

# Fostering Inclusivity and Cultural Competency in Healthcare Facilities Through Person-Centered Care



1

A non-Hispanic African American female in her 30s who urgently needed to use the restroom was denied access to an unoccupied staff restroom.

**What could have been done differently?**  
The facility could have prioritized the patient's needs by temporarily allowing access to the staff restroom.

2

The patient felt discriminated against because she was denied use of the restroom when other patients had used the staff restroom in the past. This led to an embarrassing bathroom emergency.

**What could have been done differently?** The facility could have had regular training for the staff on cultural sensitivity and implicit bias, as well as established a system to address patient concerns of discrimination immediately.

3

Staff did not follow internal policies about staff-restricted areas consistently.

**What could have been done differently?**  
All staff need to follow listed policies. The facility needs to have comprehensive policies and protocols covering all aspects of patient care, including restroom access, and regularly review, update, and add policies as needed.

4

The patient chose to transfer to another facility.

**What could have been done differently?**  
The facility could have immediately addressed the patient's concerns and offered support, as well as provided opportunities for the patient to discuss her experience to help improve the facility's policies.

**Ensuring patient well-being should be a top priority throughout all facility operations, especially in urgent situations. Additionally, making sure staff have regular training on protocols, cultural competency, and implicit bias, and that policies are comprehensive and updated regularly, is essential to a culturally competent organization.**