



“Navigating Inclusive Practices in Uncharted Waters”

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7/25/2024

Disclosure to Participants

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Objectives

- Explore principles of providing medical care without discrimination or bias.
- Discuss the vital role of leaders in identifying and addressing unconscious or implicit bias with patients and employees.
- Identify how implicit bias negatively impacts the workplace, community and environment
- Describe strategies to overcome implicit biases
- Review best practices for fostering a culture of belonging and inclusivity within medical work environments.



WHAT'S INCLUSION TO YOU?

- [Interactive presentation software – Mentimeter](https://www.menti.com/al78c4ps7qgn)
- <https://www.menti.com/al78c4ps7qgn>
- <https://www.menti.com/al9xuiya4ekq>



Organizational Practices



Leadership Behaviors



Workgroup Climate

Inclusion



Fairness



Respect

How do we promote Inclusion?

Health Equity



**Equality is everyone
getting a pair of shoes.**



**Diversity is everyone
getting a different type
of shoe.**



**Equity is everyone
getting a pair of shoes
that fits.**




**Acceptance is
understanding we all wear
different kinds of shoes.**




**Belonging is wearing the
shoes you want without
fear of judgment.**

DEFINITION

BIAS-a term that represents the attitudes, behaviors, and actions that influence an individual to show favor towards or against a person or group compared to another.

A large, solid brown arrow pointing downwards, connecting the definition of bias to the definition of implicit bias.

IMPLICIT BIAS-a form of bias that occurs instinctively and unintentionally, but nevertheless affects a person's judgments, decisions, and behaviors (NIH, 2022).

A large, solid brown arrow pointing downwards, connecting the definition of implicit bias to the types of bias incidents.

BIAS incidents- can be EXPLICIT (CONSCIOUS) OR IMPLICIT (UNCONSCIOUS)

TYPES OF UNCONSCIOUS BIAS



Affinity Bias

Feeling a connection to those similar to us



Perception Bias

Stereotypes and assumptions about different groups



Halo Effect

Projecting positive qualities onto people without actually knowing them



Confirmation Bias

Looking to confirm our own opinions and pre-existing ideas.



Other Types of Implicit Bias

Implicit Bias in Action

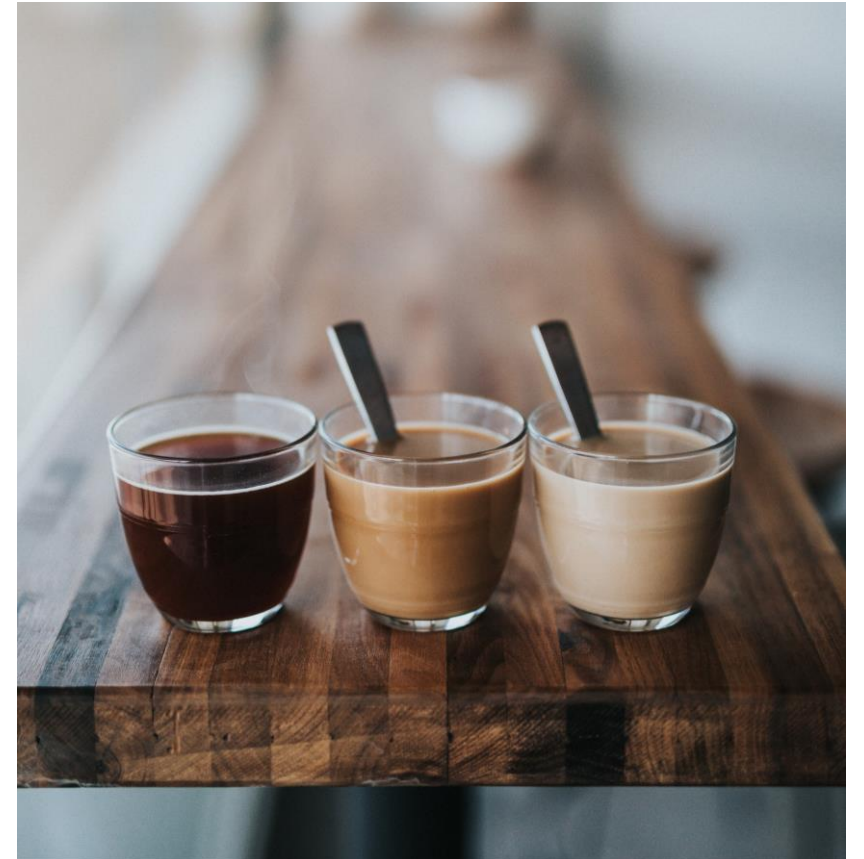
https://www.youtube.com/watch?v=hNS_D-pw8y

