Respect for Cultural Diversity

Name

Affiliation

Date

**Biases in the scenario.**

According to the Institute of Medicine (IOM), it defines patient care as the care that necessitates the medical personnel to be listening, informing, respectful to, responsive to individual patients’ needs, values and preferences and making sure patients' values guide all clinical decisions. However, in this case, the medical assistant was gender biased; this made the patient withhold her progress information with respect to the transition from male to female hence affecting patient care. Apart from that, according to Kida (2006), racial biases affects patient care by making the medical assistant not to provide the appropriate care to the patient since he already does not like the race. For example, in the case study, the medical assistant portrays the bias of the colored people which has resulted in failure to listen and respect the patients’ needs and values hence affecting patient care. To add to that, in this case, study, there is evidence of religious bias. Ferris et al (2017) note that any person influenced by religion biased will question other people’s religious beliefs and values. For instance, the medical assistance questioned the patient's religious beliefs in relations to her decision. This affected the patient’s treatment since the medical assistant was not responsive to the demands of the patients. The patient came for treatment but because the medical assistant was biased with her religion, this brought non-responsiveness to patient’s needs hence affecting the patient's care.

Age bias can also affect patient care as noted by Kida (2006). When one is age biased, he will start judging the actions of other age groups and or discriminate a certain age group (Kida, 2006). For example, in the case study, the medical assistant was discriminating the transgender woman in her let 40s by not treating her disrespectfully. For instance, she asked her to shave off her hair. This physiologically affects the patient since she views this as an insult to her needs hence affecting her care. Also due to age bias, the medical assistant questioned the patient’s decision to transform from male to female. This questioning also slows down the normal progress of the treatment since the patient becomes stressed hence affecting the patient’s care. Patient care is also affected by economic status biases. According to Kida, (2006) economic status bias makes the persons undermine or offer inappropriate services to people in certain economic status. In this case, for example, the medical assistant was biased with the middle-class economic status patient reaching the extent of failing to apologize for what wrongs were done. This affects the patient's care since she will have a bias or fail to consider the advice given to her by the medical assistance because of the first bad impression. Lastly, the medical assistant had biases with respect to the appearance of the patient when she came for treatment. According to Ferris et al (2017) appearance biases makes the service providers mistreat others because of their appearance. For example, in the case study, the medical assistant telling the patient to shave off her hair was a sign of disrespect to the patient's individual preferences hence affecting the patients care.

**Policy statement.**

If I were the office manager or the physician, the medical assistant would have performed very poorly and against the accepted code of conduct. For example, by stating that the patient should cut off her hair, this would be against the code of conduct since it is undermining the patient’s preferences.

Quick recovery and quality patient care are among the core goals of the health center, any employee should not exercise gender biases like discriminating or ill-treatment of either males, females or transgender will offering any service.

Racial biases undermine other employees in the organization and lead to less dedicated care for patients with differing race. Any acts of racial biases such as stereotyping affect the patient's quick recovery which one of our major goals.

In order to achieve our major goal of quality patient care, employees are not supposed to portray any signs of religious bias. As a health center, we serve all religions and any kind of religion biases stresses the patient is hence affecting quick recovery.

Age biases of any age group like the young, the youth and the elderly are against the accepted code of conduct of any employee. Such age biases make the employees offer substandard services to the biased age hence undermining our goal of quality patient care.

As a hospital, we offer services to all categories of people with different economic status. It is against the service standards for any employee to have any economic status biases for any patient. This scares the patients from seeking medical attention from our hospital hence undermining our goal of providing quality and affordable patient care.

A hospital does not treat the appearance of the patient; they treat the patients. With respect to this, employees are not allowed to hold any appearance biases since this will negatively alter their decision to provide quality services hence undermining the coal goal of offering quality and affordable patient care.

Reference

G. Ferris, D. Frink, and M.C. Galang (2017). “Diversity in the Workplace: The Human Resources Management Challenge.” *Human Resource Planning*

Kida, Thomas (2006). “Don't Believe Everything You Think: The 6 Basic Mistakes We Make in Thinking.” *New York: Prometheus.*