Another Look

Defining Respect in Healthcare

Facilitator Guide

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Letter from the President

Thank you for selecting this VisionPoint program to meet your training needs. This program has been used and approved by trainers and organizations in several industries and has been updated to reflect current laws, best practices and trends in the workplace.

We're committed to providing you with resources! Reproducible participant materials, video scripts, optional activities and other valuable materials are available to you at *www.visionpoint.com*. Resources are updated and added regularly so check back while preparing for any new training session.

We're here to support you through the entire training experience! Should you have any questions before, during or after any training session, please feel free to contact us at *trainer@visionpoint.com* or the VisionPoint TrainerTALK™ helpline, 800-300-8880 x302. Our master trainers, course developers and TrainerSelect™ team are available to answer questions, share ideas, facilitate training and customize materials to meet your needs.

Thank you again for choosing VisionPoint! If there is anything I can personally do to make your experience of working with us and our programs more enjoyable or effective, please feel free to contact me directly.

Sincerely,

Laura E. Bernstein

Program Overview

Healthcare organizations care for patients from every walk of life. So providing quality healthcare begins with recognizing that each patient has diverse beliefs, experiences and needs and wants to be treated with respect and understanding. Providing quality healthcare also includes recognizing that employees and others in the work environment have diverse backgrounds and a desire for respect and understanding as well. To thrive in the future, healthcare organizations must create inclusive work environments in which everyone—patients, patients' families, employees and suppliers—is treated with fairness, dignity and respect.

This program will help participants gain an awareness of why and how differences—experiences, mindsets and biases—impact interactions with patients and coworkers. The program will also introduce participants to a commonsense approach for effectively resolving situations caused by hidden differences. The approach, called the C.A.R.E. model, comprises the following four steps:

C - Consider before you act

A - Accept differences in others

R - Respect others' feelings

E - Engage in the process

Recurring themes in the program include:

- Much of what defines us is below the surface
- We each bring a unique set of experiences, mindsets and biases into the workplace that impact patient care and our interactions with others
- Using the C.A.R.E. model will help us deliver culturally sensitive healthcare, build trust and show respect

Program Benefits

Here are the benefits this program can deliver for your employees and for the organization:

For everyone:

- Increased awareness of the importance of creating and maintaining a respect-filled organization
- Increased ability to build trust with and show respect to patients and others in the work environment

For the organization:

- Increased ability to provide culturally sensitive healthcare
- Increased ability to create an inclusive work environment
- Reduction in employee relations issues
- Reduction in unwanted employee turnover

How to Use the Training Materials

These training materials are designed to provide all the information and materials you need to conduct an effective training session.

The package includes:

1. CD-ROM, which contains:

    *   This *Facilitator Guide*

    *   *Facilitator Resources* - activities, handout masters and additional suggestions to assist facilitators

2. PowerPoint® slides, flipchart masters and other reference information available as online resources*****

3. *Another Look: Defining Respect in Healthcare* video (Discovery Video One – "Another Look: Defining Respect," Discovery Video Two – "Take another look . . .," and Vignettes) – VHS or DVD

* To access online resources for this program, visit www.visionpoint.com. From the Resources menu, select **Program Resources**. Login and select the program title from the list. If you do not see this program title listed, please contact trainer@visionpoint.com.

If you are an experienced training professional, use this guide as a starting point as you prepare for training, and be sure to insert your own style, experience and examples into the session. If you are new to training or the program content, follow the step-by-step instructions, and use the scripted language to help you stay focused on the key points and facilitate an effective session.

As you prepare for a session, be sure review the agenda from beginning to end. Determine whether you will use any of the optional activities provided in the *Facilitator Resources*, and if so, where you will insert them. Estimated

timeframes for each agenda option assume a group size of 8–15 people. If your session will have fewer or more participants, it is important to review each step of your agenda and decide how to best modify discussions and activities to accommodate your group size.

There is always more than one way to approach setting up and positioning activities. This guide provides best practices based on trainer review and general market needs. Should you have any questions about how to best conduct a particular activity for your organization's unique needs, please contact our Trainer*TALK™* helpline at 800-300-8880 x302 or trainer@visionpoint.com. VisionPoint's master trainers and Trainer*Select™* team are happy to answer questions, share ideas and help customize materials.

Agenda for One-Hour Program

This *Facilitator Guide* provides step-by-step instructions for a one-hour agenda. This agenda introduces key concepts through video and provides time for reflection and discussion. Note: You can extend your session by using more than one video vignette in Step #5.