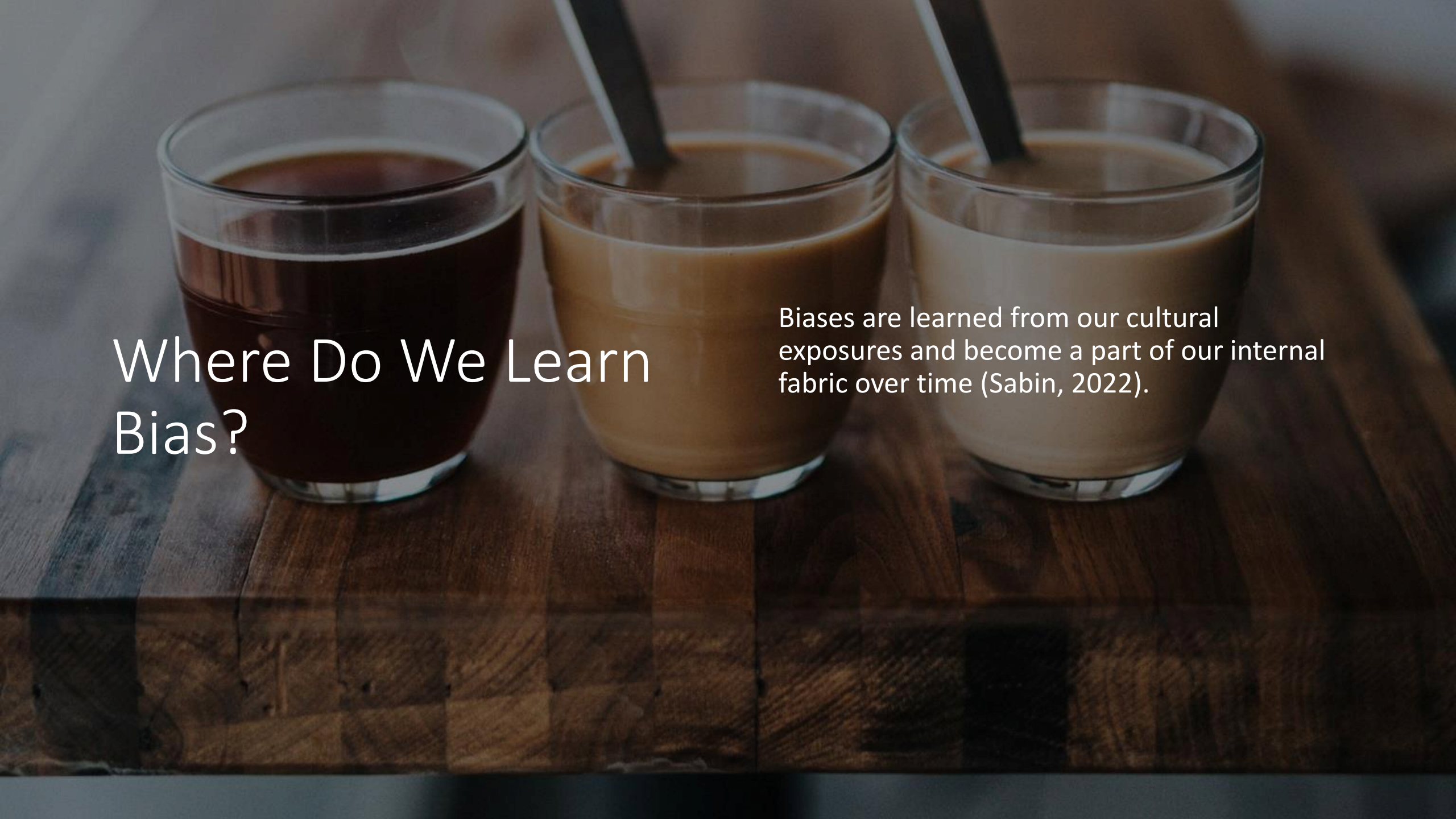
<https://www.youtube.com/watch?v=LI56imVATLk&t=1s>



Why Is This Important?

