

PLURAL HEALTHCARE CULTURAL COMPETENCY, DIVERSITY, & INCLUSION PLAN 2023

SCOPE

Plural Healthcare strives to improve upon the quality of life for all staff, persons served, their families/caregivers, and community members. Embracing diversity contributes to a more innovative, engaged, and accepting environment

Cultural Competency, Diversity, & Inclusion are an ever-present factor in mental health treatment, and it is vital to the core values of Plural Healthcare that staff members are trained and practiced regarding awareness and respect for the diverse population served.

As part of cultural competency, diversity, and inclusion planning, Plural Healthcare considers the following areas:

- Culture
- Age
- Gender
- Sexual Orientation
- Spiritual Beliefs
- Socioeconomic Status
- Language
- Race
- Other factors that may come up with stakeholders

POLICY

Staff will practice inclusion of all people served in any capacity regarding culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, language, race, developmental disability, physical disability, medical conditions, a variety of mental health diagnoses, and other factors as relevant. Plural Healthcare staff must have a working knowledge and general understanding of cultures and cultural norms, particularly those inhabiting the general geographical sphere of influence of Plural Healthcare.

Plural Healthcare has a written plan describing how the cultural needs of our clients are met and measured to ensure clients feel respected. Clients are free to report issues regarding cultural sensitivity to those in authority and receive information on their day of admission regarding how to file an anonymous report. The Cultural Competency, Diversity, and Inclusion Plan describes how our staff effectively provide services to persons of all cultures, races, ethnic backgrounds, and religions in a manner that recognizes, values, affirms, and respects the worth of the individuals and protects and preserves the dignity of each.

Plural Healthcare asks upon the first point of contact their preferred language and relevant identity-based information from clients, including their gender identity, sexual identity when indicated, preferred pronouns, preferred name, and relevant disability or assistive needs. There are limitations to the treatment modality utilized at Plural Healthcare, and those who contact Plural Healthcare for services may be determined as having a condition or having symptoms beyond the scope of practice of staff and the program modality/structure. In those cases, each person involved will be treated with

the same level of respect as incoming clients, and staff will assist them by providing referrals deemed more appropriate to their life situation and circumstances.

Within one week of admission, staff will perform a Psychosocial Assessment in which a licensed staff member will spend time exploring clients' cultural identities and strengths, opportunities, goals, and preferences regarding their personal identity and cultural needs -- information that will inform and customize their care in treatment. Plural Healthcare clinical staff incorporates modifications of educational materials and group processing conditions for persons served and family/support systems, as appropriate to their culture or expressed preferences. Incorporation of spiritual/religious beliefs into service delivery, based on clients' personal belief systems and without focus on placing expectations on others, is encouraged.

Plural Healthcare strives to meet four components of cultural competency:

- Awareness of personal cultural worldview for both staff and clients.
- Positive, inclusive, encouraging, and non-judgmental attitude towards cultural differences by both staff and clients.
- Knowledge of major cultural practices and worldviews.
- Cross-cultural skills. Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across cultures.

PROCEDURES

Cultural competency, Diversity, and Inclusion are vital for a variety of reasons: Treating group members and their cultural realities with understanding and respect; Honoring their beliefs, values, customs, and traditions in planning and practice of daily treatment; Recognition from staff regarding how clients' cultural values impact their current reality and anticipating how these considerations will factor into goal-setting.

All Plural Healthcare partners, administration, staff, and contracted workers- especially those who are in direct contact with clients and families- will demonstrate the following in practice:

- Recognize, value, affirm and respect the unique perspective of each individual client- and any support people they elect to bring to Family Education- and protect and preserve the dignity of each.
- Ensure all services are conducted in a manner that is sensitive to and shows respect for the cultural and ethnic diversity of all clients including ethnicity, culture, age, gender, sexual orientation, spiritual beliefs/religion, socioeconomic status, language, race, disability, and other factors as relevant to the population served.
- Communicate with staff, clients, and their families in the most efficient way possible to identify as early as possible and accommodate the client's cultural, diversity, and inclusion needs.
- Utilize culture-specific information provided in training and/or orientation to assist in identifying and determining the cause of culture-based issues and possible miscommunication, and to resolve them.

Plural Healthcare ensures non-discriminatory and respectful services to clients and families. Ongoing education, review and discussion regarding opportunities for improvement, and educating clients on their right to express concerns or dissatisfaction regarding cultural awareness and sensitivity supports Plural Healthcare's commitment to providing services that are culturally competent, diverse, and inclusive.

All staff, contracted workers, clients and families, partners, students, and volunteers of Plural Healthcare have access to the Plural Healthcare Cultural Competency, Diversity, and Inclusion Plan, which is located in the Plural Healthcare shared Google drive accessed by Plural Healthcare email.

