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TriState Health

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Effective Oct 04, 2022

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Expiration Oct 03, 2024

Owner **Kym Clift: CEO**

Policy Area **Administration -
General**

Nondiscrimination

All revisions of this policy are to be submitted to Washington State DOH in pdf format to hospitalpolicies@doh.wa.gov. Current submission dated September 2019. The policy will also be updated on the hospital's website per regulation.

SCOPE

This policy applies to all members of the Tri-State Memorial (TSMH) workforce, including employees, medical staff members, contracted service providers, and volunteers, and to all vendors, representatives, and any other individuals providing services to or on behalf of TSMH personnel.

PURPOSE

To ensure that all patients and visitors of TSMH are treated with equality, in a welcoming, nondiscriminatory manner, consistent with applicable state and federal law.

POLICY

TSMH is dedicated to providing services to patients and welcoming visitors in a manner that respects, protects, and promotes patient rights.

1. TSMH personnel will treat all patients and visitors receiving services from or participating in other programs of TSMH and its affiliated clinics with equality in a welcoming manner that is free from discrimination based on age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, veteran or military status, or any other basis prohibited by federal, state, or local law.
2. TSMH Personnel will inform patients of the availability of and make reasonable accommodations for patients consistent with federal and state requirements. For example, language interpretation services will be made available for non-English speaking patients and sign language interpretation will be made available for hearing impaired patients. (See related "Communications" policies in the Administrative Manual.)

3. TSMH personnel will afford visitation rights to patients free from discrimination based on age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, veteran or military status, or any other basis prohibited by federal, state, or local law and will ensure that visitors receive equal visitation privileges consistent with patient preferences.
4. Any person who believes that he, she, or another person has been subjected to discrimination which is not permitted by this policy, may file a complaint using TSMH's complaint and grievance procedure.
5. TSMH personnel are prohibited from retaliating against any person who opposes, complains about, or reports discrimination, files a complaint, or cooperates in an investigation of discrimination or other proceeding under federal, state, or local anti-discrimination law.

PROCEDURE

1. TSMH's Compliance Officer, Chief Nursing Officer or a designee are responsible for coordinating compliance with this policy, including giving notice to and training all personnel on this policy.
2. TSMH personnel will determine eligibility for and provide services, financial aid, and other benefits to all patients in a similar manner, without subjecting any individual to separate or different treatment on the basis of age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, veteran or military status, or any other basis prohibited by federal, state, or local law.
3. TSMH personnel will provide notices to patients regarding this Nondiscrimination Policy and TSMH's commitment to providing access to and the provision of services in a welcoming, nondiscriminatory manner.
4. At the time patients are notified of their patient rights, TSMH personnel will also inform each patient, or the patient's support person, including the patient's attorney in fact, when appropriate, of the patient's visitation rights, including any clinical restriction on those rights, and the patient's right, subject to the patient's consent, to receive visitors whom the patient designates, free of discrimination based upon age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, veteran or military status, or any other basis prohibited by federal, state, or local law. Such visitors include a spouse, state registered domestic partner (including same-sex state registered domestic partner), another family member, friend, or a legal representative of the patient, such as an attorney-in-fact. TSMH personnel will also notify patients of their right to withdraw or deny such consent at any time. TSMH personnel will afford such visitors equal visitation privileges consistent with the patient's preferences.
5. Any TSMH personnel receiving a patient or visitor discrimination complaint is to complete an Incident Report in the Healthcare SafetyZone Portal and immediately report incident to their direct manager. TSMH personnel will assure the patient or visitor they may file a complaint without fear of retaliation. The following information is provided to patients and posted throughout the facility

OFFICE FOR CIVIL RIGHTS

U.S. Department of Health and Human Services - Region X

2201 Sixth Avenue, Suite 900
Seattle, Washington 98121-1831
(206) 615-2290 (Voice); (800) 362-1710; (206) 615-2296 (TDD)
ocrmail@os.dhhs.gov (E-mail)

As a recipient of Federal financial assistance, TSMH does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits of any of its program and activities or in employment therein, whether carried out by TSMH directly or through a contractor or any other entity with whom TSMH arranges to carry out its programs and activities.

This statement is in accordance with the provision of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to the Acts, Title 45 Code of Federal Regulations Part 80, 84, and 91. (Other Federal Laws and Regulations provide similar protection against discrimination on grounds of sex and creed).

COPY

All Revision Dates

Sep 07, 2021, Aug 20, 2019, Mar 01, 2014, Oct 01, 2003, Jun 01, 2000

Approval Signatures

Step Description	Approver	Date
Approval by Executive	Kym Clift: CEO	Oct 04, 2022
Approval by owner	Kym Clift: CEO	Oct 04, 2022