- The New England Journal of Medicine published review of studies involving physicians, nurses, and other medical professionals found that health care providers' implicit racial bias is associated with diagnostic unpredictability and, for Black patients, negative ratings of their clinical interactions, reduction in care centered around the patient, poor provider interaction, undertreatment of pain, views of Black patients as less medically adherent than White patients, and other ill effects (Sabin, 2022)



The background image shows three clear glass cups filled with coffee, placed on a dark wooden surface. The coffee in the cups has different levels of milk or cream, ranging from dark brown to light tan. Each cup has a black stirrer stick. The lighting is soft and focused on the cups.

Where Do We Learn Bias?

Biases are learned from our cultural exposures and become a part of our internal fabric over time (Sabin, 2022).

How Can You Identify and Reduce Biases?

- Awareness of the existence of stereotypes
- Counter-stereotyping imaging
- Individuation
- Try to imagine yourself in the other person's shoes
- Taking opportunities to interact with others from different backgrounds
- Reassess interactions, looking at the other person as an equal (Institute for Healthcare Improvement (IHI), 2017)



How Can We Fix What's Broken

Utilizing the 4 C's

- Contractual-Keeping your word
- Communication
- Competency
- Care



Implicit Association Test (IAT)

- The IAT has been accessed by over 4.5 million participants
- Evaluation of the results of the IAT between 1998 and 2006 show:
 - Implicit bias is prevalent
 - People are often unaware of their biases
 - Implicit biases can predict how someone will act
 - People differ in levels of implicit bias (The Joint Commission, 2016)

