

## Cultural Intelligence

### The Presbyterian Promise

Presbyterian makes a promise to all of our customers:

We Promise...

- To know you, respect you, listen to you and treat you with compassion.
- To ease the way to your best health.
- To provide you with the highest quality care at the lowest possible cost.
- To communicate clearly and accurately, coordinate your care and involve you in decisions.
- To do what we say we will do.

### Cultural Intelligence

Cultural intelligence is the capability to relate and work effectively across cultures. Cultural Intelligence principles allow us to better deliver our Presbyterian Promise to patients and members. Increasing our individual and collective cultural intelligence directly supports the Presbyterian Promise.

#### **Key Elements of Cultural Intelligence:**

- **Drive:** *Your interest, drive and confidence to adapt to multicultural situations.* At Presbyterian, our Promise is our “drive” to be culturally sensitive by knowing, respecting, listening to, and treating our customers with compassion. Our Promise to know, respect and listen can be hindered by the tasks you must complete, but remember to give our patients, members and other visitors your undivided attention.
- **Knowledge:** *Your understanding about how cultures are similar and different.* To “know” a patient or member includes understanding how that individual’s culture and perspective may be different or similar to our own. In our Promise we must remain open to what is unique about the individual. We do this by suspending judgements and assumptions. As a result, you’ll increase your knowledge in the current situation and add insight to future culturally diverse situations.
- **Strategy:** *Your awareness and ability to plan for multicultural interactions.* As part of our Promise, our “strategy” is to partner with our patients and members, and to be more alert to cues and differences so that you can plan ways to conduct yourself and assess how you are doing in different situations. As we execute on the Presbyterian Promise, we are learning to engage in ways that become more of a partnership that works in conjunction with the individual’s cultural beliefs.
- **Action:** *Your ability to adapt when relating and working interculturally.* Taking “action” under the Presbyterian Promise starts with being fully present with the person you encounter. When you take the opportunity to connect with them as a person first, it becomes easier for them to partner with us in their healthcare journey. Trust can be built when you repeat back what you heard and allow them to validate that you understand their concerns and have incorporated any appropriate adjustments.

## Equal Treatment

### **Federal Nondiscrimination Requirements**

Presbyterian complies with non-discrimination regulations including those under Section 1557 of the Affordable Care Act (ACA). The regulations describe individual rights in various areas including sex, disability and limited English proficiency, in all health programs and activities receiving federal financial assistance. They are aimed at advancing equity and reducing health disparities by protecting some of the populations that have been most vulnerable to discrimination in healthcare.

The Affordable Care Act law is straightforward – it says:

“Individuals shall not:

- Be excluded from participation in healthcare,
- Be denied health benefits, or
- Be subjected to discrimination based on:
  - o Race,
  - o Color,
  - o National origin,
  - o Sex,
  - o Age, or
  - o Disability”

**Presbyterian has an *Equal Treatment Policy*** that addresses these ACA requirements as well as nondiscrimination based on religion, ancestry, gender identity, sexual orientation, marital status or spousal affiliation, genetics, health status or protected veteran status. The policy makes clear that Presbyterian is committed to compliance with these requirements. It includes the following provisions:

- **Patient Access and Treatment:** We do not discriminate, but consider all patients entitled to be treated respectfully and considerately.
- **Health Insurance Coverage:** PHS will not deny, cancel, limit or refuse to issue or renew health insurance coverage based on race, color, religion, national origin, age, disability or sex. Also, PHS will not limit coverage of a claim or impose additional cost-sharing restrictions on coverage.
- **Complaint Process:** We have a process to file a complaint if an individual believes they have been discriminated against.
- **Notification of Rights:** Presbyterian notifies patients, members and the public about their rights in regard to nondiscrimination through posters, letters and website notifications.
- **Language Access:** Interpretation and translation services are available free of charge. Customers are notified of this in multiple languages.

**Overcoming Barriers to Healthcare Based on Limited English Proficiency**

A key intent of these regulations is removing barriers to healthcare relating to disability or limited-English proficiency:

- Presbyterian doesn't limit access to healthcare or "significant" healthcare communications based on Limited English Proficiency (LEP) or disability.
- Presbyterian workforce members are expected to provide assistance in obtaining interpretation, translation and auxiliary aids as needed for members, patients and patient caregivers.

**Interpretation and Translation Policy**

This policy makes clear that Presbyterian will provide free qualified interpretation / translation services to those who need it while seeking healthcare. We will communicate this to our customers in various ways.

- When interacting with individuals seeking care or assistance at Presbyterian who have Limited English Proficiency, or who are hearing impaired or deaf, you should *always use qualified interpreters and/or qualified bilingual staff*.
- You should document the use of such qualified interpretation in the medical record. (NOTE: Interpreters who are simply bilingual do not meet the federal requirements – *qualified* status is required.) Written translation of vital healthcare documents must also be completed by a *qualified* translator.
- Contact information for all PHS approved qualified interpreter modalities available can be found on the Interpreter Services webpage on PresNet. If you need a form translated, please submit your request on the Language Access webpage on PresNet.

**Gender-Based Discrimination**

The Equal Treatment Policy also addresses nondiscrimination based on gender identity and/or transgender status. Presbyterian will treat individuals consistent with their gender identities, including access to bathrooms and patient rooms, gym locker rooms, etc. Individuals may use the restroom that matches their gender identity.

- Regarding room assignments, Presbyterian will establish guidelines for safe, ethical and appropriate assignment of rooms for all, including transgender patients. During bed assignment, every effort will be made to accommodate patients' needs and requests, including requests for a private room.
- Gender Identity is an individual's internal sense and experience of their own gender. They may know themselves to be a man, woman, both, neither, or have another experience of gender. A person's gender identity may or may not align with their designated sex at birth and/or their gender expression.

### **Complaint Policy**

Presbyterian's Complaint policy states that any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, religion, sex, sexual orientation or gender identity, age or disability may file a written grievance.

It is against the law for Presbyterian to retaliate against anyone who opposes discrimination, files a grievance or participates in a grievance investigation.

At Presbyterian, the mechanism for handling discrimination complaints is through the Complaint Management System accessed through PresNet (the Presbyterian intranet site).

All Presbyterian workforce members are expected to know how to file a discrimination complaint using the Complaint Management System. Patients or members have the option of mailing in complaints or asking for your assistance submitting them into Advocate. As non-employee member of our workforce, if you are asked to assist with a discrimination complaint, ask for help from your Presbyterian manager or contact person.

Discrimination grievances must be submitted in writing within 60 days of the date when the person filing the grievance becomes aware of the alleged discriminatory action.

### **Summary**

Using the elements of Cultural Intelligence (Drive, Knowledge, Strategy and Action), you've learned how you can partner effectively with our patients and members across cultures.

You have learned that **every patient is entitled to free interpretation services** by a qualified (trained) medical interpreter, 24 hours per day/365 days per year regardless of native language, or ability to speak or understand the English language.

You've also learned how Presbyterian is complying with federal nondiscrimination regulations (ACA Section 1557) and your role in partnering with and protecting those we serve.

The Presbyterian Promise is our commitment to provide an exceptional experience for **ALL** of our patients and members, no matter their culture.

\*\*\*\*\***End of Training**\*\*\*\*\*