

POLICY:

Lifesong Hospice and Palliative Care is committed to diversity throughout the organization including, but not limited to: Board recruitment, selection and training; staff recruitment, selection, advancement, and education; and patient relations.

PROCEDURE:

1. Recognizing that culture, language, spirituality, and ethnicity all have considerable impact on access and response to hospice care, Lifesong Hospice and Palliative Care:
 - a. Supports and promotes attitudes, behaviors, knowledge and skills necessary to work respectfully and effectively with patients, families, and staff members from diverse community populations;
 - b. Develops and promotes strategies for effectively addressing diverse populations from within diverse environments;
 - c. Develops and implements a strategy to recruit, retain, and promote qualified, diverse and culturally competent staff members and management trained and qualified to address the diverse needs of the community;
 - d. Provides for ongoing diversity education and training, including management training, on diversity and equal employment opportunity rights and responsibilities;
 - e. Ensures that a patient's primary spoken language, religion, if specified, and self-identified race/ethnicity is included in the patient's clinical records;
 - f. Provides access to bilingual staff or interpretation services for patients/caregivers who do not speak English;
 - g. Makes available brochures and commonly used materials translated into the language of the predominant non-English groups in the hospice's service area;
 - h. Collects and utilizes accurate demographic, cultural, and clinical outcome data for racial, ethnic, and religious groups in the service area and becomes informed about the diverse needs, resource, and assets of their community; and
 - i. Undertakes ongoing organizational self-assessments of diversity and staff competence in addressing these issues.

Created:	Reviewed:	Revised:	Effective:
9/2018	11/2018		4/2019