

Diversity/Cultural Competency

The MGH honors and respects diversity in its patients, patient's families and employees. MGH has made a strong commitment to diversity and cultural competence. Within this initiative, Patient Care Services has taken the lead by incorporating diversity and cultural competence into its vision statement, hiring a Director of Diversity, and creating the Diversity Committee within the Collaborative Governance structure.

Diversity encompasses issues related to class, age, experience, ability, gender, ethnicity, language, religion, politics, sexual orientation and socioeconomic status within each community. These differences exist in every diverse global, national and local community. Therefore, these differences can be found in communities that are bound by similarities in race, ethnicity, language, religion, geography, history or politics.

The culture of a community, an individual or an organization has a multitude of aspects to it, some obvious and most not so apparent. An individual's personal culture has multiple layers and filters that compose the personality such as:

- Personality, unique style
- Internal factors such as gender, race age, sexual orientation
- External factors such as society, personal experiences
- Where individuals grow up or live now
- With or without children
- Religious affiliation or non-affiliation
- Organizational influences, including seniority
- Level within the organization, work location.

Examples of resources that support this theme include:

- **The Center for Clinical and Professional Development** offers various educational opportunities for staff regarding diversity and cultural competency, for example:

“Hearing All Voices: Better Healthcare for the Lesbian & Gay Community” (presented Spring 2006)

“Building Relationships in the Diverse Hospital Community: Understanding Ourselves, Our Patients and Each Other

- The **Patient Care Services Director of Diversity** leads diversity initiatives within Patient Care Services and collaborates with departments throughout the institution to support programming and initiatives.
- **The Diversity Committee within Collaborative Governance** is committed to supporting and developing strategies, which transform our work setting into a more inclusive and welcoming environment for staff and patients. The work of the committee includes professional development, student outreach, programs centered around culturally competent care and input into the development of patient educational material specifically designed for use by clinicians who care for a diverse patient population.