### Valuing Diversity in Clinical Settings

**Promoting Evolution in Practice**Sara E. Groff BSN, RN, CMSRN

### Disclosure

- The presenter has no commercial, relational, political or financial bias in this presentation.
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### Educational Approaches in Acute Care

- Wide variety of courses typically offered:
  - ◆ Simulation, didactic, skill-based.
- Develop courses related to workforce demand and interest, as well as professional opportunities
- Goal for Clinicians: The nursing profession is evolving and adhering to ethical standards in the care setting is paramount

### ANA Code of Ethics 2015

- The revision of the ANA Code of Ethics should provoke examination and inquiry within the clinical setting
- Provision 8: "The nurse collaborates with other health professionals and the public to protect human rights, promote health diplomacy, and reduce health disparities." Lachman, O. Swanson, & Winland-Brown, 2015
- Professional Traits (attitudes) influence the patient's perception of care

### An Opportunity to Address Disparity

- Nurses are in a unique place: The link between patient and healthcare system as well as interdisciplinary team
- Provision 8 stresses the importance of being informed & advocating for <u>all</u> people
- When looking at educational offerings, how can we capture these crucial standards within the curriculum?

## Respect & Acknowledging Individuality

- The healthcare environment is complex, extreme and extraordinary on a regular basis
- It is imperative that as a profession, we prepare our workforce to appreciate diversity and acknowledge humanity
- Inclusivity of all persons must be a focus as education and professional development take place



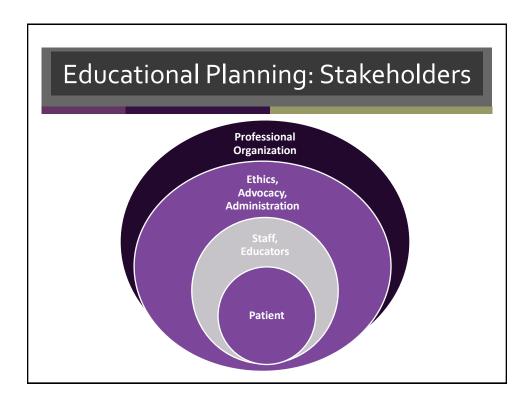
### MWHC Areas of Opportunity

- Examined organizational trends:
  - Decreased patient satisfaction scores (2015)
  - Increased utilization of patient advocacy department (FY16)
  - Service line evolution: Increased care and services to transitioning transgender person(s), marketing to public
- Ongoing instances of barriers to care or communication for vulnerable patient population with staff
  - ◆ LGBTQIA+ lack of awareness by staff, gap in expected staff behavior
  - ◆ Lack of current resources for staff to broaden understanding/knowledge
- Support profession, expand nurses' understanding of the Code of Ethics and application in practice: Realize this is an opportunity to be leaders in health and leaders in society

# Addressing Knowledge Gaps Formal course development: Sexuality & Gender Sensitivity in the Healthcare Setting Formation of organizational- wide taskforce Engaging local partners and content experts

### Inclusion Principles: Diversity

- How is diversity communicated in your institution or within your curriculum?
  - Objectives
  - ◆ References
  - Case study/learning experiences
- We need to extend & challenge our approach:
  - All of us are "members" of many groups- gender, religious affiliation, ethnicity, sexual orientation, country of origin, native language, profession, specialty area, generation,
  - Any of these memberships is a thread in the diversity of each individual, and all of them separately and together can impact the healthcare experience.



### Self Assessment

- Identify what you will use for a gap analysis, or create one!
  - ◆ The power of student/learner needs assessments
  - Build in feedback loops in your curriculum to ensure robust, ongoing development
- Communicate the underlying importance and key concepts both at the beginning and conclusion of learning session
  - ◆ Provide the learner with the link to broader practice
  - ◆ Name the connection, expand on the principle
- Set up a method for review of content within your curriculum.
   Own the responsibility of shaping the profession through whatever you may be teaching.

## Questions?

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