**HIMA200 Assignment – Culture of Diversity**

Location of the course for this assignment:

This assignment will assess knowledge of the following AHIMA Competencies:

Domain VI. Leadership

VI.H. Ethics

1. Evaluate the culture of a department.
2. Create programs and policies that support a culture of diversity.

**Assignment Instructions**

Part 1: Evaluate the culture of City Hospital HIM Department

Part 2: List the key points that you would include in a diversity training for the departmental staff. Include EEOC and ADA requirements in the training.

|  |  |  |
| --- | --- | --- |
| Background: City Hospital HIM Department employs 17 people. Only 1 employee is male, Ralph, and he is 74 years old and processes the disclosure documentation for the department. He keeps to himself because he feels that the other employees think he is slow and they have nothing in common. Seventeen-year-old Celine is a recent high school graduate who is going to school at night and enjoys social media and has a best friend who is getting married to his boyfriend this summer and it’s all Celine talks about. Teal is a 27-year-old hard worker who is always 7 minutes late for work in the morning and spends the first 15 minutes at her desk putting on her make-up for the day. When she does finally start working she gets a lot done and outperforms the others in her department. Teal speaks English as a second language and is very hard for others in the department to understand. David is a 54year-old department manager who is putting in his time before his retirement in 4 months. David is a family man who believes strongly in the beliefs of his church and often shares his church doctrine with his employees during their annual evaluations. | | |
| **Name of Employee** | **Potential Bias/prejudices** | **What training could help the department and the employee with cultural awareness** |
| * Ralph | * Generational differences * Face discrimination Due to age * Turned down for a promotion * Overlooked and ignored for a difficult assignment * Alienated at work or become isolated * May be encouraged to retire * May face discipline rules and criticism harshly. * Celine may view Ralph’s beliefs and views conventional. | * Ralph should receive competency training on generational differences * Employees may seek experienced counselling from Ralph. * Other employees should be trained and acquainted by laws against age discrimination in EEOC. * Ralph should hold work training/ internship for younger employees (J Boone James, 2013). * Age Diversity program should also be initiated in the work environment organization to help the employees understand the generational challenges and eliminating them. |
| * Celine | * Celine and David may have conflicts because of their different beliefs * Biased and perceived to be Irresponsible and carefree * Perceived to be a young rebel. * Is too young to lead | * The department should initiate unconscious bias training for employees. * Policies should be initiated that let people keep their beliefs in accordance with EEOC. * Initiating a progressive discipline program, educating all employees about unconscious age and religious bias (Jerry W. Hedge, 2012). |
| * Teal | * Others may think she is not as intelligent or able because of the language barrier * Biased for beauty with no brains. * Language barriers limit promotion aspects * Opinions and feedback are not perused. | * All-inclusive team training workshops which include Teal. * Training employees throughout recruitment to avoid actions that discriminate against others. * HR should initiate training for mid-level management to avoid |
| * David | * Religious beliefs * Conservative * Not open to discussions | * Training to accept and model professional attitudes for others in the organization. * Training where employs demonstrate other traits in their personality and discussions to eliminate * Training sessions that accommodate the employees for their religious beliefs (CC Huang, 2001). |

# **References**

Huang, C. C., & Kleiner, B. H. (2001). New developments concerning religious discrimination in the workplace. International Journal of Sociology and Social Policy, 21(8/9/10), 128-136.

Boone James, J., McKechnie, S., Swanberg, J., & Besen, E. (2013). Exploring the workplace impact of intentional/unintentional age discrimination. Journal of Managerial Psychology, 28(7/8), 907-927.

Jerry W. Hedge, W. C. (2012). 16 Age Stereotypes and Workplace Age Discrimination. OUP : USA,.