It is a primary goal of Plural Healthcare to recruit and hire staff who are committed to their community, represent a variety of cultural backgrounds, and are capable of communicating and facilitating in cross-cultural situations. Plural Healthcare engages in recruitment efforts for employees in a manner that serves to represent the general population in the area served.

According to the Missouri Demographics website, the largest St. Louis City racial/ethnic groups are Black/African American (44.6%) followed by White/Caucasian (44.3%) and Hispanic (4.2%).

The largest St. Louis County racial/ethnic groups are White/Caucasian (63.9%) followed by Black/African American (24.1%) and Asian (4.5%).

The demographics of Plural Healthcare clients, as of March 2023, are as follows:

Racial/Ethnic Identity: White/Caucasian 55%, Black/African American 18%, Mixed Race/Biracial: 9%, Other 9%, Prefer Not To Answer 9%.

Average age: 33.5 years

Gender Identity: 45% Female, 45% Male, 9% Non-binary.

Plural Healthcare clients have so far denied experiencing any disability, excepting those relating to concentration (for example, ADHD) and emotional regulation (for example, Bipolar Disorder).

Plural Healthcare recognizes and respects the value of a diverse community. Goals include:

- Providing unbiased, respectful, and meaningful service delivery.
- Celebrating and honoring cultural traditions, values, and beliefs.
- Encouraging and promoting an appreciation for a diverse community.
- Maintaining a respectful working environment.
- Modeling the diversity of their community, especially regarding staffing, volunteers, practicum students, administration, and partners.

Discrimination of any kind by staff is prohibited. Employees will conduct themselves in a manner that recognizes, values, affirms, and respects the worth of the individual and protects and preserves the dignity of each.

If discrimination is noted or suspected from a client or prospective client, the behavior will be addressed with them immediately and directly, and appropriate measures decided without delay. Staff will debrief

with the target of the behavior, and they will be allowed to process their emotions and response in a safe environment and freely decide their course of action.

When necessary and requested, translation services for clients will be coordinated through LAMP (Language Access for Multicultural People) Interpreter Services. LAMP requires their staff to be fully certified and provides in-person, video remote interpreting, and over-the-phone interpreting. If admitted to Plural Healthcare services, a professionally trained interpreter will assist with translating any demographic information, personal history, treatment plans, the whole of the group process, and any other necessary communication at no cost to the client. Plural Healthcare will not work with family members on interpreting personal information from the client.

- Staff must receive Cultural Competency, Diversity and Inclusion training upon hire and annually thereafter, through Accreditation Now.
- Cultural Competency is addressed in ongoing administrative supervision as deemed necessary on a case-by-case basis.
- Administrative staff will communicate educational information and opportunities to gain further understanding of cultural awareness through provided articles, presentations, workshops, a voluntary book club, and CEU courses.
- Staff are notified verbally of their responsibilities pertaining to delivering culturally competent care and may access the policies through the Plural Healthcare Google drive.
- Plural Healthcare conducts yearly evaluations of staff perspectives regarding the efficacy of the cultural-awareness and sensitivity of their programming and conduct a meeting devoted entirely to discussion of celebrations and ideas and opportunities for improvement regarding Cultural Competency, Diversity, and Inclusion.
- Plural Healthcare will operate a “Suggestion box” survey in which clients and staff can submit issues that arise or ideas for improvement year round.

Plural Healthcare utilizes and has informal relationships with a wide variety of organizations to enhance service delivery and maximize resources for clients and families. Plural Healthcare has also established relationships in the community to create a rapport that builds and facilitates acceptance, and seeks their feedback regarding what the organization is doing well, and possible opportunities to improve services.

DEVELOPMENT

Cultural Competency, Diversity, & Inclusion Plan gaps:

- Staff currently are few in number and limited regarding diversity.
- Due to current stage of growth, there are currently limited opportunities for advancement and personal development within the organization.
- Due to current shifting in physical environment and space limitations, Plural Healthcare does not have the physical space to create a Safe Space or calm area available for clients needing time away from stimulation and interaction, or to meditate/process.

Cultural Competency, Diversity, & Inclusion Plan opportunities:

- As the company grows and staff are hired, there will be a greater opportunity to hire staff who reflect the diversity of Plural Healthcare’s surrounding area.

