



“Fostering Cultural Sensitivity: Opportunities and Challenges in Pediatric Rehabilitation”

August 2, 2016

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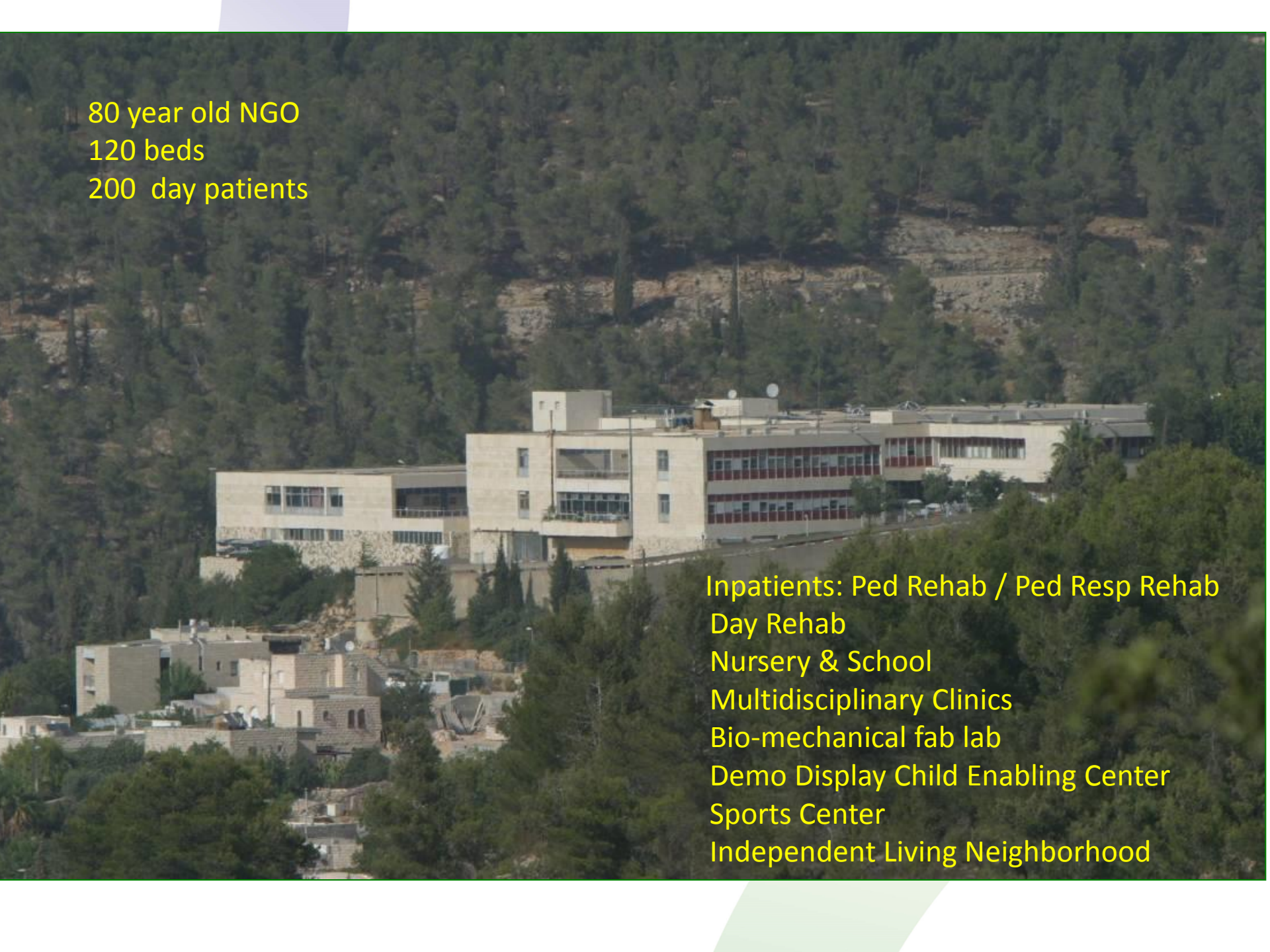
Objectives

At the end of the session each participant will:

- Understand the cultural and social setting of ALYN hospital in Jerusalem.
- Identify the impact of cultural and social issues on the provision of rehabilitation services.
- Become familiar with the ALYN model of cultural competence.
- Recognize universal implications for provision of culturally competent health care.



