

# Uncovering Unconscious Bias for Safer Health Care Interactions

Compass, Telligen, IPRO and Alliant Health Solutions

Joint Hospital Quality Improvement Contract (HQIC) Learning and  
Action Network

March 26, 2024

## We will get started shortly!

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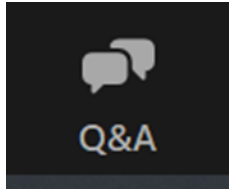


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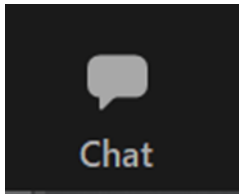
# Housekeeping

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- Lines have been muted upon entry to reduce background noise
- We encourage you to ask questions for the presenter(s) throughout the event using the Q&A feature



- Please direct technical needs and questions to the Chat Box



- This event is being recorded



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Raising Healthcare's Standard

# Introductions



**Tanya Lord PhD, MPH**  
**Chief Innovation Officer**



**Inez White-Brown, DNP, APRN, FNP-BC**  
**Clinical Consultant and Health  
Systems Transformation Strategist**

A healthcare professional in a white coat is shown from the chest up, facing right. Their right hand is raised, palm facing forward, in a gesture of communication or reassurance. A young child with dark, curly hair is looking up at the professional's hand with a curious expression. The child's right hand is also raised, touching the professional's hand. The background is a blurred hospital room with wooden frames and a white wall. The image is overlaid with a blue gradient that transitions from dark blue at the top to a lighter blue at the bottom.

# Uncovering Unconscious Bias for Safer Health Care Interactions



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An insightful discussion focused on understanding and mitigating unconscious bias for respectful, inclusive, and thereby safer healthcare interactions.

# Objectives

- Describe how unconscious bias impacts worker and patient interactions.
- Discuss strategies and techniques for identifying unconscious bias and de-escalating situations.



# What is Unconscious Bias?



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# Defining Unconscious Bias

- Unconscious bias impacts attitudes and decisions unconsciously, affecting patient care and contributing to health care disparities.
- Racism intertwines with various biases, influencing clinician behavior and patient outcomes.
- A University of Calgary study found two-thirds of surveyed Alberta physicians showed implicit anti-Indigenous bias, with the majority being white cisgender women.







# Impact of Unconscious Bias

1

Non-white patients receive fewer cardiovascular interventions and fewer renal transplants

2

Black women are more likely to die after being diagnosed with breast cancer

3

Non-white patients are less likely to be prescribed pain medications (non-narcotic and narcotic)

4

Black men are less likely to receive chemotherapy and radiation therapy for prostate cancer and more likely to have testicle(s) removed