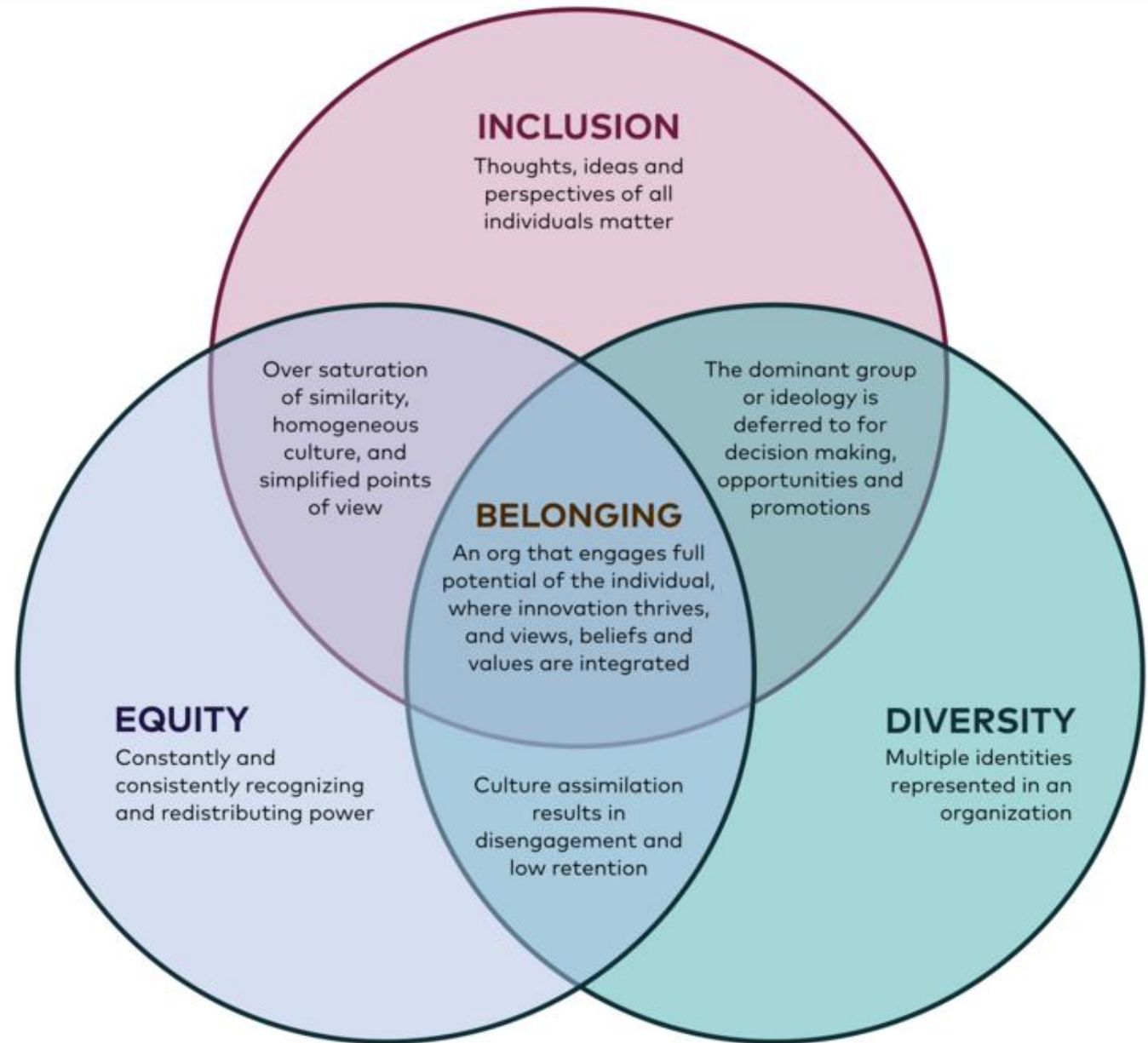




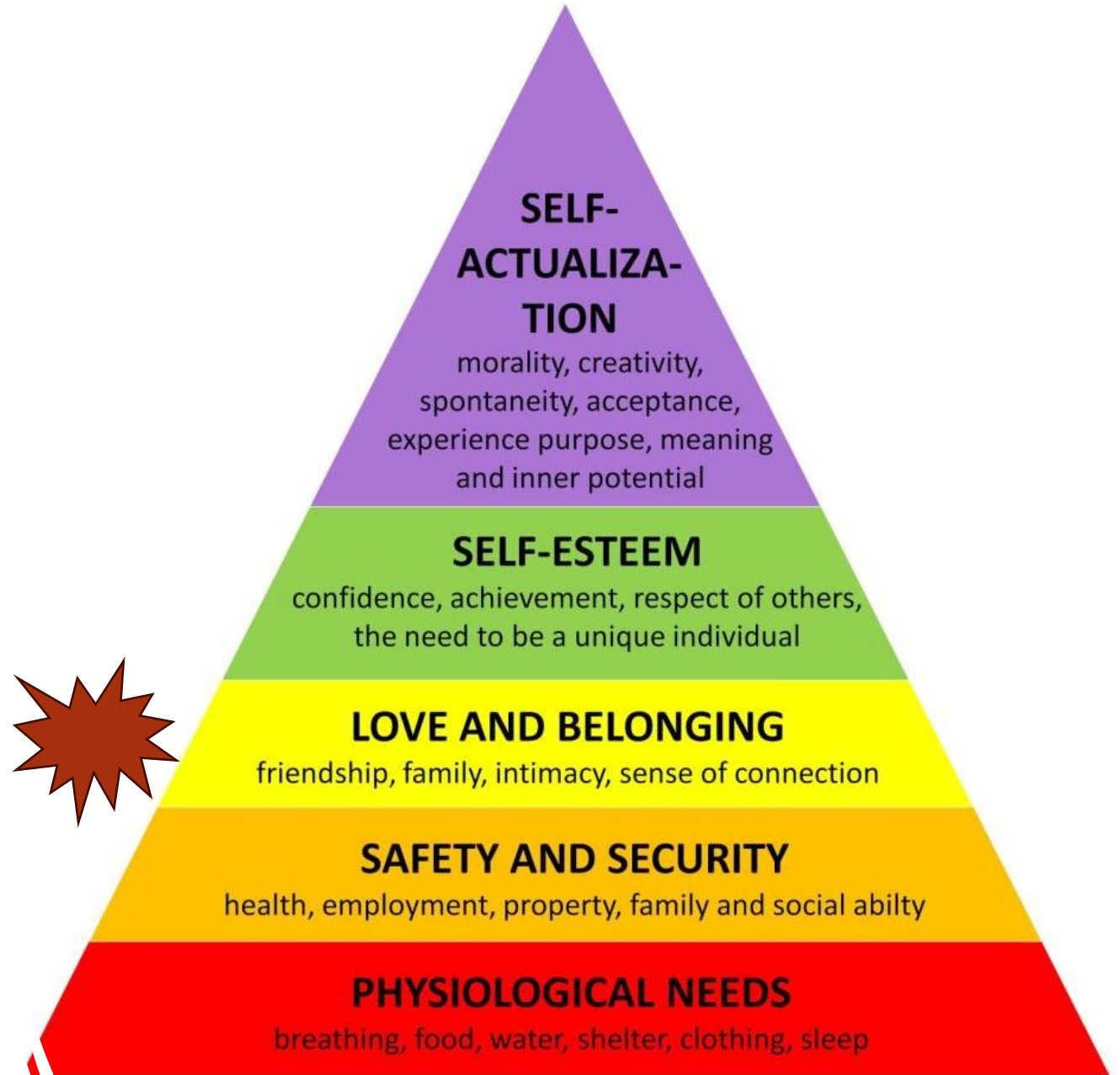
Organizational Education

- Mandatory yearly education
- Opportunity & Belonging initiatives
- Create reporting system for persons to report biased incidents of concern (Sabin, 2022)

Belonging: Where do we begin?



