Human Resources
- Compliance Hotline (844.760.5835)

If you feel the matter has not been taken seriously, you are encouraged to continue pursuing the matter through the next level of management. For more information regarding this topic, please refer to the Kindred Employee Handbook.

Kindred Healthcare Employee Handbook:

Equal Opportunity Employer statement:

The Board of Directors is committed to the concept to offer equal employment opportunities in the operation of the agency as required by law and in compliance with the Americans with Disabilities Act. A continuous effort will be made to achieve genuine equal employment opportunity to all qualified persons regardless of sex, race, creed, religion, sexual orientation, pregnancy, age, color, national origin, gender identity, physical or mental disability, veteran status, marital status, political affiliation or other characteristics protected by law.

Other examples from Employee Handbook, pp 11-18:

Equal Employment Opportunity

Discrimination and Harassment-Free Workplace

Sexual Harassment-Free Workplace

Other Types of Harassment

Workplace Behavior Policy

Supervisor/Subordinate Relationships

Reasonable Accommodation Policy

Religious Accommodations

Policy Against Retaliation

Discrimination, Harassment and Retaliation Concern Reporting Procedure

Workforce Diversity and Inclusion

Employee Eligibility and Work Authorization

Workplace Language Policy
Drug and Alcohol-Free Workplace Policy
Drug and Alcohol Testing
Violence Prevention Policy
Reporting Requirement
No Retaliation

Other examples from Operations:

Required Training for Managers and above: *Unconscious Bias in the Workplace*
Kindred's Inclusion & Equity Council
Kindred's Women's Employee Resource Group
Kindred's Black Employee Resource Group

Other examples from Patient Handbook:

Communication Services
Notice of Program Accessibility
Patient Rights and Responsibilities
Non-Discrimination Policy

LCMC/West Jefferson Medical Center Compliance Training and Code of Conduct:

Code of Conduct States: to treat all persons with professionalism, respect and compassion. Due to the very nature of the services offered, LCMC mandates the highest standards of work performance, behavior and ethical conduct from its employees since its employees are reflective of LCMC's image in the community. Employees are expected to maintain appropriate behavior in keeping with the goals, objectives, and mission of LCMC.

LCMC/West Jefferson Medical Center Non-Discrimination Policy:

Non-Discrimination Policy States: Any form of discrimination on the bases of race, age, color, national origin, disability, sexual orientation, gender, religion, gender identity or financial status in admission to, participation in , or receipt of the services and benefits under any of its programs and activities, whether carried out directly or through a contractor or any other entity with which LCMC arranges to carry out its programs and activities, is strictly prohibited.

LCMC/West Jefferson Medical Center Cultural Needs Policy:

Cultural Needs Policy States: It is important for the caregiver to be sensitive to variations in cultures and to be aware of the possible effects of unintended bias stemming from the caregiver's own background. Assess and document patient/family's cultural needs on admission via current computer system. Patient's cultural needs that affect hospitalization and/or delivery of nursing care are included within the plan of care. Respect patient's right and responsibilities (refer to Patient Rights and Responsibilities).

LCMC Health announces an inaugural Chief Diversity and Social Responsibility Officer: In early 2021, LCMC Health announced that Dr. Mary “Toni” Flowers joined the LCMC Health family as the inaugural Chief Diversity and Social Responsibility Officer. Her role is to lead a comprehensive diversity, equity and inclusion strategy for LCMC Health and its member hospitals in order to enhance the lives and work of our team, the satisfaction of our patients and the impact on our community.

5. OVERSITE, REVIEW, and UPDATES:

This plan is based on the consideration of the following areas: culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language. It also is inclusive of a variety of performance areas including: Human Resources, Organizational Values, Planning and Monitoring, Evaluation, Communication, Staff Development, Organizational Infrastructure, and Services & Interventions.

Cultural Competency and Diversity Plan

Areas to be addressed	Intended Audience Persons Served / Personnel / Other Stakeholders	Overview & Performance Area(s)	Action Steps	Timeline: and Target Dates / Completion Dates	Budget Impact	Person(S) Responsible	How Will We Measure Success?	Additional Comments
Race & Ethnicity (self-identified) Met? <u>Yes</u>	Personnel/Persons Served	LCMC CBT-Civil Rights Training for Health Providers Patient Rights/Patient Rights Statement on Disclosures	Successfully complete CBT assignment Include non-discrimination statement in 2021 disclosures re: race and ethnicity	CBT by 3/12/21 for existing staff/within 90 days for new hires	Minimal- CBT takes <2 hours to complete	Maryellen Looney, Clinical Coordinator, to ensure staff completion	Successful completion of CBT course by all team members during 2021	This initiative will assist personnel in understanding the population we serve, caring for persons served with tolerance and respect regardless of race/ethnicity and understanding some of the social determinants of health of our persons served/other stakeholders in order to minimize barriers to care/community resources.