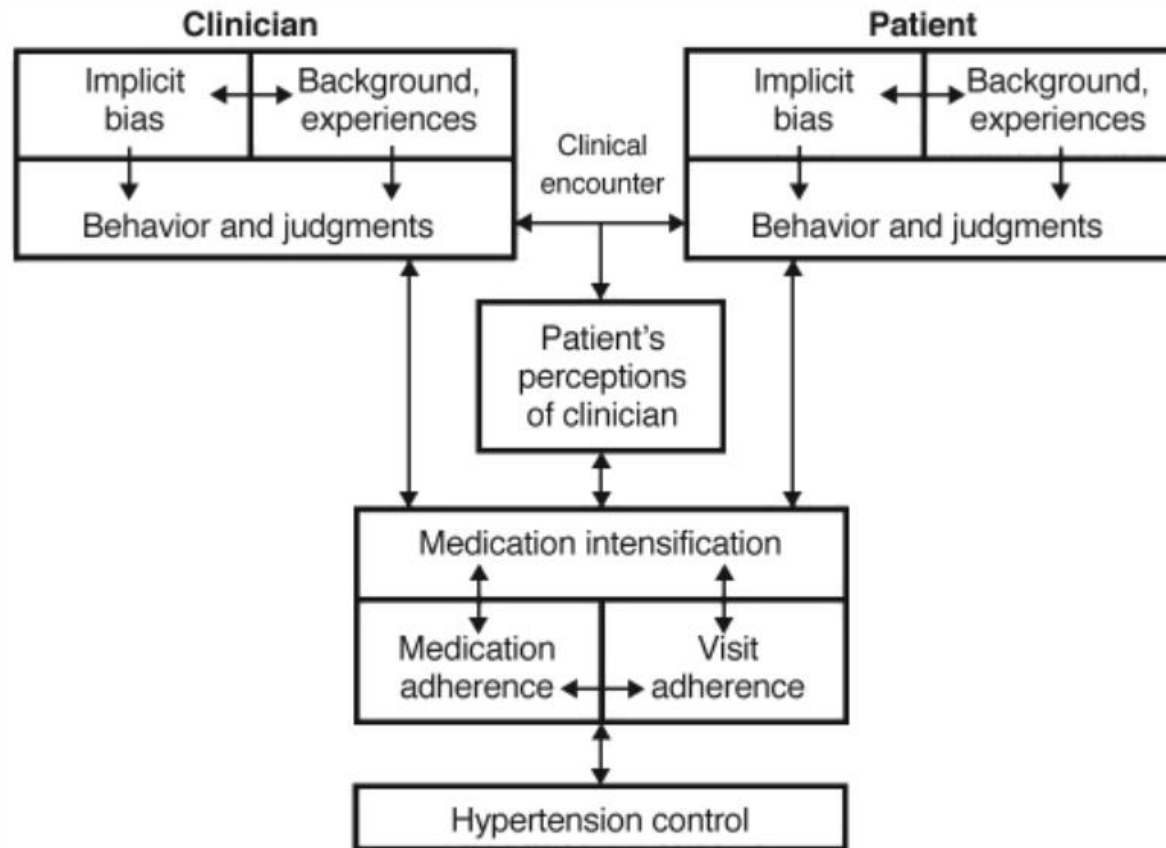
5

Non-white patients are often diagnosed with certain conditions at later stages compared to white patients



# Impact of Unconscious Bias

Conceptual model of the influence of implicit bias on hypertension control.





# Effects on Health Care

- Studies show that individuals with higher levels of unconscious racial bias engage in less favorable interactions with minorities, often through microaggressions.
- The Implicit Association Test (IAT) has been used to assess racial bias among clinicians, with four out of five studies finding evidence of bias against African Americans.
- Clinicians' unconscious biases contribute to healthcare disparities, reflecting broader societal patterns.



# Identifying Unconscious Bias



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# Strategies for Recognizing and Acknowledging Biases