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80 year old NGO
120 beds
200 day patients

Inpatients: Ped Rehab / Ped Resp Rehab
Day Rehab
Nursery & School
Multidisciplinary Clinics
Bio-mechanical fab lab
Demo Display Child Enabling Center
Sports Center
Independent Living Neighborhood



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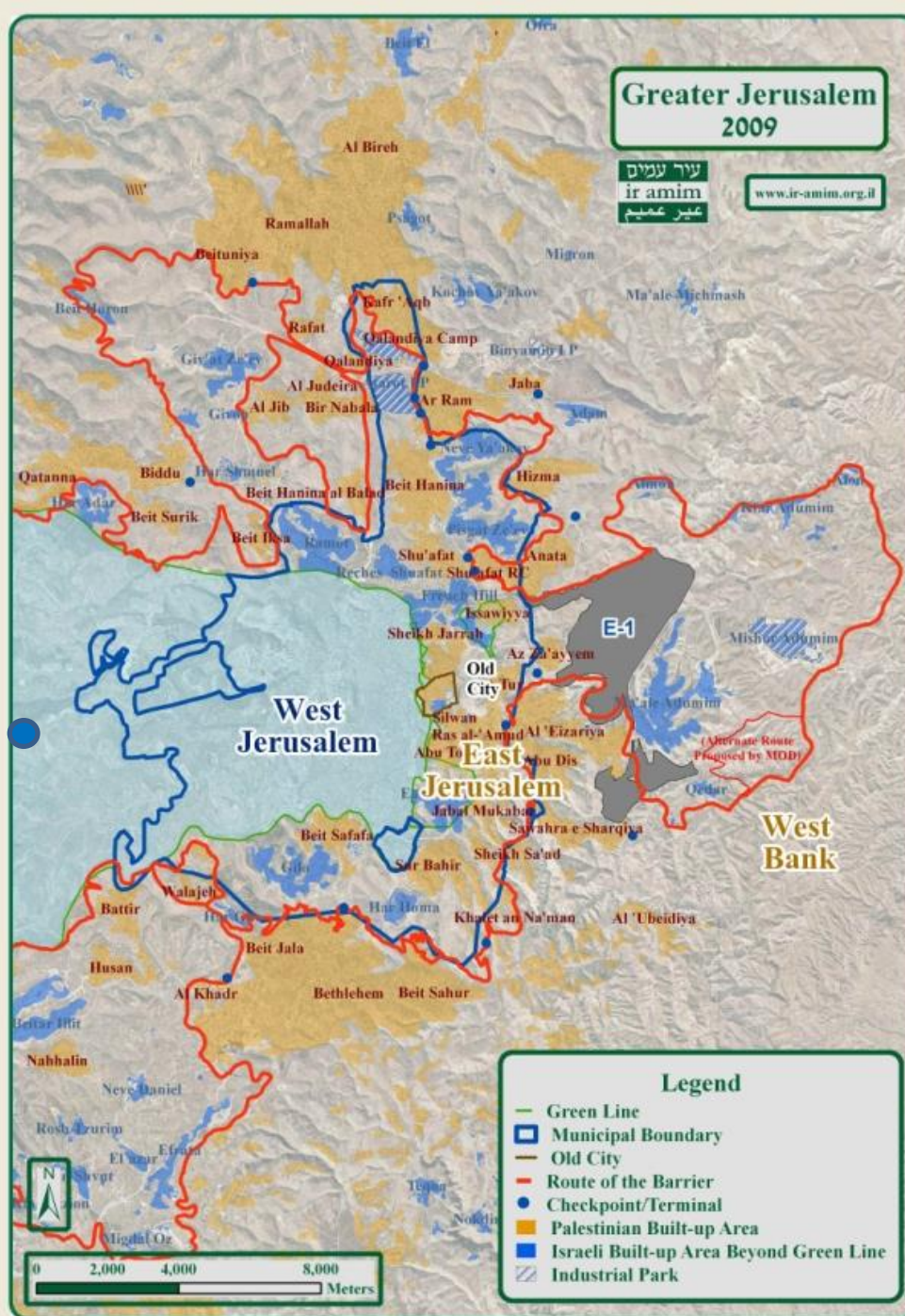
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Our Patients





