

Methodist Hospital
Cultural Competency and Diversity Plan
3w1 and 2SP Rehabilitation Unit Plan
June 2020 (2019 data)

Prepared by: Nanette S. Farley PT, DPT, CEEAA, GCS,
Cynthia Wells-Rogers, RN and Mark Demko, RN



A Cultural Competency and Diversity Plan have been developed for the Methodist Hospitals Inpatient Rehabilitation Program to demonstrate how Methodist Hospitals will respond to the diversity of our stakeholders, including patients, employees, and outside vendors. We want to enable staff to work effectively cross culturally with each other, as well as, the patients and families we serve by understanding, appreciating and respecting differences and similarities in beliefs, values and practices within and between cultures.

Methodist Hospitals maintains a policy of nondiscrimination with all employees and applicants that apply for employment here at the hospitals. We offer equal employment and advancement opportunities to qualified individuals on the basis of merit, competence and qualifications without regard to race, color, sex, religion, ancestry, national origin, age, marital status, veteran status, disability or genetic information. The Rehabilitation staff receives cultural diversity training at the time of hire and with yearly competencies.

The Cultural Competency and Diversity Plan addresses the following areas: age, gender, sexual orientation, spiritual beliefs, culture, socioeconomic status and language. Cultural Competency and Diversity is part of the orientation process. The Cultural Competency and Diversity Plan is reviewed annually for relevance and updated as needed by the Rehabilitation Leadership Team. This information is shared with our staff and is available on our website for our patients and stakeholders.

Culture

Our patient demographics vary from year to year and between the two campuses. Last year our population at the Northlake Campus (Gary) was 85.57% African American, 10.19% Caucasian, 3.47% Hispanic, .21% American Indian and Asian, with .56% unknown or non-white. The community of Gary has a large presence of African Americans, 79.8%, in the community and 14.1% Caucasians. The Southlake Campus (Merrville) was 56.75% African American, 41.98% Caucasian, 6.81% Hispanic, .11% Filipino, .27% American Indian, .01% Japanese, 1.15% other Non-White, with .40% unknown and/or patient refused. The community of Merrville has a diverse population which is 44.4% are African American, 41.4% Caucasian and 14.9% Hispanic. Our current staff at the Northlake Campus is 2.27% Asian, 53.50% African American, 8.67% Hispanic, 33.0% Caucasian, and 2.46% two or more races. Staff at the Southlake Campus comprises 3.52% Asian, 28.70% African American, 7.15% Hispanic, 58.96% Caucasian, and 1.35% two or more races.

The majority of our patients speak English, 96.65% at the Northlake Campus and 95.77% at the Southlake Campus. In the event that the patient does not speak English, the hospital contracts with *Pacific Interpreters* to assist the patient in their spoken language. Cultural requests related to the patient's diet are considered unless the physician or dietician indicates otherwise. Much of our written materials are available in Spanish and other work sheets and therapeutic tasks are utilized that contain culturally enriching information. Again, interpreters are available to assist with translation.

Our rehabilitation social workers and discharge planner work with external stakeholders such as nursing homes, home health agencies and DME vendors to ensure that patients with different cultural and language needs upon discharge are matched with the appropriate facility to provide continued services.

AGE

Our patient ages were as follows for this past year – Northlake Campus 36.04% in the 18-44 age range, 28.47% in the 45-64 age range, and 27.89% in the 65 and over age range. The Southlake Campus had 28.25% in the 18-44 age range, 24.94% in the 45-64 age range, and 41.13% in the 65 and over age range. Our rehab unit most frequently serves the 65 and over age range. As a result, we provide more of a focus on activities of daily living to return so the patient(s) can care for themselves with greater independence.

The City of Gary 2019 estimated population was 74,879. The age ranges provided by the US Census Bureau indicate 7.4% of population under 5 years of age, 25% under 18 years of age, 49.7% between the ages of 19-64 and 17.9% 65 years and older. Our rehab unit does not accept patients under the age of 18 at either Northlake or Southlake Campuses.

The town of Merrillville 2019 estimated population was 34,792. The age range provided from the US Census Bureau indicated 4.8% of population under 5 years of age, 23.4% under 18 years of age, 56.7% 19-64 years of age and 15.1% 65 years and older.

Our social workers and discharge planners are sensitive to our patients' needs for placement and services needed based on cultural and language awareness. The family is involved along with the patient when additional services are needed after discharge. The goal is to keep the patient in the community and close to their families. In the event that a patient is of a younger age, the social workers would work with the patient and family to identify an age appropriate facility if extended care is needed.

