

Nau mai, haere mai

Managing diversity in the practice

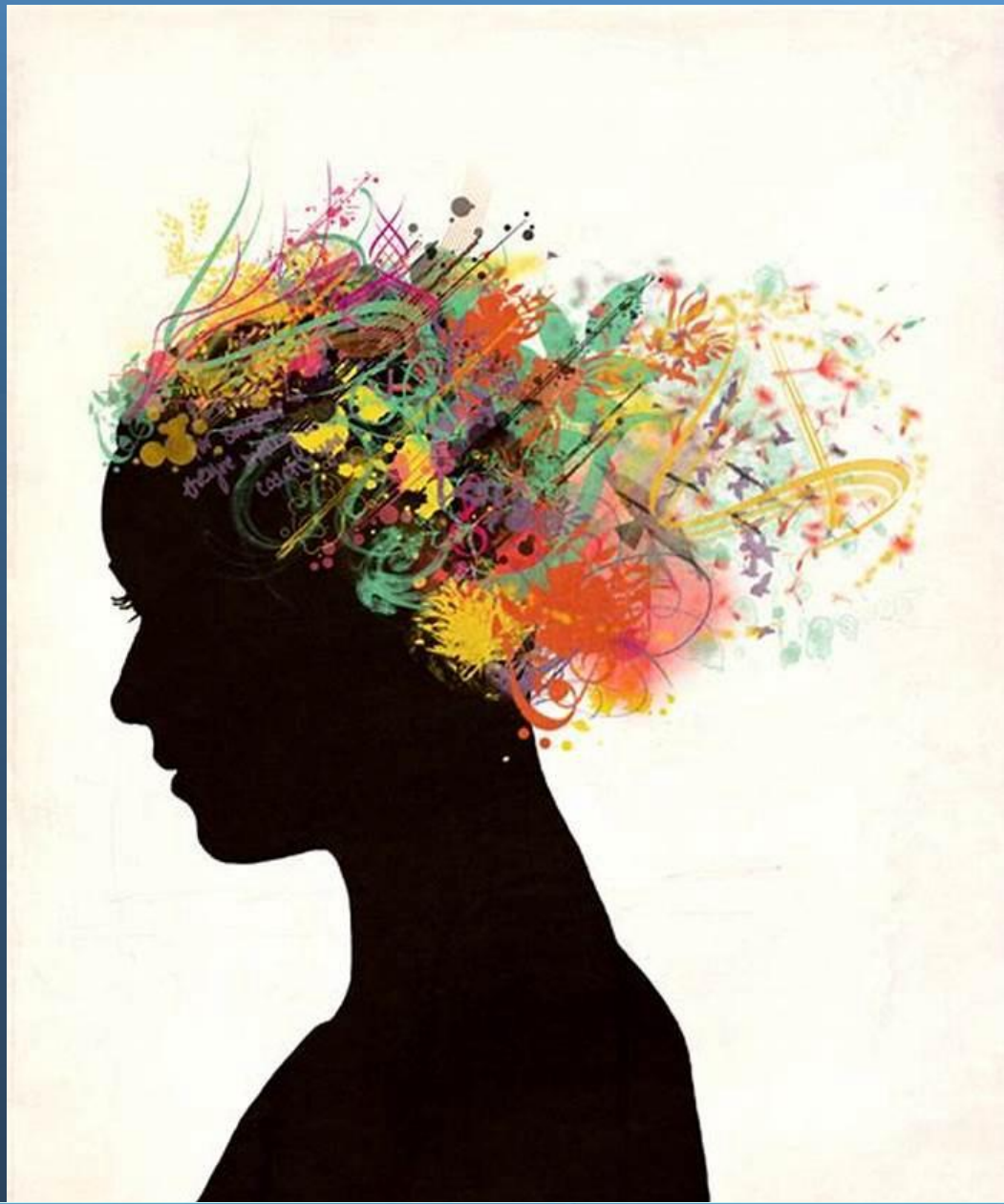
From reactive to proactive.....

Presenter:

Dr Sunita Gautam

He aha te mea nui o te ao? He tangata! He tangata! He tangata!

What is the most important thing in the world? It is people! it is people! It is people!



PMAANZ
PRACTICE MANAGERS & ADMINISTRATORS
ASSOCIATION OF NEW ZEALAND



Te rārangi Kaupapa/ overview

- **Understanding Diversity**
- **Benefits of Managing Diversity**
- **Strategies to Manage Diversity**
- **Overcoming Challenges**



1. Understanding Diversity



Defining diversity: Recognizing and respecting differences in culture, race, ethnicity, language, religion, sexual orientation, gender identity, socioeconomic status, and other characteristics within the patient population.



The impact of diversity: How diverse backgrounds can influence healthcare access, patient-provider communication, treatment adherence, and health disparities.



Recognizing unconscious bias: Identifying and addressing biases that may affect healthcare delivery and decision-making processes.



2. Benefits of Managing Diversity



Enhanced patient satisfaction and trust: Building rapport and fostering a sense of belonging by acknowledging and valuing patients' diverse backgrounds.