Congenital Anomalies



CP





Traumatic Brain Injury



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Developmental Disabilities



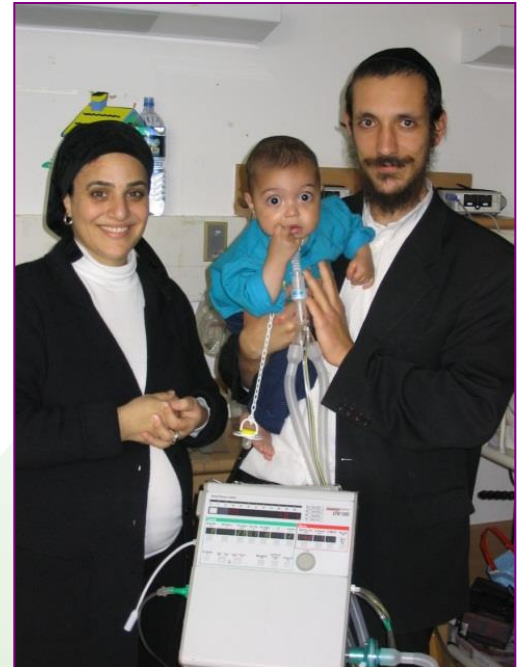


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Neuromuscular Diseases

**Spinal Cord Lesions –
congenital & acquired**







What does “culture” mean?

Definition:

A set of values, norms and practices shared by a group within society.

- Traditions
- Knowledge
- Codes / symbols / language and means of communication
- Social structures – family, education, religion



Cultural Competence

Definition: A set of behaviors, features and procedures which help an organization (or an individual) act efficiently in instances of inter & intra cultural junctions.

Dannis & Isaac 1989





The Implications of Inadequate Cultural Competence



Barriers leading to mistrust, communication errors, and provider-client gaps.

Lack of carry-over

Expectation gaps

Genesis 11:1-9: “Come, let us go down and confuse their language so they will not understand each other.”



The Childhood Culture





A Child's Role in Different Cultures





Cultural Accessibility

The sum actions aimed at tailoring medical services to patients whose cultural and linguistic background is different than their provider's.





Cultural Competence

Definition:

The ability of service providers to give efficient, quality care to patients of any background.

Characterized by:

- A multi-cultural, client-adjusted staff
- Staff training for language and patient culture
- Translation services (in-house or out-sourced)
- Patient information material – language and cultural compatibility check
- Environmental adaptation (dress code, décor, religious adjustments) etc.



Why did we start the process at ALYN?

- Quality of care
- Safety of care
- Risk management
- Lack of carry-over to community
- Make parents the agents of change
- Shorten hospitalization stays
- Reduce no-shows
- Reduce the parental- provider expectation gap



Cultural Outlooks That Influence or Collide with Rehabilitation Goals

- Definition of health and sickness
- Definition of success
- Normative behavior for “the sick”
- Role of the sick in society
- Physical and cultural environmental adaptations
- Recuperation belief system
- Belief and trust in specific therapy options





Hospital Administrative Culture

*It is imperative to have managerial buy-in in order to implement an organizational obligation to cultural competence.



"I'd like you to check my
Core Values."



Process

1. Demographic characterization of patient population
2. Staff Knowledge & Position questionnaire
3. Awareness and internal advocacy campaign (The ALYN 1st Conference on Cultural Competence in Health, 2008)
4. Theory & Practice simulation-based workshops for all hospital employees
5. Identification of target populations: Arabic speakers, Russian Speakers, Ultra Orthodox Jews



Goals

1. Increase team building
2. Translate signs, forms, stationary
3. Provide accessible in-therapy translation services
4. Increase provision of religious services



Implementation at ALYN

- Create “Cultural Competence Liaison” position
- Provide ongoing workshops for new employees
- Translate documents
- Translate and create new signage
- Train medical translators
- Increase website accessibility
- Renovate synagogue & inaugurate Muslim prayer space