- Create a staff survey to be given annually to assess employee satisfaction regarding Cultural Competency, Diversity, and Inclusion from both staff perspective and patient experience.
- Create a readily available Suggestion Box for ongoing ideas or issues. Both clients and staff will be made aware of the Suggestion box and have the option to remain anonymous. Meet periodically to discuss items from the Suggestion box and be prepared to conduct and engage openly with difficult conversations.
- Discuss and track employee career goals, and their level of satisfaction in their opportunities.
- Create the story of the evolution of Plural Healthcare, including the core beliefs and vision of the founders, in training manuals to invite new employees into Plural Healthcare’s culture of honoring and treating “the whole person.”
- Create a bulletin board, accessible by both staff and clients, in which information about local cultural celebrations and community events can be posted and client artwork displayed.
- Create a “library” area on site available to clients with free materials endorsing cultural knowledge and sensitivity.
- As the company grows, consider a Culture, Diversity, and Inclusion Board to identify, discuss, and problem-solve issues and opportunities for greater expansion of awareness, sensitivity, and celebration.

OVERVIEW

REPORTING AND PROCESS IMPROVEMENT

Plural Healthcare will always support and encourage:

- Open discussions regarding cultural differences and diversity at staff meetings. Cultural Competency, Diversity and Inclusion is a category on staff meeting agendas and discussions are documented in staff meeting minutes.
 - The development of goals for persons served that reflect their cultural origin, gender, age, ability, sexual orientation, identity, race, spiritual beliefs, socio-economic status and language.
 - Feedback from all stakeholders through surveys and the complaint process.
 - A plan to review and revise this plan on an annual basis through feedback from staff and clients
- Transparency of this plan by providing a copy on the Plural Healthcare website and a physical copy in clients’ admission packets.

Plural Healthcare Cultural Competency, Diversity, & Inclusion Plan 2023

Goal	Objectives	Actions to be Taken	Responsible	Target Date	Status
1. Ensure staff has basic cultural competency knowledge to increase quality of care to a diverse population of persons served	1. All staff to undergo cultural competency training to better understand the importance of how such knowledge relates to persons served	1. Complete Cultural Competency Training - Series 1 2. Complete Cultural Competency Training - Series 2	1. CEO	March 2023	Completed
2. Assess the need to recruit staff that better match Plural Healthcare's client demographics: White/Caucasian 55%, Black/African American 18%, Mixed Race/Biracial: 9%	1. When hiring admin personnel for 2023, consider the recruitment of African American personnel within the mental health field to expand the diversity of Plural Healthcare's staff and culture	1. Recruit and interview a variety of personnel from various backgrounds via online job postings and word-of-mouth within the industry	1. CEO	October 2023	Pending
3. Increase staff awareness for the needs of the LGBTQ+ population with in the St. Louis Metro Area	1. Staff to undergo trainings to stay current with trends and needs of persons served who identify as LGBTQ+	1. Set up training with PROMO to educate staff 2. Set up site survey with Metro Trans Umbrella Group to assess how Plural Healthcare's physical environment can better facilitate persons served in this population	1, 2. CEO	June 2023	Pending
4. Plural Healthcare to increase its accomodation capacity to serve persons who are multi-lingual and/or not fluent in English	1. Plural Healthcare will gain the ability to translate with persons served who are not fluent in English	1. Contract with LAMP Interpreting Services so staff will have this resources available when the need arises	1, 2. CEO, Clinical Director	October 2023	Pending
5. Assess staff perspectives and competency around cultural awareness and sensitivity	1. Leadership to conduct annual evaluations of staff perspectives regarding the efficacy of cultural awareness and sensitivity in service programming	1. Write and conduct staff cultural-awareness survey 2. Evaluate gaps in staff perspectives 3. Provide staff training to close cultural awareness gaps	1. CEO 2. Clinical Director 3. CEO, Clinical Director	December 2023	Pending
6. Promote gender equality specific to staff compensation	1. Leadership to assess compensation practices and eliminate any and all findings of gender pay gaps within the organization	1. Evaluate US Census Bureau data to determine if and where gender pay gaps may exist within the organization 2. Adjust compensation packages as needed for women staff members in the organization who have been found to fall within the gender pay gap range laid out by the Census Bureau and/or Bureau of Labor Statistics if their compensation isn't found to be solely based on job duties, experience, and performance	1. CEO 2. CEO	June 2023	Pending
7. Increase "Generation Z" representation within Plural Healthcare's service providers (Typically those born between 1997-2012)	1. Recruit therapist of "Generation Z" age to better serve the college-aged population and upcoming generation	1. Recruit and interview those who represent this generation/population via online job postings and word-of-mouth within the industry	1. CEO	June 2023	Pending
8. Staff to develop a greater understanding of the culture of "blue collar workers" that Plural Healthcare serves	1. Provide a comprehensive annual in-service training to staff regarding the culture and diversity of "blue collar workers" with mental health conditions. Training will be by a recognized authority on urban homeless substance abuse populations.	1. Set up training for General Motors EAP representatives to provide education and training to staff on-site	1. Clinical Director	December 2023	Pending