Step	Item	Time
#1	Arrival of Participants	N/A
#2	Getting Started	5 minutes
#3	Getting Focused	5 minutes
#4	Discovery Videos and Discussion	15 minutes
#5	Video Vignettes and Discussion	30 minutes
#6	Wrap up the Session	5 minutes

Total Estimated Time: 60 minutes

Step 1

One-Hour Program
Arrival of Participants

Time it takes: From the time you show up until you start the program

What it is about: Managing the environment and getting people settled

What you will need:
- Markers
- Name tents
- PowerPoint® Slide 1
- *SMART-START® Respect: It Just Takes a Little Respect* (optional)

How to do it:

1. Get there first! This demonstrates organization and excitement—and sets a good example. Be sure the room is set up, the equipment works and everything is arranged the way you want it.

2. Display Slide 1 on the screen prior to the session start time.
    [Facilitator Note: As an option, you can play the SMART-START® Respect video as participants enter the room.]

3. Greet participants as they enter the room.

4. Ask each participant to use a marker to write his/her name on a name tent (both sides) in letters that are big enough for everyone to read.

Step 2

One-Hour Program
Getting Started

Time it takes: 5 minutes

What it is about: Introducing the topic, program logistics and each other

What you will need:
- *Ground Rules* flipchart page
- *Parking Lot* flipchart page
- PowerPoint® Slide 2

How to do it:

1. Introduce yourself in whatever way you think is appropriate and welcoming.

2. Go over session logistics, including:

   - How long the session will take

   - When there will be a break (if appropriate)

   - Where the restrooms and emergency exits are located

   - Ground Rules

   - Parking Lot

3. Introduce the program by saying:

   Today you're going to participate in a program that focuses on how we can deliver culturally appropriate and sensitive healthcare and create an inclusive workplace where everyone is treated with fairness,
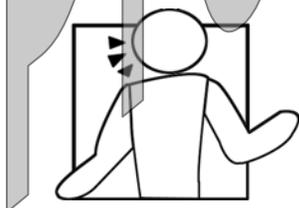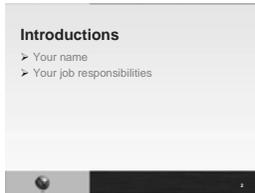
dignity and respect.

4. Transition to participant introductions by saying: **Before we get into the program material, let's get to know one another.**

Introductions
➢ Your name
➢ Your job responsibilities

5. Display Slide 2 and say: **Please share with us your name and job responsibilities.**

6. Transition to Step 3 (Getting Focused) by saying: **Let's talk about the focus of today's program.**

Step 3

One-Hour Program
Getting Focused

Time it takes: 5 minutes

What it is about: Describing the program; introducing the program purpose, learning objectives and agenda

What you will need:
- PowerPoint® Slides 3 and 4

How to do it:

1. To get people focused, ask/poll: **How many of you have noticed that the patients we serve seem to come from increasingly diverse backgrounds?**

   [Expected Responses: several people will raise their hands or nod.]

2. Continue by asking/polling: **How many of you have noticed that our employees and suppliers also seem to come from increasingly diverse backgrounds?**

   [Expected Responses: several people will raise their hands or nod.]

3. Continue by saying: **As you know, we care for patients from every walk of life. So providing them with quality care begins with the recognition that each patient we see has diverse beliefs, experiences and needs. And**

to provide our patients with quality care, we must also recognize that our coworkers and others we work with have diverse beliefs, experiences and needs too. To thrive as a business, our organization needs to create an inclusive work environment in which everyone—patients, patients' families, employees and suppliers—is treated with fairness, dignity and respect.

4. Continue by saying: **This means that each of us has a responsibility to recognize, respect and respond to the differences that make us all unique by developing an increased awareness and understanding of the differences. That way we can provide healthcare and build relationships among ourselves that are culturally appropriate and sensitive.**

5. Display Slide 3 and say: **So the purpose of today's program is to reinforce our commitment to a respect-filled and inclusive workplace by helping you gain an awareness of why and how our differences—our unique experiences, mindsets and biases—impact our workplace and interactions with patients and coworkers. At the end of the program,**

Learning Objectives
- Define cultural competence and explain why it is important
- Describe the critical role respect plays in patient care and coworker interactions
- Identify several of your own experiences, mindsets and biases that impact how you interact with patients and coworkers
- Use the C.A.R.E. model to build trust and show respect

Step 4

One-Hour Program
Discovery Videos and Discussion

Time it takes: 15 minutes

What it is about: Providing participants with an immediate, emotional connection to the learning objectives; helping participants relate personally to the introductory discussion

What you will need:
- *Handouts* 1–2 (pages 27–30 in the *Facilitator Resources*)
- PowerPoint® Slides 5–6
- Video: *Another Look: Defining Respect in Healthcare*

How to do it:
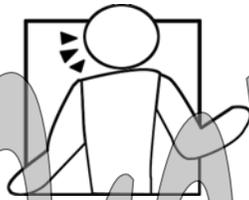
1. Introduce two key concepts in the program by saying: **Before we move to the video portion of the program, let's take a couple minutes to discuss two important concepts that are the foundation of the program. The first of these is respect. In the upcoming video, you'll hear the narrator ask the question, "How do you define respect?" So let me ask you, how do you define the word respect?**

    [Possible Responses: fair treatment; care; concern; listening to me; consideration; practicing the "Golden Rule"; holding someone in high esteem or regard]

Respect
Showing appreciation and regard for the rights, values and beliefs of others.

