Diversity Competency Standards for Individual Health Care Providers

STANDARDS 1-7: THE BASICS

Standard #1: Patient-Centered Values-Based Decision Making
• Health care providers recognize that in health care interactions, all parties (the patient, the care provider, and the system) come with values
• Health care providers recognize that decisions made are a reflection of values
• Health care providers recognize that because of power arrangements, the care provider and system values can have the greatest influence (if unaddressed)
• Health care providers take effort to overcome this default influence and make the patient’s values central in guiding care in the following areas:
  o Care planning
  o Care provision
  o Decision making about care
  o Decision making for patient (e.g. with family)

Standard #2: Understanding Culture and Diversity in the Context of Health
• Health care providers understand the many dimensions of diversity
• Health care providers understand what culture is and how it is shaped and formed
• Health care providers are conscious of the different dynamics that might occur when cultures interact (e.g. conflict, fear, understanding, ‘othering’)
• Health care providers recognize the diversity that exists within and across groups and avoid overgeneralizations and negative stereotyping
• Health care providers understand the many ways culture affects health

Standard #3: Valuing Diversity
• Health care providers understand and value pluralism
  o 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. Then sharing our own perspectives with a view to seeking collaboration and work through issues
    c. Individuals and communities living and working together seek common values-based solutions to common problems without compromising their deepest values
    d. Subgroups can maintain their own identities (meaningfully held values, beliefs, practices) within the laws of the broader community
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**
- Health care providers exhibit the character traits of
  - **Acceptance** (supporting the importance and benefit of diversity)
  - **Sensitivity** (perceiving the 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 context)
  - **Empathy** (understanding what someone else is feeling because you have experienced it yourself, or can put yourself in their shoes)
- As health care workers 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 (critical consciousness)

**Standard #5: Self-Awareness and Self-Reflection**
- Health care providers understand their own personal cultural values, beliefs, and behaviours
- Health care providers demonstrate an awareness of their own attitudes and assumptions and how these affect the provision of care
- Health care providers recognize that we all have prejudices and intentionally work to identify and overcome them
- Health care providers use relationships with supervisors, mentors, and colleagues to enrich self-awareness and develop diversity competent character traits
- Health care providers reflect upon and recognize issues around power and powerlessness in the health care setting

**Standard #6: Communication Skills**
- Health care providers can effectively develop a relationship of trust with patients/clients/residents, families, and co-workers by interacting with openness, understanding and a willingness to hear different perspectives
- Health care providers use communication approaches/frameworks that are effective and sensitive to understanding the needs, beliefs, values, and behaviours of patients/clients/residents, families and co-workers
- Health care providers communicate to patients/clients/residents/families about what is involved in their care
- Health care providers know when to use, how to access and effectively work with language Interpreters
- Health care 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
- Health care providers maintain a specialized knowledge about the beliefs, values, traditions, norms, family systems, community structure, and artistic expressions of major client groups that they serve, as it relates to health
- Health care providers understand how the above affects health behaviours, attitudes and outcomes of major client groups that they serve
- Health care providers use this above information to provide better patient-centred care in their practice without reinforcing or exhibiting stereotyping

STANDARDS 8-9: COMMUNITY-BASED STANDARDS

Standard #8: Historical Knowledge
- Health care providers have a specialized knowledge and understanding about the history of patient populations (e.g. reasons for immigration, historical oppression and/or exclusion, etc.) as well as the changing contexts that might affect health, well-being and the provision of care

Standard #9: Context and the Social Determinants of Health
- Health care providers understand and can identify how the social determinants of health (and their intersections) impact the health and health disparities of populations
- Health care providers exhibit and continue to develop specialized epidemiological knowledge (the study of patterns, causes and effects of health and disease conditions in defined populations) of major client groups that they serve (e.g. disease incidence, prevalence, screening uptake, life expectancy, health seeking behaviours and attitudes)

STANDARDS 10-11: SYSTEM-LEVEL CHANGE STANDARDS

Standard #10: Service Delivery
- Health care 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
- Health care providers demonstrate the ability to adapt to new situations flexibly and creatively
- Health care providers have the knowledge and skills to take action and create inclusive adaptations to service delivery that reflect the needs of the communities they serve, and that is within their areas of expertise and ability

Standard #11: Mentoring and Supporting
- Health care providers communicate, provide information, teach, and mentor other professionals and teams about diversity-related issues, resources and practices