Areas to be addressed	Intended Audience Persons Served / Personnel / Other Stakeholders	Overview & Performance Area(s)	Action Steps	Timeline: and Target Dates / Completion Dates	Budget Impact	Person(S) Responsible	How Will We Measure Success?	Additional Comments
Age Met? <u>Yes</u>	Personnel/Persons Served	LCMC CBT-Civil Rights Training for Health Providers Patient Rights/Patient Rights Statement on Disclosures	Successfully complete CBT assignment Include non-discrimination statement in 2021 disclosures re: age	CBT by 3/12/21 for existing staff/within 90 days for new hires	Minimal-CBT takes <2 hours to complete	Maryellen Looney, Clinical Coordinator, to ensure staff completion	Successful completion of CBT course by all team members during 2021	This initiative will assist personnel in understanding the population we serve, caring for persons served with tolerance and respect regardless of age and understanding some of the social determinants of health of our persons served/other stakeholders in order to minimize barriers to care/community resources.
Gender & Gender Identity Met? <u>Yes</u>	Personnel/Persons Served	LCMC CBT-Civil Rights Training for Health Providers Patient Rights/Patient Rights Statement on Disclosures	Successfully complete CBT assignment Include non-discrimination statement in 2021 disclosures re: gender	CBT by 3/12/21 for existing staff/within 90 days for new hires	Minimal-CBT takes <2 hours to complete	Maryellen Looney, Clinical Coordinator, to ensure staff CBT completion	Successful completion of CBT course by all team members during 2021	This initiative will assist personnel in understanding the population we serve, caring for persons served with tolerance and respect regardless of gender/gender identity and understanding some of the social determinants of health of our persons served/other stakeholders in order to minimize barriers to care/community resources.

Areas to be addressed	Intended Audience Persons Served / Personnel / Other Stakeholders	Overview & Performance Area(s)	Action Steps	Timeline: and Target Dates / Completion Dates	Budget Impact	Person(S) Responsible	How Will We Measure Success?	Additional Comments
Sexual orientation Met? <u>Yes</u>	Personnel/Persons Served	LCMC CBT-Civil Rights Training for Health Providers Patient Rights/Patient Rights Statement on Disclosures	Successfully complete CBT assignment Include non- discrimination Statement in 2021 disclosures re: sexual orientation	CBT by 3/12/21 for existing staff/within 90 days for new hires	Minimal- CBT takes <2 hours to complete	Maryellen Looney, Clinical Coordinator, to ensure staff CBT completion	Successful completion of CBT course by all team members during 2021	This initiative will assist personnel in understanding the population we serve, caring for persons served with tolerance and respect regardless of sexual orientation and understanding some of the social determinants of health of our persons served/other stakeholders in order to minimize barriers to care/community resources.
Spiritual beliefs/Religion Met? <u>Yes,</u> <u>during May</u> <u>Program</u> <u>Business</u> <u>Meeting on</u> <u>May 14, 2021</u>	Personnel/Persons Served	Compliance Manual Section on Religious Discrimination Patient Rights/Patient Rights Statement on Disclosures	Review the newly updated Section on Religious Discrimination from the US Equal Employment Opportunity Commission Compliance Manual and review with personnel Include non- discrimination statement in	By the May 2021 Program Business Meeting	None- meeting scheduled monthly	Program Director/Nursing Director	Meeting minutes will be kept along with sign-in sheet Any personnel unable to attend the meeting will receive the information via email and provide a "Read Receipt" following review of the information	This initiative will assist personnel in understanding the population we serve, caring for persons served with tolerance and respect regardless of spiritual beliefs/religion and understanding some of the social determinants of health of our persons served/other stakeholders in order to minimize barriers to care/community resources.

Areas to be addressed	Intended Audience Persons Served / Personnel / Other Stakeholders	Overview & Performance Area(s)	Action Steps	Timeline: and Target Dates / Completion Dates	Budget Impact	Person(S) Responsible	How Will We Measure Success?	Additional Comments
			2021 disclosures re: spiritual beliefs					
Socioeconomic status Met? <u>Yes, but postponed due to Covid and completed 11/9/21</u>	Personnel/Persons Served	Socioeconomic/ Class Privilege Exercise Patient Rights/Patient Rights Statement on Disclosures	Complete Privilege Exercise as a team Include non-discrimination statement in 2021 disclosures re: socioeconomic status	By June 2021	Minimal-will schedule for 1 day over lunch	PD will run the exercise	Personnel will participate in the activity and discussion *Participants will not be required to reveal any privileges they identify to the group	This initiative will assist personnel in understanding the population we serve, caring for persons served with tolerance and respect regardless of socioeconomic status and understanding some of the social determinants of health of our persons served/other stakeholders in order to minimize barriers to care/community resources.
Language Met? <u>Yes</u>	Personnel/Persons Served	LCMC CBT-Civil Rights Training for Health Providers Patient Rights/Patient Rights Statement on Disclosures	Successfully complete CBT assignment Include non-discrimination statement in 2021 disclosures re: language	CBT by 3/12/21 for existing staff/within 90 days for new hires	Minimal-CBT takes <2 hours to complete	Maryellen Looney, Clinical Coordinator, to ensure staff CBT completion	Successful completion of CBT course by all team members during 2021	This initiative will assist personnel in understanding the population we serve, caring for persons served with tolerance and respect regardless of language and understanding some of the social determinants of health of our persons served/other stakeholders in order to minimize barriers to care/community resources.

6. CONTINGENCY PLAN

If circumstances were to arise that are not covered by the action items and categories set forth by this plan the following actions would be initiated:

Persons Served:

- Social worker/Case Manager to address any specific diversity needs for inclusion and integration of patient. He or she would then research and gain knowledge and understand of population, need, preference, etc.
- Education would be developed and disseminated to the interdisciplinary team regarding the specific need, population, characteristic, etc.
- The patient would be asked if there are specific processes, we could do better to improve their stay and make them feel as comfortable as possible.

Personnel and Stakeholders:

- Hiring and Employment Policies and Laws protect personnel from discriminatory actions, however reinforcement of these values for all personnel and stakeholders is accomplished through implementation of the Open-Door Policy, Employee Handbook policies and processes, annual Compliance Training and Code of Conduct, as well as the Compliance Hotline.