

Another Look

Defining Respect in Healthcare

Preview Only

Facilitator Resources

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Much of the content of this program was originally developed for and in collaboration with Hospital Corporation of America (HCA).

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Facilitation Tips

As the facilitator, your job is to make sure the participants in the session have the opportunity, environment and resources available to learn something useful about respect and cultural competence.

That does not mean you have to be the “expert,” but it does mean that you should take the time to know and understand this material. It also means that you should be prepared to contribute your own viewpoints, insights and examples. In preparing for this program, take time to select and watch the appropriate video vignette(s) for your audience and review the facilitator notes for the vignette(s) you select, which can be found on pages 7–27. You will typically only be able to cover two to four vignettes in a one-hour session. If you wish to cover more examples, please be sure to plan for additional session time.

For your reference, the six vignettes are listed below by title, setting and subject matter.

Number	Title	Setting	Subject Matter
1	“Guess what I heard...”	Medical Records	Spreading rumors or gossip
2	“I just don’t fit in...”	Cafeteria	Inclusion
3	“She’s just a kid...”	Nurses’ station, Obstetrics floor	Making assumptions and jumping to conclusions
4	“I don’t understand...”	Emergency Department	Taking a proactive approach to problems caused by differences or misunderstandings
5	“Is this any way to run a hospital?”	Hospital room	Respecting and accommodating cultural differences
6	“I can’t do anything right...”	Nurses’ station or sub-station	Learning about and accommodating preferences

Discussion Guide for Vignette 1 “Guess what I heard...”

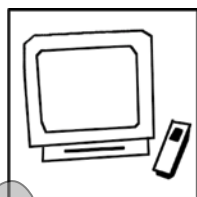
Time it takes: 15 minutes

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; applying a commonsense approach to responding to similar situations in the workplace

What you will need:

- Handout 4 (page 39)
- Video - *Another Look: Defining Respect in Healthcare*

How to do it:



1. Show the video vignette.
2. Review the vignette by asking the following questions:
 - **What caused the situation to occur?**
[Possible Responses: Nicole overheard a conversation and drew a wrong conclusion from the information she heard; she took something out of context and made an assumption about what it meant; she engaged in gossiping/spreading a rumor about Sandy’s employment and the organization’s motive for letting Sandy go]
 - **How did Nicole behave in a disrespectful way?**



[Possible Responses: she didn't think about the impact on her boss of spreading rumors; if Sandy had really been let go, Nicole failed to allow Sandy the opportunity to contact people herself about the situation; she failed to respect her coworkers' right to a work environment free of rumors, hearsay, confusion and distress; she caused unneeded stress, anxiety, anger and frustration]

- **What was or could be the impact of Nicole's behavior on the workplace?**

[Possible Responses: Nicole caused her boss to have to take time to respond to phone calls about Sandy's leaving; people became upset; Nicole could cause others not to trust her; the behavior could undermine teamwork; Nicole could gain a reputation for spreading false information or for being an alarmist; relationships could be damaged; it could damage her own reputation]

- **How could the C.A.R.E. model help Nicole resolve the situation?**

[Possible Responses: Nicole would have been more likely to understand what she overheard before acting on it (i.e., seek clarification); not talk about information that may have been confidential; refrain from engaging in gossip or spreading rumors; consider the unintended consequences (to herself, her career, her boss and her coworkers) of her actions]

Discussion Guide for Vignette 2 “I just don’t fit in...”

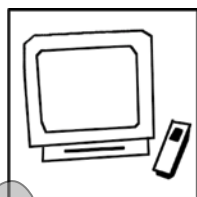
Time it takes: 15 minutes

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:

- Handout 5 (page 41)
- Video - *Another Look: Defining Respect in Healthcare*

How to do it:



1. Show the video vignette.

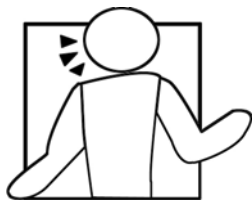
2. Review the vignette by asking the following questions:

- **What caused the situation to occur?**

[Possible Responses: Michael’s teammates didn’t make an effort to integrate him into the team; Michael didn’t make an effort to assimilate into the team; Michael’s boss didn’t take action to address how Michael might feel working with teammates who knew each other from another company]

