

# CLIENT COMMUNICATIONS THROUGH A DEI LENS

## 3-2-1 DISCUSSION GUIDE

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### 3 TAKE-HOME MESSAGES

Review these messages together.

**Present treatment options that you think are best for the patient without prejudging the client's ability to pay for the services.**

**From patient intake to discharge, ensure appropriate communication options are in place to meet the needs of your diverse clientele.** Consider communication accommodations for visually or hearing impaired clients and translation abilities for common languages within your community.

**Educate yourself on the etiquette and cultural norms of your client population, which can allow you to communicate in the most welcoming and accurate way.**

### 2 QUESTIONS TO CONSIDER

Question for **team discussion**

Share your thoughts with your team.

**When has your team encountered a barrier in communication because of a client's diverse needs? What steps can you take to eliminate the barrier in the future?**

Question for **self-reflection**

No need to share your answer or thoughts with anyone.

**In the past, how has my prejudgment or unconscious bias influenced how I communicated with a client or colleague? Going forward, how might I try to eliminate these biases?**

### 1 ACTION TO TAKE AS A TEAM AND ONE TO TAKE AS A JOURNEYIST

**Make a commitment together as a team** to implement at least one of the suggestions below. This will be your team behavior change.

- Audit all client forms and develop translatable versions and add audio capabilities.
- Review the list of ideas attached to this document. Choose several ideas to consider implementing at your workplace.
- Connect with a community group or organization that can assist your team with cultural norms and etiquette training.

**Make a commitment as an individual** to follow through on at least one of these suggestions (this can be private).

- Work on being less judgmental. When you encounter a situation with someone where you recognize you may be passing judgment, also focus on practicing curiosity, compassion and empathy.
- If you have observed clients with visual impairments or physical disabilities struggling with navigating any area of your workplace, suggest improvements.

**We hope that after the meeting, you will be inspired to explore diversity in client communications in greater depth, either as a team or individually. We invite everyone to check out Susie Crockett's recommended resources in the [Topic Overview](#).**

# CLIENT COMMUNICATIONS THROUGH A DEI LENS



We encourage you to consider the diverse communication needs of your clients. Here are some ideas you can implement at your workplace to serve your clientele more effectively.

Note: Although we are using examples of clients in a clinical setting, a client can also refer to anyone you interact with, such as a colleague, team member, and non-clinical client.

1. Provide translation options for languages commonly used by your clientele (for example, an app like Google Translate or translated printed brochures).
2. Provide language interpretation for the hearing impaired.
3. Plan how you will record information from a client who is visually impaired.
4. Plan and practice how your team will use virtual tools to speak to family members remotely during an appointment for clients with language or impairment barriers.
5. Research the demographics of your community (nationality, ethnicity, and religion).
6. Research etiquette and cultural norms of the community you serve.
7. Review how you greet guests when they come to the clinic. Is there a more welcoming way to address certain demographics in your workplace?
8. Create digital forms that can be easily translated or automatically read aloud.
9. Consider inclusive identity options on your forms and use clients' indicated pronouns.
10. Audit your workplace to make as much space as possible to increase accessibility.
11. Consider providing tablets or electronic devices in the exam room to aid in client communication.
12. Review active listening, tone, pitch, and volume as a team to encourage understanding and empathy without being offensive.
13. Make a list of medically relevant podcasts as educational options for clients.
14. Discuss as a team that time requirements may be different for diverse clients.
15. Confirm your clients' understanding (verbally or in writing) of at-home instructions.