Multilingual Signage





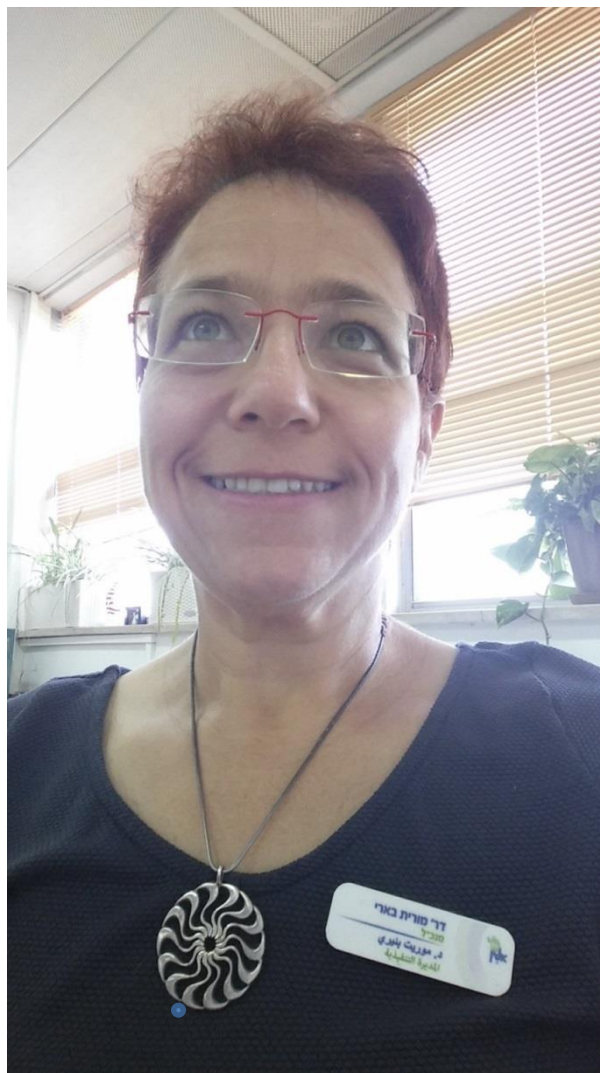
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Offices & Suites





Name Badges





Change is Hard – Adjusting Bedside Manner





Multilingual Website

Windows Internet Explorer provided by ALYN Hospital

http://www.alyn.org.il/

File Edit View Favorites Tools Help

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בית חולים אלי"ן
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בית חולים אלי"ן

בית חולים אלי"ן הינו מרכז לשיקום ילדים ומנער היחיד בארץ ומהמובילים בעולם. אלי"ן מתמחה באבחון ושיקום ילדים הסובלים ממגוון רב של מוגבלויות גופניות מולדות ונרכשות.

באלי"ן מטופלים ילדים שנפגעו בתאונת דרכים, בפעולות איבה, פגיעות ראש, עיוותים ופגיעות אורטופדיות, סויות, מחלות שריר-עצב, שיתוק מוחין, ספינה ביפידה ועוד.

אלי"ן - מובילים בשיקום ילדים

מה חדש?

Start | בית חולים אלי"ן - Win... | Internet | 100% | 09:47



ALYN HOSPITAL
Pediatric & Adolescent Rehabilitation Center



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ALYN Hospital

ALYN Woldenberg Family Hospital is Israel's only pediatric and adolescent rehabilitation facility. ALYN treats children with a wide range of congenital and acquired conditions including cerebral palsy, neuromuscular diseases, spinal cord injuries, brain injuries, burns, terror and motor vehicle accident victims. ALYN- leading the field of Pediatric Rehabilitation.



Outpatient Clinics

ALYN's clinics operate as multidisciplinary clinics, specialty clinics or outpatient therapy treatments addressing needs of children with congenital or acquired conditions.



Rehabilitation Department

Israel's leading department in the field of pediatric rehabilitation. The department includes the options of inpatient and day care treatment.



Respiratory Rehabilitation Department

Israel's only department dedicated to rehabilitation and discharge home of mechanically ventilated children.



"Shachar" Rehabilitation Educational Medical Day Care Center

"Shachar" provides treatment for children, from 6 months of age, in order to improve their chances of integration into the

Have a question?

Name:

Questions Or Comments:

Phone:

E-mail:



Health Professions Departments
ALYN's staff is comprised of various medical





In the Rehab Setting

- Mother tongue schooling with culturally adjusted staff
- One classroom with ultra orthodox environment
- Multi-cultural educational materials
- Appropriate art & music
- Holidays