Our staff must be 21 years of age. The average age of our nursing staff is 47 years old and the therapy staff average age is 53 at the Northlake Campus. The average age of our nursing staff is 47 years old and the therapy staff average age is 52 years old at the Southlake Campus. We have not identified any concerns with the age of our staff related to our patient care at either campus.

GENDER

Our patient demographics last year at the Northlake Campus were 40.3% female and 59.7% male. At the Southlake Campus last year were 37.83% female and 62.17% male. Both campuses saw a decrease in the female population utilizing our services in 2019. Our staffing gender of therapists, nursing and ancillary staff consists of 92% female and 8% male.

Care is taken to accommodate all patient requests if a male patient prefers a male staff member to assist them with toileting, bathing, etc. Rarely do we care for traumatic brain injury patients but in the event that we have one, and they are sexually inappropriate, staffing will be adjusted. We also have the ability to utilize the male staff from the acute side when necessary.

We do not discriminate in hiring or advancement based on gender.

SEXUAL ORIENTATION

Here at The Methodist Hospitals we respect patients of all sexual orientation. When we have a patient with a need for additional support or concern regarding sexual orientation, this can be addressed with our social workers and/or consultation with our clinical psychologist or psychiatric providers on staff. We will also assist our patient locating community resources to address this need.

Sexual orientation is not a demographic that is tracked for our patients or staff due to privacy issues.

SPIRITUAL BELIEFS

We admit patients with a variety of spiritual beliefs and some with no particular spiritual belief. In keeping with the Methodist Hospitals' commitment to provide quality and compassionate care – our Chaplains work to meet the non-medical needs of our patients by offering spiritual and emotional support. The Chapel at each campus is available to our patients 24/7 as a quiet place of prayer and meditation for all patients, families and staff.

If we have patients who need special food related to their spiritual beliefs, we will accommodate the requests as much as possible with our dietary department. Family members are able to bring food in that fit the spiritual beliefs of the patient if it is medically cleared by the physician.

In the event that we have a request from staff related to religious beliefs for clothing, we will make accommodations as long as it does not pose a safety risk. Staff is able to make special requests to work or not to work certain days of the week and/or holidays based on religious beliefs. The leadership team in rehab makes every effort to accommodate these requests while still meeting the needs of our patients.

As an employer, we do not discriminate based on spiritual beliefs or religious preference of our staff. Again, due to privacy issues, this is not a demographic that is tracked for our staff.

Upon admission, patients are asked their religious preference but are free to decline to answer this question. At Northlake Campus 33.95% of our patients is Baptist, 3.36% Methodist, with a large variation of other religions to non-denominational. At the Southlake Campus 22.03% of our patients are Baptist with 12.61% Catholic being are next largest denomination.

SOCIOECONOMIC STATUS

Patients receive care regardless of their socioeconomic status. Services at the Northlake Campus are typically funded by Medicare 74.6%, Medicaid 18.1%, Blue Cross 2.2% and Commercial Insurance 2.9% and Helping Heart 1.4% being our main providers. Services at the Southlake Campus are typically funded by Medicare 79.9%, Blue Cross 3.6% and Medicaid 11.5% and Commercial Insurance 4.3% and Helping Heart .7% being our main providers. With a percentage of our patients uninsured or underinsured, the Rehabilitation Unit works diligently to make sure the needs of our patients are met after discharge from the program to return successfully back to the community. When a patient is discharged from the program, our case managers assist the patients and family with accessing social services such as disability and social security.

As an employer, we do not discriminate in hiring based on socioeconomic status. Our advancement decisions are based on merit not socioeconomic status. Again, this is a demographic we do not track in our patients or staff due to privacy issues.

LANGUAGE

On occasion, we have a patient who is a non-English speaker. Methodist Hospitals offer interpreter services for our patients when indicated. At the Northlake Campus 96.65% of our patients are English speaking and .188% Spanish speaking and .178% speak Norwegian. At the Southlake Campus 95.77% of our patients are English speaking, .649 Spanish speaking, .088% speak Croatian/Serbian, .088% Vietnamese, .236% speak Norwegian, .125 speak Macedonian, and .0737% American Sign Language. We have discharge instructions in both English and Spanish to offer our patients.

Our employees must be able to speak, read and write English. We do have some bilingual employees on staff.

Reviewed and approved by:

Dr. Linda Stewart
Medical Director Rehabilitation Institutes