

Diversity Essentials

"Committed to Excellence in Cultural Competence"

Vol. 1, March 2006

Welcome to the Diversity Office "Essentials". Our mission, **"To foster an environment of inclusion"**. Partner with us as we share relevant information designed to assist LMHS staff in the delivery of excellent patient care for all.

Meet your Interpreter



Norma Schuler

I was born in the Island of Puerto Rico. I came to the United States at the age of 6. I graduated from St. Francis University in Ft. Wayne, IN. Prior to relocating to Fort Myers in 2005, I taught Spanish and coordinated the ESL program at Lakeland Middle School in LaGrange, IN. I have two children Maritza and Andre and one beautiful granddaughter, Amayah who is 3 years old.

"My role as an interpreter enables me not only to communicate with the Hispanic population but also to make their hospital experience as comfortable as possible."

How to Say...

Pain in Spanish:
Dolor "Doh lor"
Allergy in Spanish:
Alergia "A ler hia"
Pain in Creole:
Doule "Do le"
Allergy in Creole:
Aleji "A le ghie"

Join the Diversity Office in Celebrating National Women's History Month!

Did you know that...of women ages 25 to 29 years, 31% had attained a bachelor's degree or higher in 2004, which exceeded that of men in this age range (26%). The number of women-owned businesses increased by 20% from 1997. For more information, visit the Diversity website.

Upcoming Events & Activities...

"A Conversation About Culture"

Several panelists representing different countries will discuss cultural tendencies related to healthcare. Look for more information about this upcoming event scheduled April 19th, LMH Auditorium!

"Spanish Lunch & Learn Summer 2006"

We will pilot a basic Spanish class for employees, which will include a resource book of Spanish words and phrases. Look for more details...

Education...

What is a LMHS Dual Role Interpreter?

A Dual Role interpreter is a current LMHS employee who has a primary job with a secondary job of interpreting. This individual has completed and passed a Medical Interpretation Training Course and is available to help you with interpretation needs.



Fact...

Florida is 1 of 7 states with more than 1 million Hispanics. Hialeah, Florida is 90% Hispanic.

Productivity

Did you know that in the last three months, the staff interpreters were involved in 1,816 interpretation instances for a total of 52,164 minutes resulting in a cost savings of \$80,854.20 to the system!

Visit the Diversity Website: intralee/depts/hr/diversity to find information on:

- Cultural competency education
- Accessing staff interpreters
- Upcoming activities and events
- Demographics
- Free Community ESOL Classes

Cultural Competence...

Visit the diversity website and navigate "Around Lee County in 80 Weeks." This educational series reviews cultural tendencies of the most common groups that we serve. The journey begins in Haiti for Weeks I, II, III, and IV.

Black History Month...

- Clergy and other religious figures are considered trusted individuals and may serve as liaisons between the health system and the family or community.
- Prayer is often a common method of treating health-related concerns for African Americans, particularly amongst the middle class and other adults.
- Silence may indicate a lack of trust. Any distrust and suspiciousness that may be exhibited should not necessarily be viewed as paranoia but rather as vigilance towards past experiences.

Recruitment News!!!

Successful recruitment trip to San Juan and Ponce, Puerto Rico has resulted in the hires of 4 staff nurses...

During Q2, LMHS will visit a series of HBCU's (Historical Black Colleges and Universities) and HSI's (Hispanic Serving Institutions) for recruitment: St. Philips College in TX, Bethune Cookman in FL, Howard University in Washington, D.C.

Also visit the Oncology "News & Views Newsletter" and take a peak at the Diversity Corner by Dionne Carter, Manager of Diversity.

Community Event
"Viva Fort Myers"
3/24/06

DIVERSITY
STAFF NEWSLETTER

Please send us feedback!

Tell us what you would like to see in our next newsletter.

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Mission Statement: "To Foster an Environment of Inclusion"