מחלקת שח"ר אלון
שיקום חינוכי רפואי





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Hannuka

Holidays



Eid al Fitr



Christmas



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ספר

אך בצלם יתהלך

פגיעות חוט השדרה בראי ההלכה

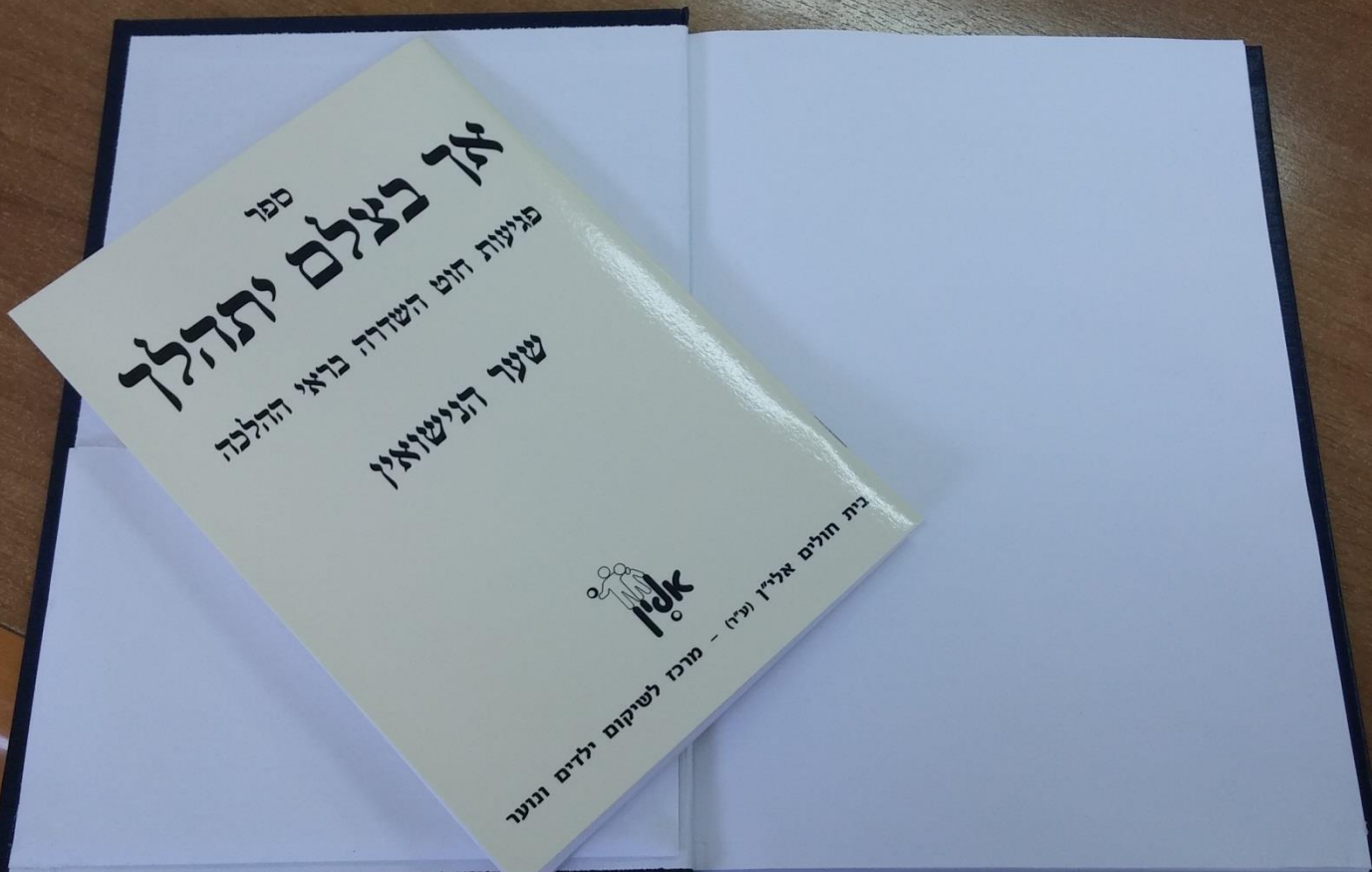


בית חולים אליין ורי"ח - מרכז לשיקום ילדים ונוער



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איך בעלם יתהלך

ספר

פגיעות חוט השדרה בראי ההלכה
שער הגישווא"ן



בית חולים אליין (פ"ד) - מרכז לשיקום ילדים ונוער



Key Success Points

- Integration into hospital culture
- Positive feedback from patient families
- Positive feedback from regulators
- Awards and Recognition





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Finding Faith in an Unlikely Place: Arab and Israeli Children Bond at a Pediatric Hospital

JUNE 23, 2016 2:24 AM 2 COMMENTS



The two boys in the hospital. Photo: provided.

Every now and then, your faith in humanity is restored — and it's usually at a time and place you least expect it. For me, that place was a children's hospital in Israel. The time was the overwhelming and exhausting moment of my child being unwell.

