

DIVERSITY COMPETENCE STANDARDS FOR INDIVIDUAL CARE PROVIDERS

THE BASIC STANDARDS: 1-7

Standard #1: Patient-Centered Values-Based Decision Making

- Healthcare providers recognize that in healthcare interactions, all parties (the patient, the care provider, and the system) come with values.
- Healthcare providers recognize that decisions made are a reflection of values.
- Healthcare providers recognize that because of power arrangements, the care provider and system values can have the greatest influence.
- Healthcare providers must take effort to overcome this default influence and make the patient's values central in guiding care in the following areas:
 - Care planning
 - Care provision
 - Decision making about care
 - Decision making for patient (e.g., with family)

Standard #2: Understanding Culture and Diversity in Health Contexts

- Healthcare providers understand the many dimensions of diversity.
- Healthcare providers understand what culture is and how it is shaped and formed.
- Healthcare providers are conscious of the different dynamics that might occur when cultures interact (e.g., conflict, fear, understanding, 'othering').
- Healthcare providers recognize the diversity that exists within and across groups and avoid overgeneralizations and negative stereotyping.
- Healthcare providers understand the many ways culture affects health.

Standard #3: Valuing Pluralism

- Healthcare providers understand and value pluralism.
 - According to the value of pluralism:
 - a. Diversity is a good thing, even though it might create challenges.
 - b. We treat all people with respect, defined specifically as:
 - i. Treating them with kindness and compassion.
 - ii. Listening to their perspectives to understand and without judgment.
 - iii. Sharing our own perspectives with a view to seeking collaboration and working through issues.

- c. Individuals and sub-groups living and working together seek common values-based solutions to common problems without compromising their deepest values.
- d. Individuals and sub-groups can maintain their own identities (meaningfully held values, beliefs, practices) within the laws of the broader society.
- e. We should not want to change each other; we want to build common foundations on which to move forward.

Standard #4: Diversity Competent Character Traits

- Healthcare providers exhibit the character traits of:
 - **Acceptance** (supporting the importance and benefit of diversity)
 - **Sensitivity** (perceiving possible attitudes, feelings and circumstances of others)
 - **Humility** (modesty, not believing you are superior to others)
 - **Curiosity** (the desire to learn and know about others and their contexts)
 - **Empathy** (understanding what someone else is feeling because you have experienced it yourself)
 - **Critical Consciousness** (as healthcare providers develop a better understanding of the sociocultural conditions that shape lives, they develop the desire to change unfavorable conditions and decrease inequities within the system)

Standard #5: Self-Awareness and Self-Reflection

- Healthcare providers understand their own personal cultural values, beliefs, and behaviours.
- Healthcare providers demonstrate an awareness of their own attitudes and assumptions and how these affect the provision of care.
- Healthcare providers recognize that we all have prejudices and must intentionally work to identify and overcome them.
- Healthcare providers use relationships with supervisors, mentors, and colleagues to enrich self-awareness and develop diversity competent character traits.
- Healthcare providers reflect upon and recognize issues around power and powerlessness in the healthcare setting.

Standard #6: Communication Skills

- Healthcare providers can effectively develop trusting relationships with patients/clients/residents, families, and co-workers by interacting with openness, understanding and a willingness to hear different perspectives.
- Healthcare providers use effective and sensitive communication approaches/frameworks to understanding the needs, beliefs, values, and behaviours of patients/clients/residents, families and co-workers.

- Healthcare providers communicate to patients/clients/residents/families about what is involved in their care.
- Healthcare providers know when to use, how to access and effectively work with language interpreters.
- Healthcare providers understand the main principles of health literacy and can clearly communicate so that patients/clients/residents can easily understand and use the information provided.

Standard #7: Cultural Knowledge

- Healthcare providers maintain a specialized knowledge about the beliefs, values, traditions, norms, family systems, and community structure of major client groups that they serve, as it relates to health.
- Healthcare providers understand how the above affects health behaviours, attitudes and outcomes of major client groups that they serve.
- Healthcare providers use this information to provide better patient-centred care in their practice without reinforcing or exhibiting stereotyping.

COMMUNITY-BASED STANDARDS: 8-9

Standard #8: Historical Knowledge

- Healthcare providers have a specialized knowledge and understanding about the history of patient populations (e.g., reasons for immigration, historical oppression and/or exclusion), as well as the changing contexts that might affect health, well-being and the provision of care.

Standard #9: Contexts and Social Determinants of Health

- Healthcare providers understand and can identify how the social determinants of health (and their intersections) impact the health and health disparities of populations.
- Healthcare providers exhibit and continue to develop specialized epidemiological knowledge of major client groups that they serve (e.g., disease incidence, prevalence, screening uptake, life expectancy, health seeking behaviours and attitudes).

SYSTEM-LEVEL CHANGE STANDARDS: 10-11

Standard #10: Service Delivery

- Healthcare providers have the knowledge and skills to utilize available services in Fraser Health, the community, and the broader society, and can make appropriate referrals for their diverse clients.

- Healthcare providers demonstrate the ability to adapt to new situations flexibly and creatively.
- Healthcare providers have the knowledge and skills to take action and creatively adapt service delivery to respond to the needs of the communities they serve, and that is within their areas of expertise and ability

Standard #11: Mentoring and Supporting

- Healthcare providers communicate, provide information, teach, and mentor other professionals and teams about diversity-related issues, resources and practices.