Maslow's Hierarchy of Needs





ALLYSHIP

- Allyship is a supportive association of another person or group of people (Merriam-Webster, 2023).

ANATOMY OF AN ALLY



A MOUTH TO
SPEAK OUT
AGAINST
INJUSTICE



A NOSE TO
SNIFF OUT
IMPLICIT BIAS



EYES TO
IDENTIFY
PRIVILEGE



EARS TO
LISTEN TO
THE POC
EXPERIENCE



A HEART TO
CULTIVATE
EMPATHY FOR
THE OPPRESSED



HANDS TO
TAKE ACTION
AND MAKE
A CHANGE

@ohhappydani

Sense of Belonging

STRATEGIES

- Inclusive language
- Acknowledge and Respect Differences
- Challenge one's beliefs
- Learn something new about a person's culture
- Health Equity Lens
- Build your Community

WE WELCOME

ALL RACES AND ETHNICITIES
ALL RELIGIONS
ALL COUNTRIES OF ORIGIN
ALL GENDER IDENTITIES
ALL SEXUAL ORIENTATIONS
ALL ABILITIES AND DISABILITIES
ALL SPOKEN LANGUAGES
ALL AGES
EVERYONE.

WE STAND HERE WITH YOU
YOU ARE SAFE HERE

* Content adapted from the original "We Welcome" sign created by IPRC members Lisa Mangum and Jason Levidin.

How Can We Set the Stage?

- Inclusive behavior begins with acknowledging the past in order to make strides forward
- Create an infrastructure to eradicate systemic racism
- Trust
- Respect, Transparency, Accountability
- Uncomfortable Conversations
- Active Listening
- Relationship Building
- Accessibility/Resources
- Community Engagement
- Policy Change





Reflective Simulation

- **Instructions:** You are a member of the transplant board for your state. You are a part of a team that decides who receives a transplant. It is your responsibility to decide the ranking order for each person listed below. Take the next few minutes and use the numbers assigned to each person's write-up to relist them in order of priority.



Reflective Exercise

(1) Sarah Kingston, a 37-year-old white female who developed severe cardiomyopathy after the childbirth. She is married and the mother of two children. Her son is 5 years old, and she has a 6-month-old little girl. Currently she is out on sick leave secondary to extreme fatigue and SOB, prior to her leave she worked as a middle school principal. She is on the waiting list to receive a heart transplant.

(2) Mohammed Ala is a 26-year-old single Muslim male. He is the successful sole business owner of a large IT company that employs over five thousand employees. His company provides IT support for two airports in the city of Houston. He has a strong family history of cardiovascular disease. After a recent visit to the Middle East, he had a massive heart attack that has left him in need of a heart transplant?

(3) Jamal Price is a 45-year-old recovering drug addict of over 15 years. He has been clean for 12 years. His drug of choice was crack cocaine. At the age of 22 he was incarcerated for armed robbery for 2 years. He is divorced, but the father of two adult children who currently do not have a relationship with him. He works at the neighborhood Walmart and volunteers in his free time at the Men's shelter mentoring young adult males. Mr. Price is on the heart transplant list secondary to heart failure. He has no other family support.

(3) Pedro Garcia is a 52-year-old first generation Mexican American who speaks Spanish only. He has his own lawn care company. His only employees are his two sons whose ages are 17 and 18. His wife was killed in a domestic dispute. He has limited insurance. Mr. Garcia has a benign tumor growing on his heart which is causing him to suffer with heart failure. His insurance only covers a portion of his meds and care; he receives supplemental help from the government. He is currently on the transplant list.

(4) Charles Porter is a 59-year-old white male who works as a thoracic surgeon. He is employed at a very large cancer hospital. He is the father of one 15 year old son. He developed cardiomyopathy after contracting meningitis from a patient. Currently he is unable to work secondary to symptoms of cardiomyopathy. He is on the heart transplant list.

CHALLENGE

- Get into some GOOD TROUBLE!
- "When you see something that is not right, not fair, not just, you have to speak up. You have to say something; you have to do something."



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QUESTIONS