My beautiful four-year-old son recently developed a hip disorder, and is being hospitalized in order to receive intense physical therapy and hydrotherapy. While his situation is serious

and we are looking at years of treatment, we are extremely grateful that it is not life

Author:



Chani Ugowitz

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- Bibi: Israel, NATO 'Can Defeat ISIS'**
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פרס החינוך לשנת 2016 יוענק לבית הספר של בית החולים אלי"ן

אורטל גנון, 16.05.16 / 09:37

תגים: פרס חינוך

בית החולים אלי"ן בירושלים הינו מרכז השיקום המרכזי בארץ לילדים ומהמובילים בעולם מבחינת חדשנות רפואית והישגים בתחומים פורצי דרך טכנולוגית. השנה זכה בית הספר שבבית החולים בפרס החינוך של מינהל החינוך בעיר ירושלים



הפרס הוענק לביה"ס הפועל בתוך בית החולים על שילוב הרב-תרבותיות בעבודה פדגוגית חנוכית. אלי"ן מתמחה באבחון ושיקום ילדים הסובלים ממגוון רב של מוגבלויות גופניות מולדות ונרכשות ומגיעים אליו ילדים מכל רחבי הארץ.

בתוך בית החולים פועלת מערכת חינוכית העונה גם

על צרכי המטופלים המאושפזים במחלקות השיקום וגם מתפקדת כמערכת גנים ובית ספר לילדים ירושלים והסביבה הזקוקים לשיקום מתקדם. המחלקה היעודית בבית החולים מכונה שח"ר- שיקום חינוכי רפואי והיא מקבילה לבית ספר חינוך מיוחד בקהילה ועובדת על פי התוכניות של האגף לחינוך מיוחד של אגף החינוך. השנה פועלות בה 3 כיתות ב"ס יסודי, ושתי כיתות גן. בסה"כ לומדים מדי יום במערכת החינוך של בית החולים כ-70 ילדים.

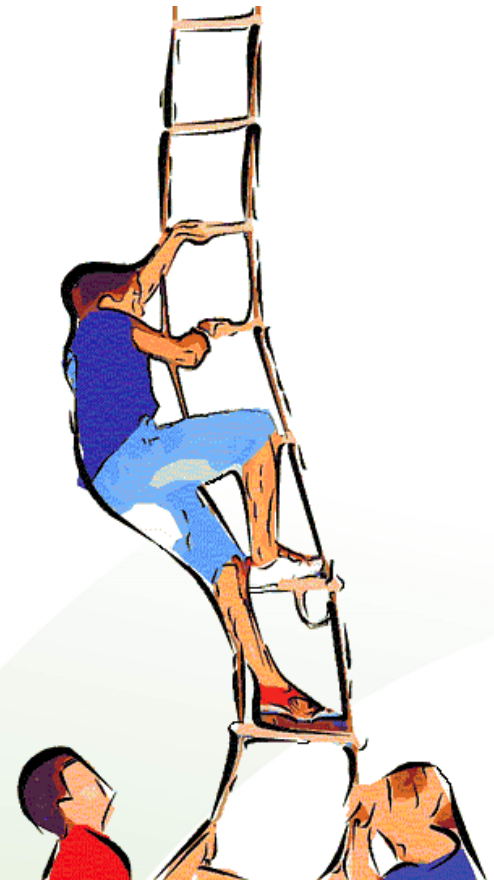
אחד המאפיינים הבולטים במערכת החינוכית באלי"ן הוא הרב תרבותיות. לבית החולים מגיעים ילדים מכל רחבי הארץ ומכל המגזרים בכדי לקבל טיפול שיקומי ובית הספר נותן מענה לימודי וחינוכי תוך התאמת התכנים לכלל המגזרים.

ביה"ס של אלי"ן נותן מענה ייחודי המותאם לכל מגזר ויחד עם זאת מאפשר לילדים לימוד משותף ומפגוש עם תרבויות ושונות. כל ילד לימד רב-כוכב או ניחב המתאימה לו לפי שפה



Challenges

- Budget limitations
- New emerging challenges
- Local and global tensions
- Media





Organizational



Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.



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Standing Together





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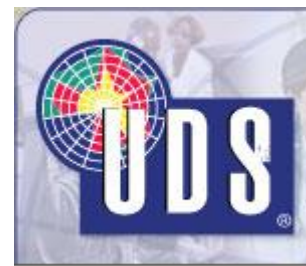
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Questions



Dr. Maurit Beerli, Director General
ALYN Pediatric & Adolescent Rehabilitation Center
maurit@alyn.org



Group Discussion

1. How is our organization currently addressing the issue of cultural sensitivity and awareness?
2. What ways could this be expanded or improved?
3. Are there cultural groups within our community or organization that require special attention and sensitivity?
4. Is there education that needs to occur?
5. Who do we need to get involved?
6. What resources would be needed to implement changes?
7. How can we increase cultural awareness among our leaders and staff?