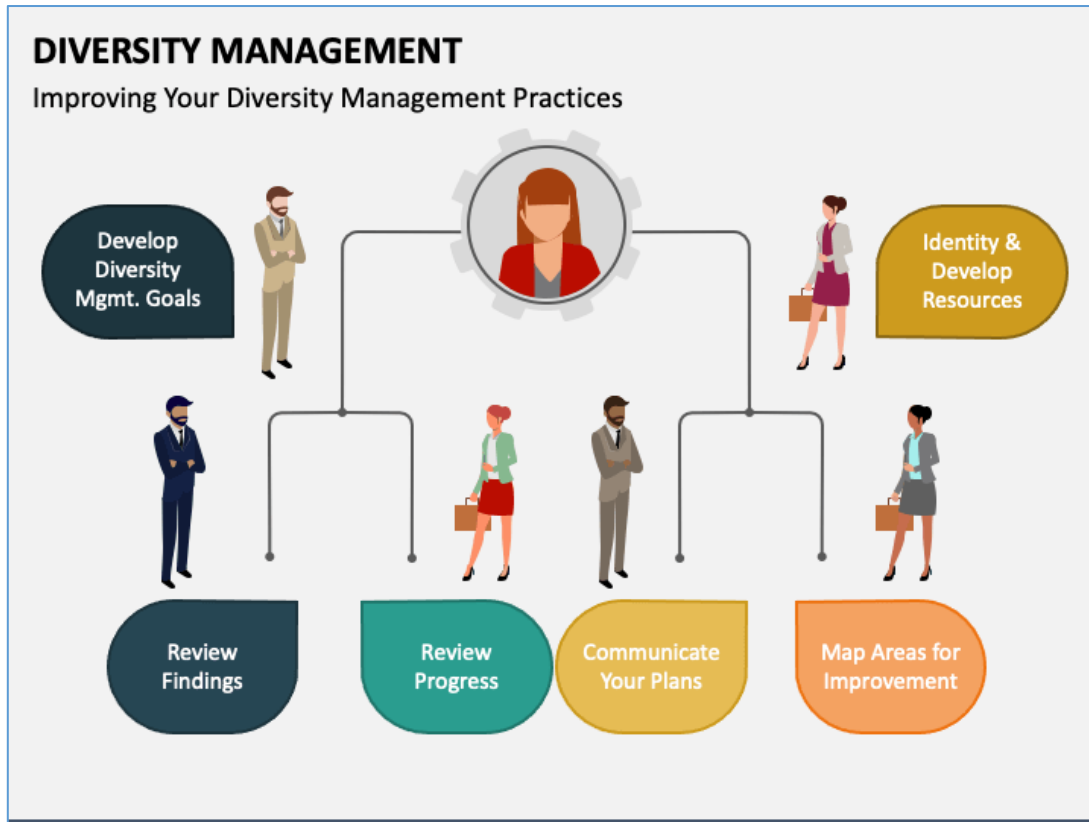
Improved healthcare outcomes: Providing culturally sensitive care leads to increased patient engagement, treatment adherence, and overall health outcomes.



Promotion of health equity: Addressing healthcare disparities by tailoring services to meet the specific needs of marginalized and underserved communities.



3. Strategies for Managing Diversity



- **Developing cultural competence**
- **Effective communication**
- **Respecting religious and spiritual beliefs**
- **Workforce diversity**
- **Training and education**
- **Policies and protocols**



4. Overcoming Challenges



- **Addressing systemic barriers**
- **Collaborative partnerships**
- **Continuous improvement**



Conclusion



To provide a patient-centred, equitable and high-quality inclusive healthcare environment:

- Acknowledging and embracing diversity.
- Adopt culturally competent care practices
- Address systemic barriers.





Dr. Sunita Gautam

MANAGING DIVERSITY IN HEALTH PRACTICE

WWW.SUNITAGAUTAM.COM
SUNITAGAUTAM3010@GMAIL.COM
02102435756



PATIENT: PAMAANZ CONFERENCE PRACTICE MANAGERS

DATE: 16TH SEPTEMBER 2023

PRESCRIPTION

- ACKNOWLEDGING AND PRONOUNCING PEOPLE'S NAMES CORRECTLY
- SEEKING PERMISSION AND UNDERSTANDING PROTOCOLS
- CELEBRATING CULTURAL EVENTS AND TRADITIONS
- INCORPORATING DIVERSE PERSPECTIVES INTO THE CURRICULUM
- PROVIDING SPACE FOR CULTURAL EXPRESSION
- ENGAGING IN ACTIVE LISTENING AND OPEN DIALOGUE
- BUILT ON TRUST, EMPATHY, AND OPEN COMMUNICATION
- VALUE AND PRIORITIZE THE VOICES AND PERSPECTIVES OF LEARNERS
- ROLE MODELS, DEMONSTRATING RESPECT, INTEGRITY, AND PROFESSIONALISM.

HE AHA TE MEA NUI O TE AO? HE TANGATA! HE TANGATA! HE TANGATA!
WHAT IS THE MOST IMPORTANT THING IN THE WORLD? IT IS PEOPLE! IT IS PEOPLE! IT IS PEOPLE!