2. Display Slide 5 and say: **These are all good responses. For the purpose of our discussion today, let's define respect as showing appreciation and regard for the rights, values and beliefs of others.**

3. Continue by asking: **Why is it important for each of us in our organization to demonstrate respect for patients, patients' families, coworkers and everyone with whom we come into contact on a daily basis?**

   [Possible Responses: because respect builds relationships; helps us provide better care; facilitates better communication and understanding; honors the diversity among us]

Cultural Competence
Having the knowledge and ability to recognize and respond appropriately to our similarities and differences and use that knowledge and understanding to make better decisions.

4. Display Slide 6 and say: **Demonstrating respect is an important part of developing what's known as "cultural competence." This is a second important concept of the session. Cultural competence means having the knowledge and ability to recognize and respond appropriately to our similarities and differences and using that knowledge and understanding to make better decisions. It's a skill that all of us are responsible for developing.**

Step 5

One-Hour Program
Video Vignettes and Discussion

Time it takes: 30 minutes

What it is about: Increasing participants' ability to recognize types of situations that can be caused by hidden differences; seeing the value in increased awareness about the situations; and applying a commonsense approach to responding to similar situations in the workplace

What you will need:
- *Handouts 3–9* (See Facilitator Note below)
- PowerPoint® Slide 7
- Video: ***Another Look: Defining Respect in Healthcare*** (See Facilitator Note below)

How to do it:

[Facilitator Note: In this section of the program, participants will watch and discuss situations on the video that can be caused by hidden differences and resolved by using the C.A.R.E. model. You will not have time in the one-hour agenda to watch all the vignettes, so you will need to decide in advance which vignette(s) you will use. In making this decision, you might consider which vignette(s):
- *Will raise the greatest awareness among participants*
- *Have the greatest impact on the group*
- *Will be easiest for participants to relate to*
- *Reflect situations in which participants might find themselves*
- *Might generate the most discussion*

If you select a vignette that does not depict a work setting exactly like yours (for example, you work in an

administrative environment but the vignette shows a nurses' station), introduce the vignette by emphasizing how the situation could occur anywhere.

For your reference, the six vignettes are listed on page 3 in the Facilitator Resources by title, setting and subject matter. You will also find a discussion guide for each vignette, beginning on page 6 in the Facilitator Resources, and a handout for each vignette beginning on page 27.]
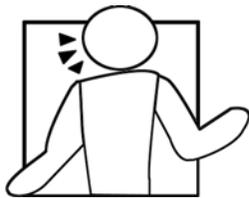
1. Introduce the video vignettes and C.A.R.E. model. Say: **Now, we're going to discuss actions that we can take to help our organization maintain a respect-filled, inclusive workplace. To do this, we'll watch a couple of situations in the video that are similar to situations we encounter here, and discuss how the situations are affected by the mindsets and biases of the people involved. Then, we'll review how using a commonsense approach to dealing with differences could help them resolve the situation in a positive and respectful way.**

2. Introduce the C.A.R.E. model. Say: **Whenever you find yourself in a situation in which you're dealing with differences—whether those differences are language, customs, perspectives or other things—you can deal**

Step 6

One-Hour Program
Wrap up the Session

Time it takes: 5 minutes

What it is about: Summarizing the program; formulating a plan of action; evaluating the effectiveness of the training; concluding the program

What you will need:
- *Handout* 10 (page 45 in the *Facilitator Resources*)
- *Program Evaluation* forms (found in *Online Resources*)

How to do it:
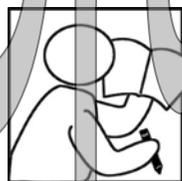
1. Wrap up the session by saying: **Before we conclude, let's take a look at the Parking Lot. Have we addressed everything on it? Are there any additional questions that need to be addressed?**

    [Answer any questions.]

2. Distribute *Handout* 10 (page 45 of the *Facilitator Resources*), *Focus on the Future* and *Suggested Actions*. Briefly describe the purpose and contents of the material and ask them to complete the *Focus on the Future* form. [Allow two minutes.]
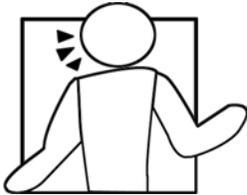
3. Ask participants if any of them are willing to share their plans from the *Focus on the Future* form or any highlights of what they have learned today.

4. Hand out the *Program Evaluation* forms and say: **Your evaluation of this program is very important, so please be specific about what you liked, what you didn't like and how this program could be improved.**

5. Collect the evaluations when participants have finished filling them out. Be sure to follow your organization's guidelines for recording, assessing and implementing this information.

6. Thank the participants for taking time out of their busy day to attend the session.