



# Improved Patient Care and Team Member Engagement

Through organizational cultural  
competency training



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*An Affiliate of Self Regional Healthcare*



# Goal

## **Implement and monitor cultural competency training amongst all employees and clinicians.**

- Identify current cultural competency needs of organization and identify current cultural competency offerings for employees
- Determine if internal or external resource needed to provide training opportunities
- **Implement Cultural Competency Curriculum**
- **Schedule Trainings for staff and clinicians and send post education surveys**
- Provide additional information via print or online to promote continued learning
- Encourage membership in Inclusion Workgroup
- Embed cultural competency in orientation and annually



# Accomplished Objectives

- Identified current cultural competency needs of organization and identified current cultural competency offerings for employees
- 100% of ECH Leaders received an introduction to DEI including the organization's commitment to the work and Clemson ThinkShops
- 85% of ECH Leaders attended Part 1 "Personalizing Emotional Intelligence and Cultural Competency" ThinkShops Training
- Part 2 of ThinkShops Training is planned for April

**Reframing - Orange**

OTHERS MAY PERCEIVE ORANGE AS:	ORANGE MAY PERCEIVE SELF AS:
→ Control of too much	→ Flexible, easy going
→ Manipulative	→ Having a playful attitude
→ Unreliability	→ Exploring new possibilities
→ Unable to stay on task	→ Clever, good negotiator
→ Scattered	→ Open to change
→ Taking unnecessary risks	→ Having many interests
→ Resisting closure or decisions	→ Able to do many things
→ Opaque	→ Adventurous, courageous
→ Immature	→ Valuing freedom
→ Self-centered	→ Bold, assertive
	→ Fun-loving, enjoying life
	→ Independent

**Reframing - Gold**

OTHERS MAY PERCEIVE GOLD AS:	GOLD MAY PERCEIVE SELF AS:
→ Rigid, inflexible	→ Consistent
→ Controlling, bossy	→ Providing structure
→ Too serious	→ Goal-oriented
→ Resistant to change	→ Firm or traditional
→ Opinionated	→ Knowing right from wrong
→ System-bound	→ Loyal to organization
→ Lacking imagination	→ Reliable
→ Judgmental	→ Decisive, seeking closure
→ Boring	→ Dependable
→ Predictable	→ Upright
	→ Following a routine
	→ Having leadership ability

**Reframing - Green**

OTHERS MAY PERCEIVE GREEN AS:	GREEN MAY PERCEIVE SELF AS:
→ Arrogant, knows it all	→ Confident
→ Cold, hard	→ Mentally tough, strong
→ Inflexible	→ Logical, rational
→ Head in the clouds	→ Visionary, inventive
→ Cool, aloof, unfeeling	→ Self-controlled
→ Afraid to open up	→ Enjoying one's own company
→ Critical, fault-finding	→ Objective
→ Lacking compassion	→ Having ability to reprimand
→ Unappreciative of others	→ Having high expectations
→ Intellectually demanding	→ Knowledgeable
→ Argumentative	→ Thinking deeply
→ Absent-minded	

**Reframing - Blue**

OTHERS MAY PERCEIVE BLUE AS:	BLUE MAY PERCEIVE SELF AS:
→ Very emotional	→ Compassionate
→ Overly sensitive	→ Romantic
→ Moody	→ Idealistic
→ Too tender-hearted	→ Empathetic
→ Easily persuaded	→ Caring
→ Too nice	→ Seeing best in others
→ Too trusting	→ Nurturing
→ Smothering	→ Liking to please people
→ Too nice, too giving	→ Wanting harmony
→ Weak	→ Great communicator
→ Talking too much	→ Valuing feelings
→ Rigid	



# Successes

- Leadership Commitment from Edgefield's CEO, Carlos Milanes and VP of Human Resources, Brent Parris
- Partnered with internal team to understand current cultural competency offerings and additional needs
- Contracted with Clemson ThinkShops to bring DEI trainings to ECH
- High level of engaged participants during the trainings
- Changed mindsets moving forward "I have no words to describe how this has opened my mind"





# Challenges

- Scheduling conflicts created difficulty when planning the trainings opportunities
- The DEI Team was initially met with resistance from some around the topic and potential impacts of change
- Expectations and accountability to the process was created from these challenges





# Future Objectives

- Complete Part 2 of training and review surveys for feedback
- Provide additional information via print or online to promote continued learning
- Encourage membership in Inclusion Workgroup
- Embed cultural competency in orientation and annually
- Replicate program across Self Regional Healthcare





# Key Partners

- SRH/ECH Leadership Team
- Inclusion Workgroup
- Talent Acquisition, Learning and Development Department
- Clemson University ThinkShops
- IT Team
- External Partners
- Partnering Healthcare Systems
- Staff, Clinicians, and Patients