## Educate

- ✓ Introspection
- ✓ Mindfulness

## Expose

- ✓ Perspective-taking
- ✓ Learn to Slow Down
- ✓ Individuation

## Approach

- ✓ Check Your Messaging
- ✓ Institutionalize Fairness
- ✓ Take Two

# The Importance of Self-Reflection and Awareness



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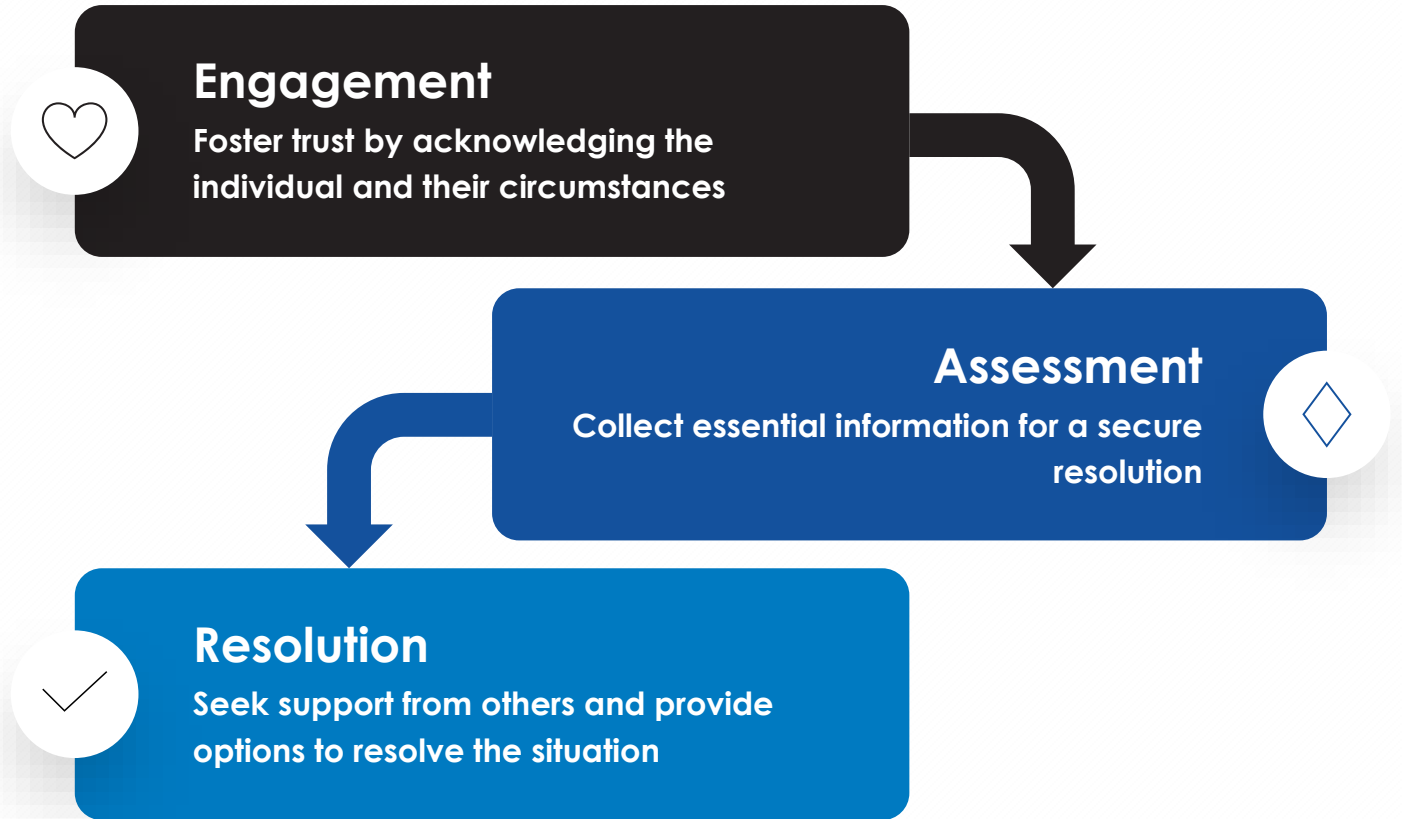
- Self-reflection is crucial for health care professionals to identify biases.
- Recognizing personal biases is vital for promoting equitable patient care.
- Ongoing self-reflection fosters a culture of inclusivity and improves health outcomes.



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# “EAR” Technique for De-Escalation



De-escalation Framework



# De-Escalation Communication Strategies

## Active Listening



Demonstrate attentive listening, validating the concerns of all parties involved.

## Empathetic Communication



Express understanding and empathy towards the emotions and perspectives of others, fostering a supportive environment.

## Cultural Humility



Be aware of cultural nuances and differences in communication styles to avoid misunderstandings.

## Clarification



Seek clarification when needed, ensuring that messages are interpreted accurately and minimizing the potential for miscommunication.

## Non-Verbal Cues



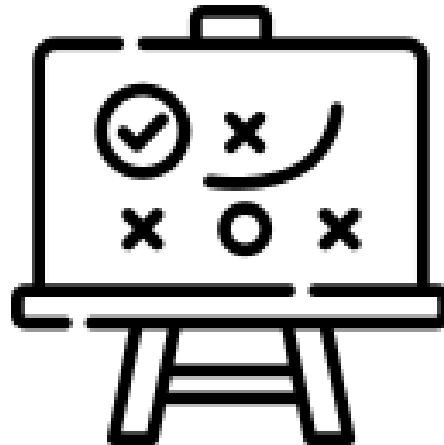
Pay attention to non-verbal cues such as body language and tone of voice to comprehend underlying emotions and respond appropriately.





# Strategies and Actions

- Comprehensive Training Programs
- Diversity and Inclusion Initiatives
- Community Engagement and Collaboration
- Reporting Mechanisms
- Continuous Monitoring and Evaluation



# Creating a Respectful Health Care Culture

**Increases Patient Trust**



**Reduces Burnout and Stress**

**Improves Patient Outcomes**



**Boosts Collaboration**

**Enhances Communication**



**Promotes Innovation**

**Promotes Cultural Humility**



**Improves Patient Satisfaction**

# Key Takeaways

- Unconscious bias affects health care interactions and can lead to poor, inequitable outcomes.
- Self-reflection is crucial for bias identification and improvement.
- De-escalation must be a priority to promote safe, healing environments
- Organizations must implement training, diversity initiatives, reporting mechanisms, and community engagement to address and mitigate bias in health care.





