



Interview Summary: Partners

Culture Assessment

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Methods



Data Collection

- 9 one-on-one interviews were conducted with partners

Sample

- Purposive sampling was used

Data Analysis

- Verbatim transcripts were coded and organized into themes

Q1. What is the one word that you would use to describe and why?



Frequencies

One-word responses to Q1


Word	Frequency
<i>Accessible/Accessibility</i>	2
<i>Big</i>	1
<i>Collaborative</i>	1
<i>Partner</i>	1
<i>Responsive</i>	1
<i>Steady</i>	1
<i>Valuable</i>	1
<i>Wow</i>	1

*Please note that frequencies may not equal the amount of participants because some participants agreed with others' words, shared more than one word, skipped the question, or came in late to the focus group, and therefore, missed answering the question.



Q1. What is the one word that you would use to describe _____ and why?

- All responses were positive, including several that focused on the importance of _____ role for patients and how _____ makes healthcare accessible to patients who might otherwise have difficulty accessing it.
 - *Our seniors, mainly because they're poor, don't have easy access to healthcare and so I look to _____ as the answer to that. I like their network of clinics throughout the county, I like the fact that those clinics are accessible, they're on bus lines, they are in communities without buses as well, but they seem to welcome everyone.*
- Other responses included words that highlight the working relationship between _____ and other organizations, including “partner,” “responsive,” and “collaborative.”
 - *_____ has really acted like the _____ hospital that it is. Any time there is an issue, at least with my experience, the personnel here, the physicians here are so willing to think outside the box and consider ways that we can be creative in meeting the needs of people as they emerge.*
- One participant used the word “wow,” to emphasize positive changes JPS is making.




Q3. Describe the environment at . What stands out to you the most about it?

- Several participants noted the diversity of staff and patients at and that it seems to reflect the diversity of the community.
 - *If you're just going to walk in the door, there's a multitude of different people here. Not just clients, but staff. I think the staff seems diverse to me...It seems to me that there's an effort to mirror the community that's coming in here.*
 - ❖ However, one participant discussed the need for more diversity in leadership at
 - *I don't see a lot of diversity when it comes to leadership roles. I see they can actually make some improvements around that.*
- Others found to be more progressive than other organizations regarding the culture of diversity and inclusion.
 - *I would say that is far ahead of us in terms of diversity and that's one of the things that I sometimes puzzle and think. "How do they do that? We need to be doing that better because I look at as a model of somebody who's doing it better than us. I'm sure they see themselves as having flaws and shortcomings, but we see them as doing better than us.*
 - *They are different in that they are more inclusive and less judgmental than some other institutions, as compared to other hospitals, as compared to other organizations that our client universe [may] use. But they are not judgmental.*



Q4. How does the diversity and inclusion environment impact the partnership's ability to serve the community?

- Overall, participants found that the diversity and inclusion environment impacts the partnership's ability to serve the community in a positive way.
 - *There is a very diverse group of people in the community. To have a partner in who is proactive about identifying how to serve the diverse clients strengthens the bond between and [my organization].*
- ❖ Multiple participants commented specifically on environment of inclusiveness as a means of serving the community.
 - *Their [inclusion] policies are exemplary in their consequence for us, we wish that everyone was as open and as inclusive and therefore we see them as a very good partner....I have a general sense of the fact that when our clients walk through the door, they're not turned away. Their services are delivered and the problems are resolved.*
 - *Treating different kinds of people no matter where they're coming from or what their background is, treating them with respect - I see that here - and I see a real attentiveness to making sure that different populations get the treatment that they need.*
- A couple of participants noted the need for an environment and staff that can linguistically and culturally understand and support patients:
 - *It becomes incredibly important to have people who are culturally in sync with who you are, not just the ability to translate to your language but that people are culturally in sync, and that when they say, "Yeah, I understand," in your language you think they mean it.*
 - *It's signage - everything needs to be multilingual. That's mostly Spanish-English, but there is at a large community here in this county as well, so they too have needs that need to be met.*



Q8. How will you measure the success of in providing care that addresses the cultural differences of _____ County residents?

- Several participants discussed the importance of understanding patients culturally.
 - *I'm just saying that we need to learn from each other how everything is cultural.*
 - *I think language is the most important, just the ability to actually speak to people, that trumps everything else and however it is you can do that, that's top. But among the choices I would rather if I had a challenging circumstance to deal with in another language, I'd rather deal with the person who has some cultural similarity to the person.*
- Others said collecting feedback through assessments such as this current study, as well as through other forums is a way to measure _____ success.
 - *_____ noticed that they can improve. And their population is not going to get any less diverse, but just more...Since they're so actively involved in surveying the community and requesting feedback from council members, I'm sure they have seen trends and know they need to prepare for that.*
- _____ being a truly community-oriented partner that collaborates with organizations was important to others.
 - *I haven't felt like _____ feels like they have to do it all. I think you can get in trouble when you think you can be all things to all people. My experience has been that they definitely reach out to community partners ...They're willing to work with other groups, either they already exist or emerging.*
 - *I would like _____ to learn from community-based organizations how healthcare fits into the daily living of the poor or the elderly or the Hispanic or the Jewish person or the Muslim person. I think partnership means we learn from each other. They have an expertise I don't have - the medical community does - but we have an expertise that they don't have.*



Q9. Of all the things we discussed today, what to you is the most important?

- Multiple participants noted the importance of the collaborative partnership between and their organization.
 - *The way they collaborate, the way they include people bringing others to the table for discussion.*
- Cultural sensitivity toward patients was again mentioned by a couple of participants.
 - *If you don't know the person and their culture and their religion and their values, you can't respect him. If you don't know that this person likes beer, or this person speaks Spanish, or this person is a Muslim, or this person is Jewish and it's Friday night, this is when the Sabbath begins and you coming in their room in the evening and not wishing them a happy Sabbath, or you're bothering them when they're trying to say some prayers. You just have to have that kind of sensitivity..*
- Being responsive and adaptive to evolving patient needs was noted by a couple of partners.
 - *That we can serve the client at the moment and have an infrastructure in place where we can...get to them fast and quickly get the needs that they need met quickly.*
- One participant called for more staff diversity at all levels, including upper management.
 - *None of us want to have systems where we can guarantee we have people of other cultures in our minimum wage jobs, and fewer and fewer as we go up.*



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