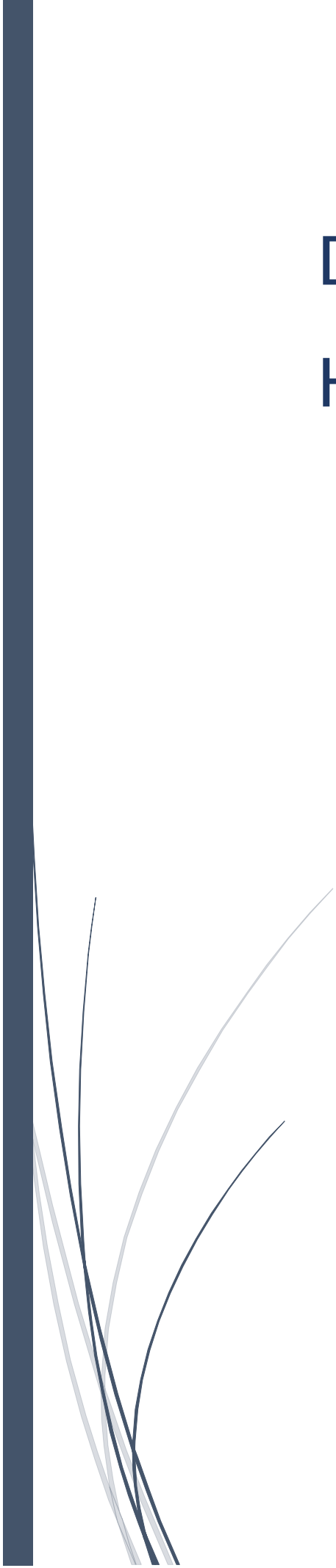


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Discrimination in Healthcare

Module: Problem Solving and Decision
Making

Module Code: BMSW4004

Student: Ferline Danqua
Student Number: 2030736

Lecturer: Menteshnot Mengesha

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Introduction

The complex problem in the workplace discussed in this report is Discrimination in Healthcare. In this report, it will also be discussed how to solve the mentioned problem above using the tools learned during the lessons to ensure the success of the implemented solutions, it must be monitored and evaluated on a continuous basis.

According to historical records, no community or nation has been immune to discrimination, either as a victim or as a victimizer. Discrimination in its modern form may be traced back to the time when European colonists entered and changed previously isolated communities and peoples.

Discrimination itself is one of the most complex and widest issues to debate. It is defined by when a person is unable to exercise his or her human rights or other legal rights on an equal footing with others due to an unjustifiable distinction in policy, legislation, or treatment.

Discrimination can be direct, indirect, associative and perceptive.

Discrimination in the healthcare setting can be a barrier to care for those who are socially disadvantaged owing to their gender, immigration status, race/ethnicity, or religion.

Discrimination: what it is?

Discrimination is defined as the unfair or discriminatory treatment of individuals and groups based on qualities such as race, gender, age, or sexual orientation. That's the straightforward answer. However, describing why this occurs is more difficult.

Still within the scope of crimes, there are so-called hate crimes, which can be defined as the effective practise of acts of violence motivated by the victim having a certain characteristic (such as a certain racial origin, sexual orientation, or national origin, for example), or belonging to a particular group (such as a particular religious group). In the event of crimes involving physical integrity and murder, this racist or discriminating purpose may result in the imposition of a harsher penalty.

Discrimination as an administrative offence, on the other hand, arises when a person is denied the right to access goods and services, employment and professional training, education, and the public and private health care systems.

Discrimination is a public health issue. Experiencing discrimination, people can suffer health issues such as anxiety, depression, obesity, and others (American Psychological Association, 2019).

It can lead to feelings of sadness and lack of trust, isolation and exclusion, feeling suicidal, fear of being attacked verbally or physically, inability to concentrate on study or at work, post-traumatic stress and flashbacks, anger and urges to retaliate and reduced self-confidence, self-worth and impact on identity development

There are some types of discrimination: direct discrimination, discrimination by association, discrimination by perception, indirect discrimination, harassment, victimisation, pregnancy and maternity discrimination, sexual harassment and making or telling someone to discriminate.

The most common types of discrimination that occurs in healthcare are:

- *Direct discrimination*

Treating someone differently and worse than others because of who they are, who they believe someone is, or someone you are related to.

- *Indirect discrimination*

Using a policy, regulation, or method of doing things that puts you and others like you at a disadvantage in comparison to others.

- *Harassment*

Treating you in an insulting, frightening, degrading, humiliating, or disturbing manner

- *Victimisation*

Mistreating you because you complained about discrimination, or because they believe you did.

Characteristics of discrimination in Healthcare:

Race Discrimination

Race discrimination is when someone is treated unfairly because of one of the following things: colour, nationality, ethnic origin, national origin.

When someone is treated differently because of their race, ethnicity, nationality, or colour, this is referred to as racial discrimination or racism. Racism and racial prejudice of any kind is hurtful and distressing for children and young people who experience or witness it (NSPCC, n.d.).

Racism has a significant influence on both mental and physical health, and it can make it more difficult for people to seek healthcare.

Gender Discrimination

Gender discrimination is the unequal or unfavourable treatment of a person or group of people based on their gender. Sexual harassment is an illegal type of gender discrimination.

Gender discrimination can occur when an individual is treated differently because of his or her gender in academia or extracurricular activities, academic programmes, discipline, classroom assignments, class enrolment, physical education, grading, and/or athletics (Langston University, 2019).

The main factors for gender discrimination is poverty, geographical isolation, minority status, disability, early marriage and pregnancy and gender-based violence.