- **What are some of the issues of respect in this situation?**

[Possible Responses: the team wasn’t



sensitive about how their actions (i.e., speaking a language other than English in front of an English-speaking team member) might tend to exclude a new team member; the team leader wasn't sensitive to the need to make sure all team members felt included; excluding a team member might ultimately disrespect the needs of the organization's patients because the team member can't fully contribute to the performance of the team, thereby affecting the organization's ability to deliver appropriate and sensitive care]

- **What could be the impact of the situation if it continued?**

[Possible Responses: Michael could feel excluded or isolated; other "cliques" could form among the team members; Michael might decide to leave the team or the organization; Michael's performance and/or commitment to the organization could be negatively affected]

- **How could the C.A.R.E. model help Michael and the team resolve the situation?**

[Possible responses: Michael shouldn't assume that his team members are excluding him purposefully just because they worked together before or work well together now; Michael's boss should try to create an inclusive environment in which everyone feels comfortable working together; Michael should take steps to engage with the team; the team members should notice Michael's isolation from them

Handout 1 - Video Observation Form

Discovery Video One - *Another Look: Defining Respect*

Characters:



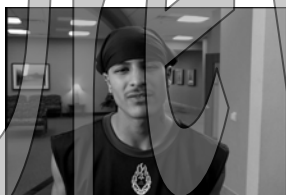
Jeffrey Conner – HR Coordinator



Claudia Albright – Nurse



Marilyn Johnson – Medical Records Employee



Mike Strong – Family Member



Edna Johannsen – Patient

Handout 2 – Video Observation Form

Discovery Video Two – *Take another look...*

Characters:



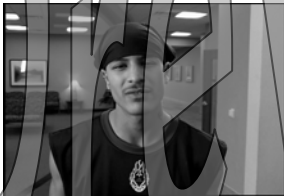
Jeffrey Conner – HR Coordinator



Claudia Albright – Nurse



Marilyn Johnson – Medical Records Employee



Mike Strong – Family Member



Edna Johannsen – Patient

Handout 3 – C.A.R.E.

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 with the differences effectively and respectfully by remembering to take these four steps:

C – Consider before you act

A – Accept differences in others

R – Respect other's feelings

E – Engage in the process

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Handout 4 - Video Observation Form

Vignette 1: "Guess what I heard..."

Characters:



Carmen – Coding Supervisor



Nicole – Coder



Rob – Coder

Handout 5 – Video Observation Form

Vignette 2: “I just don’t fit in...”

Characters:



Michael – Environmental Services Employee



Stacy – Plant Operations Employee

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Handout 6 – Video Observation Form

Vignette 3: “She’s just a kid...”

Characters:



Regina – Nurse



Ellen – Nurse

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Handout 7 – Video Observation Form

Vignette 4: “I don’t understand...”

Characters:



Betsy – Triage Nurse



Dennis – Emergency Department
Supervisor

Handout 8 – Video Observation Form

Vignette 5: “Is this any way to run a hospital?”

Characters:



Frank – Patient



George – Respiratory Therapist

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Handout 9 – Video Observation Form

Vignette 6: “I can’t do anything right...”

Characters:



Callie – Nurse



Tahirah – Nurse

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Handout 10 – Focus on the Future

The more immediately you use the knowledge and skills from this program, the more successful you will be at demonstrating respect and cultural competence in our organization. Your commitment to use your newly gained knowledge and skills begins with a plan.

Keep your plan manageable. Begin with two commitments. Once you have fulfilled these commitments, you can expand your plan incrementally. Take small steps that you can reasonably accomplish.

Write at least two actions below that you can take to apply the C.A.R.E. model at work.

- Action 1:
 - What I need to do to fulfill this action:
-

- Action 2:
 - What I need to do to fulfill this action:
-

Online Resources

VisionPoint's website is host to the most up-to-date **Program Resources**, including program-specific tools like reproducible participant materials, self-study guides, facilitator answer guides, FAQ's, session extenders, **SMART-START®** activities, case studies, video scripts and more.

Additional **Trainer Resources** include information and tools such as energizers, team builders, competency matrices, perspective papers, learning style guides and access to VisionPoint's master trainers and TrainerSelect™ team.

Resources are updated regularly, so check back when preparing for a new training session.

To access the *Online Resources*, go to www.visionpoint.com and select the **Resources** menu. Login for full access to this program's resources.

If you have any questions about available resources, contact the TrainerTALK™ helpline at 800-300-8880 x302 or trainer@visionpoint.com.