



Diversity, Inclusion, and Cultural Competence

Chaim Sender

Director, Diversity & Inclusion

Patient Non-Discrimination Policy

Monmouth Medical Center –Southern Campus is committed to providing every person who enters our doors with an **environment free from discrimination or harassment**. We do not exclude, deny services, or engage in other forms of discrimination or harassment based upon the following protected categories: race, creed, color, national origin, nationality, ancestry, age, sex/gender (including pregnancy), marital status, civil union status, domestic partnership status, familial status, religion, affectional or sexual orientation, gender identify or expression, atypical hereditary cellular or blood trait, genetic information, liability for service in the Armed Forces of the United States, or disability.

The Business Case:

Diversity, Inclusion and Equity's Influence on Healthcare Costs

- Poorer **patient experience** expressed on **HCAHPS** = reduced reimbursement
- **30-day avoidable readmissions** due to lack of culturally and linguistically competent care = reduced reimbursement
- Limited English Proficiency (LEP) patients often have **more** (and often unnecessary) **diagnostic tests** completed and longer **Length of Stay (LOS)** due to communication barriers.

HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a patient satisfaction survey required by CMS (the Centers for Medicare and Medicaid Services) for all hospitals in the United States. The Survey is for adult inpatients, excluding psychiatric patients.

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