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Patient Safety/  
Clinical Risk  
Mgmt**

Area **Risk  
Management**

Applicability **PeaceHealth  
Systemwide**

Tags **Policy**

## Non-Discrimination Policy

### SCOPE

This policy applies to all PeaceHealth settings and services in the location(s) checked below:

|                              |                               |
|------------------------------|-------------------------------|
| Ambulatory Surgery Center    | PeaceHealth Medical Group     |
| Cottage Grove Medical Center | Sacred Heart RiverBend        |
| Ketchikan Medical Center     | Southwest Medical Center      |
| Ketchikan Long Term Care     | St. John Medical Center       |
| Peace Harbor Medical Center  | St. Joseph Medical Center     |
| Peace Island Medical Center  | System Services Center        |
| PeaceHealth Home & Community | United General Medical Center |
| PeaceHealth Laboratories     |                               |

### PURPOSE

The purpose of this policy is to ensure that all PeaceHealth Patients and visitors are treated in a welcoming, equitable and nondiscriminatory manner, consistent with applicable federal and state laws.

### DEFINITIONS

- **Bias:** Attitudes, behaviors and actions that are prejudiced in favor of or against one person or a

group compared to another.

- **Implicit Bias:** A form of bias that occurs automatically and unintentionally, that affects judgments, decisions and behaviors.
- **Coordinator:** The PH Caregiver who serves as the Section 504 and Section 1557 point person.
- **Equitable:** All individuals have access to high quality, culturally and linguistically appropriate care in a timely manner. Protected class is not a predictor for access and clinical outcomes.
- **Harassment:** Includes unwelcomed offensive conduct directed at someone because of the person's sex, gender, gender identity or expression, race, color, religion, age, disability, marital status, sexual orientation, national origin, military status or other legally protected class or because that person complained about other discrimination. Harassment refers to circumstances when:
  - Submission to such conduct is made a term or condition of an individual's employment, either explicitly or implicitly;
  - Submission to or rejection of such conduct is used as the basis for employment decisions; or
  - Such conduct has the purpose or effect of unreasonable interference with work performance or by creating an intimidating, hostile or offensive work environment.
- **Micro-aggression:** A statement, action or incident regarded as an instance of indirect or subtle discrimination against members of a protected class. Some examples of unacceptable behaviors include but are not limited to the following:
  - commenting a caregiver's choice of color is "so articulate"
  - Referring to a marginalized group such as a caregiver of color or caregiver that identifies as LGBTQ as "you people"
  - Intentionally calling a caregiver another name based on a cultural stereotype
  - Intentionally misgendering a caregiver
  - Touching a caregiver's hair without permission
- **Patient:** For the purpose of this policy, patient means an individual receiving care at a PeaceHealth facility or their health care representative.
- **Protected classes:** Age, color, creed, disability, ethnicity, gender, gender identity or expression, marital status, national origin, race, religion, sex, sexual orientation, veteran or military status or any other class prohibited by federal or state law.

## POLICY

It is the policy of PeaceHealth, a recipient of federal financial assistance, that Patients are provided with equitable services in a manner that respects, protects, and promotes Patient rights. PeaceHealth does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of age, color, creed, disability, ethnicity, gender, gender identity or expression, marital status, national origin, race, religion, sex, sexual orientation, veteran or military status, inability to pay, payment for services made under Medicare, Medicaid or the Children's Health Insurance Program (CHIP), or any other basis prohibited by federal or state law. This applies in admission to, participation in, or receipt of the services

and benefits under any of its programs and activities, whether carried out by PeaceHealth directly or through a contractor or any other entity with which PeaceHealth arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 1557 of the Patient Protection and Affordable Care Act of 2010, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, 91, and 92.

- Any Patient or visitor who believes they have been subjected to unlawful discrimination may file a complaint using PeaceHealth's Patient Complaint and Grievance Procedure.
- PeaceHealth does not retaliate against any person who in good faith reports discrimination, files a complaint, or cooperates in an investigation of discrimination.
- PeaceHealth's System Director of Risk Management or their designee, in conjunction with Organizational Integrity, Mission Services, Learning & Development and/or other appropriate departments, is responsible for coordinating compliance with this Policy, including providing appropriate notice of and training to this Policy. The System Director of Risk Management serves as the Section 504 and Section 1557 Coordinator.
  - In coordination with language services, human resources and education will assure training on language assistance, effective communication for disabilities and reasonable modifications.
- PeaceHealth determines eligibility for and provides services, financial aid, and other benefits to all Patients in a similar manner, without subjecting any individual to Unlawful Discrimination.
- Patients are informed of their right to receive services and visitors whom the Patient designates free from Unlawful Discrimination.
  - PeaceHealth also notifies Patients of their right to withdraw or deny consent for visitors at any time.
  - PeaceHealth affords such visitors visitation privileges consistent with the Patient's preferences and according to PeaceHealth visitor policies and procedures.
- PeaceHealth Caregivers address Patient and/or visitor discrimination complaints by:
  - Advising the complainant that they may report the problem to the facility's System Director of Risk Management/Designee and do so without fear of reprisal.
  - Following PeaceHealth's Patient Complaint and Grievance Policy.
- PeaceHealth makes appropriate arrangements to ensure that persons with disabilities are provided reasonable accommodations if needed to participate in this complaint process.
  - The Section 504/1557 Coordinator is responsible for arranging necessary accommodations.
- The availability and use of PeaceHealth's complaint process does not prevent a person from filing a complaint of discrimination with the U.S. Department of Health and Human Services Office for Civil Rights.

- Any person filing a Section 1557 grievance may appeal the decision(s) of the Section 1557 Coordinator by writing to the Chief Executive (CE) of the facility within 15 days of receiving the Section 1557 Coordinator's decision. The CE issues a written decision in response to the appeal no later than 30 days after its filing.
- Contact Person/Section 504 Coordinator/Section 1557 Compliance Coordinator:
  - PeaceHealth System Director of Risk Management
  - Telephone number: 360-729-1000
  - TDD or State Relay number: 9-711 (TTY)

## HELP

Further guidance may be obtained by contacting your Community Risk Manager.

## RELATED MATERIAL

### Policies & Procedures:

- [Patient Complaint and Grievance Policy & Procedure](#)

*Formerly known as document number 900.1.399*