Religion or Belief Discrimination

Religious discrimination is the unfavourable treatment of a person (an applicant or employee) because of his or her religious beliefs. The legislation protects not only adherents of conventional, organised religions including Buddhism, Christianity, Hinduism, Islam, and Judaism, but also those who have honestly held religious, ethical, or moral convictions (EEOC, n.d.).

Religious discrimination can also include treating someone differently because they are married to (or related with) someone of a specific religion.

Disability Discrimination

According to the Department For Education (2014) disability discrimination is a person that is considered disabled when they have a 'physical or mental impairment that has a significant and long-term unfavourable influence on that individual's capacity to carry out routine day-to-day activities.' Certain medical diseases, such as HIV, multiple sclerosis, and cancer, are all recognised impairments, regardless of their severity.

PESTLE Analysis

PESTLE analysis is the most prevalent and successful tool for analysing the macro issues affecting any organisation. The abbreviation PESTLE stands for political, economic, social, technical, environmental, and legal issues. (Dalirazar and Sabzi, 2020). PESTLE analysis for Discrimination in Healthcare is discussed below.

Political: It is critical for a organisation to have workplace policies that ban discrimination and harassment and allow workers to balance their professional and personal life. This will help you retain staff and save money on recruitment.

Economic: Discrimination is a stumbling block to economic development and success. Discrimination in the workplace leads to low productivity, which drags the economy down.

Social: Discrimination leads to less equality, less diversity, and greater exclusion among healthcare workers, management, and patients on a social level. It can have an impact on people's opportunities and well-being.

Technological: People are interacting more through social networks as technology changes and develops, where anyone with an online account can make derogatory comments about the health sector, organisations, and their services.

Legal: It is essential that an organization has laws that protect both employees and patients against any kind of discrimination and harassment, such as Discrimination Laws.

Environmental: Perceived discrimination has an impact on both the person and the work environment. A negative work culture occurs when an employee loses concentration and demonstrates unproductive work habits such as not finishing duties on time, quitting work early, and coming late. Working in an atmosphere where there is a lot of discrimination has a bad impact on both mental and physical health for both health professionals and patients.

SWOT Analysis

The most effective tool for performing a situational analysis of any organisation is known as SWOT analysis. It assists the organisation in identifying its strong points, which may be used to capitalise on chances, as well as its weak points, which can jeopardise the organization's performance in the future (Bashroush, Akinyemi and Schatz, 2020).

Strengths: The organisation's workforce is exceptionally competent and skilled, and it has a strong reputation in the healthcare field. These can serve as the organization's strengths, guiding it to its intended direction.

Weaknesses: The healthcare sector needs more support from the government to tackle Discrimination.

Opportunities: The healthcare has the chance to include individuals by making them aware that discrimination is unhealthy and may affect those who practise it.

Threats: The threat about discrimination in the health sector can be the disruptive psychological state that people experience when they feel at risk of confirming a negative stereotype associated with their social identity.

Solutions

Discrimination is a problem that occurs frequently in the health area. To combat and minimize this problem, the health sector needs to develop a written policy that defines rules and procedures such as an employee handbook.

Every employee should receive and sign an acknowledgment of receipt of a discrimination policy in their handbook. It should include a wide variety of potential discriminatory activities and provide a system for submitting, handling, and resolving discrimination complaints; establish a consistent process for resolving discrimination issues even if the organisation isn't in legal peril, a prolonged workplace discrimination issue can lead to a loss of confidence and credibility with the employees.

Consistency in how the organisation confront and resolve issues demonstrates that its expect everyone to be treated equally and according to the same discrimination standards. While there is no single "correct" procedure for workplace discrimination, it is critical to develop one that is appropriate for your organisation's size, structure, and resources and continually educate employees on their role in preventing discrimination meaning that it is critical that employees are aware of the organization's policies and procedures, as well as how to report allegations. It is also suggested that the organisation implement a separate or expanded programme for supervisory or managerial employees, as they are frequently the first line of defence in combating workplace discrimination (Boyd, 2018).

Maintain regular one-on-one meetings between employees and their line managers to aid in the development of strong working relationships. This can assist ensure that the organisation treats employees fairly, making it less likely that the organisation will be held liable for discrimination committed by an employee.

After presenting the potential solutions to the problem as well as the analysis methods used, a meeting with the managers and bosses will be set to review the proposal.

Once these new solutions have been approved, stakeholders which are the government, the patients, the healthcare workers, the managers, the directors and others will be notified, and the solutions will be implemented.

An adequate monitoring assessment will be performed once a month, and the methods used to verify the successful implementation of the solutions will be assessed.

Conclusion

Discrimination violates a contemporary society's most fundamental ideals. In truth, it is a challenge to democracy, which is built on the idea of a society in which arbitrary hierarchies and preferences based on, say, gender, ethnic origin, or money have been eradicated in order to achieve equality.

Discrimination is a threat not only to society, but also to the individual who is subjected to such unfavourable treatment because it is a direct denial of the victim's equal worth. It is an infringement on a person's identity. Discrimination has consequences that correspond to the degree of the offence, with a causal link to alienation, isolation, radicalization, and decreased psychological well-being.

To summarise, discrimination in healthcare can generate a slew of issues for both the organisation and its stakeholders.

It is possible to minimize this problem in the health area by doing an internal and external analysis using the PESTLE analysis and/or the SWOT analysis. Having made these analyses, decisions can be made on how and when to implement the solutions discussed.

It is also necessary to evaluate appropriate monitoring and review techniques to ensure success of implementing the solution.

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