

Concept of Culture

SAMPLE ASSIGNMENT 1 Unit 7

Kaplan University

CS204-10: Professional Presence

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Concept in Culture

The person I chose to interview was Ms. Susan. She is a civilian X-ray technician in my hospital, Naval Hospital of Lemoore. The reason I chose her because had worked at many different hospitals that weren't with military before she come here. On this paper I will discuss about the perspective of culture in civilian hospital compare to military hospital. I believe this will really advance my knowledge about culture from a different angle since I only have experiences working in military hospitals.

Interview questions

1. Please name your previous institutions.
 - French Hospital from San Luise Opispo, CA
 - Twin Cities Hospital from Templeton, CA
 - Radiology Diagnostic center, Templeton, CA

2. Can you describe some aspects of your employer's organization culture that you have observed?

Answer: I have observed employees and patients with variety of nationalities, races, age groups, new and flesh out of school employees, and old employees with many years of experiences in their jobs.

3. Are there obstacles you have faced in adjusting to the organizational culture where you work?

Answer: Yes, I have had some obstacles in adjusting to the organizational culture where I used to work at. For example, I have difficulty communication with patients who have language barrier. However, the hospital I used to work at provide translator whenever I have this problem. The translator usually was one of the staff members in the hospital, or we call someone from the linguist service if no one available. I also had to face learning about the new equipment. As an independent ultrasound technician, I was expected to familiar with my machine and other machines related to my job.

4. Are there posted guideline regarding non-discrimination or respect for diversity in your workplace?

Answer: Yes, there are guidelines regarding non-discrimination from the hospital. These guidelines are similar to the federal guideline.

5. Do you actively participate in activities related to multiculturalism in your place of employment?

Answer: Yes, we do have these kinds of activities and we usually have cakes, drinks, and banners to celebrating these events.

6. Who can attend these events?

Answer: These kinds of events are open to everyone including patients and employees (whoever available to attend)

7. Does your workplace discuss or provide any special training regarding cultural differences in the workplace or in the clients served?

Answer: Yes, they provide trainings about cultural differences on the computer and also in person like a workshop. The training can be from one hour up to few hours long.

8. What experiences do you seek out for yourselves and your family outside the workplace that have improved your awareness of other cultural groups, or enabled you to better understand other individual other of different cultural, ethnic, or religious backgrounds?

Answer: it helped me better understand the other cultures and improving my skill to interact with them.

Discussion:

I've been working for the military my entire life, so I don't know much about the workplace culture of a civilian hospital. Different institutes have different mission statements, and I believe that interviewing Ms. Susan will help me in advancing my knowledge, because she has experience in both sectors. My goal is not just to provide healthcare for military members and families. I also need to make sure patients are prepared for deployment. The mission for civilian hospitals are more focused on the community. Here is the mission statement from the French hospital, where Ms. Susan had worked at: "To contribute to the wellness of our community through the provision of quality services delivered in a compassionate and cost-effective manner."

What is workplace culture? Culture is like personality of the place where you work at. It means specific group, education, religious, and professional behaviors; practice that including communication styles, customs, dress, cultural belief, and rules of the institution. For example, civilian hospital has a different workplace culture than a military hospital. Based on what Ms. Susan told me, she can see more people with different cultures such as homeless, criminals, foreigners compare to military hospital, which she only see military members, spouses, dependences, and retirees. The health quality is also different. Military people are healthier compare to civilian people because they have free medical insurance or some of them only need to pay a small amount of money to insurance companies, but they receive the same services as other civilian hospitals. Military people also receive medical routine check more frequently compared to civilian.

I asked Ms. Susan what is the difference of employees' work ethics that she observed from her previous workplaces compare to her current workplace. She said everyone that she has worked with was very professional and carried a good work ethic as well as military employees. Both side have a guidance or ethic rules posted at your work environment for employees to follow. The only thing different is there always have new people come in to the department and people being replaced frequently because military people transfer to new duty station every 2-3 years. This is the disadvantage part because it takes time to train a new person and once that person fully competence, he/she will be transferred to a different place. At her previous work places, she would work with the same people for 10 years or longer. She mentioned that she had stronger bond with her co-worker at her previous place than here, because she had worked with them for a long time and they felt comfortable with each other.

My other question for her is how do they celebrate special events for different cultures? She said they did the same as Naval hospital. They celebrate many various special events including other culture's celebration such as Hispanic Heritage, Native American Heritage, Asian Pacific, Breast cancer month, Pharmacy, Nurse week and much more others. They also had cake, speakers, banners, and drinks just like this hospital. The different is there are more people attend the celebration in this hospital compare to civilian hospital, because usually patients there are really sick when they come to the hospital.

In military, our uniform for the day is our military uniform, and the contractors wear casual clothes, but in civilian hospital where Ms. Susan had worked at, they are wearing scrubs as the dress code in the hospital. She asked me back do I feel comfortable in these uniforms? I said no and she laughed. She said it is interested to see so many different uniforms in this hospital and she likes the fact that she can tell which branch of military the patient is in by looking at the uniform.

She also mentioned the way we called our patients is different than her. In military, we call people by their rank and their last name. For example: for Johnny Smith, we call HM3 Smith. HM3 is the rank and the person job title, and Smith is the last name. She got confused at the beginning when she just started work here, but now she got use to it.

In my point of view, work place culture is like special characteristics of the institute, and different work places have different characteristics. They are include specific group, education, religious, and professional behaviors; practice that including communication styles, customs, dress, cultural belief, and rules of the institutions. Depend on what is their mission statement of the institute, that how the workplace going to turn out, and the comparison between military hospital and civilian hospital is an example. They both carry the same mission is to treat people

and care for people's wellness. The only thing different is one is focus on community and the other is focus on military members.

References:

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