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# Questions/Discussion





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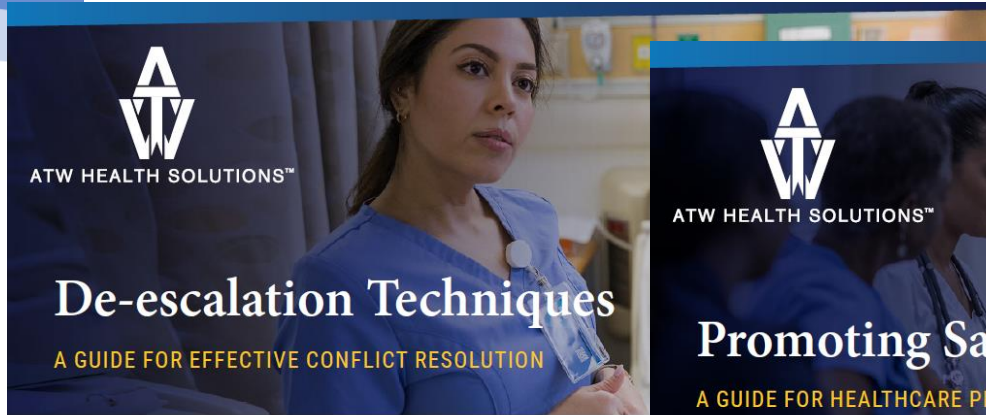
# Resources



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## DE-ESCALATION AND MICROAGGRESSION TRAINING ROLE-PLAY SCENARIO

2024



Conflict is inevitable in human interaction. How we manage it can make or break safety and fostering positive relationships. De-escalation techniques help defuse tense situations and promoting constructive dialogue. This guide focuses on effective communication and situational awareness.

### SITUATIONAL AWARENESS

**Words to Avoid:** Language plays a crucial role in de-escalation. Avoid using inflammatory or confrontational words that may provoke further agitation. Instead, choose neutral and non-threatening language.

**Body Language:** Pay attention to your body language, as it can convey respect and openness or hostility and defensiveness. Exhibiting relaxed body language can convey that one is receptive to communication and open to dialogue. Maintain an open posture (avoid crossing your arms, relax your shoulders, sit or stand with a relaxed posture), make eye contact (if culturally appropriate), and use non-verbal cues such as nodding to show understanding.

Being considerate and respecting others is a reflection of your brand and its values. A continuing learning program that is fluid and adaptable. Developed through a conversation with our clients.



Equipping healthcare providers with strategies to respectfully interact with diverse patients and demonstrate cultural humility can improve patient experience while also creating safe, healing environments. This guide outlines interventions and provides resources for healthcare organizations to foster respectful, inclusive, and thereby safer interactions in the delivery of services.



### UNCONSCIOUS BIAS

**Implement implicit bias training programs:** These workshops aim to raise awareness and mitigate unconscious biases among healthcare professionals through education and self-reflection.

**Use bias-awareness tools:** Tools such as implicit association tests can help clinicians recognize and address their unconscious biases in patient care.

**Ensure diverse representation:** Promoting diversity and inclusion within healthcare teams can reduce biases by providing exposure to a variety of perspectives and experiences.

### ▶ Implicit Bias Resources

These resources from the American Academy of Family Physicians (AAFP) intend to address the pervasive issue of implicit bias among healthcare professionals and its detrimental impact on patient health. By fostering self-awareness among healthcare providers and encouraging the integration of mitigation strategies into their practice, we aim for improved patient care. The guide, developed by the EveryONE Project, targets primary care physicians and their teams but is applicable to all healthcare professionals.

### ▶ Resources for Diversity, Equity, and Inclusion in Medical Education

Rutgers University provides e-books, articles, and educational curricula that address the pervasive issue of

# Thank you!



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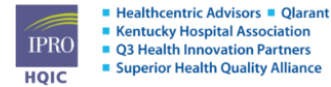
# Contact us

# Upcoming Events

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- **Hospitals in Action: Promising Workplace Violence Prevention Strategies for Safer Care**
  - Thursday, April 25, 2024, from 12-12:45 p.m. (CT)
  - Register [Here](#) (Link)
- **Working Together to Improve Patient Outcomes: Reducing Diagnostic, Surgical, and Maternal Health Harm Events**
  - 3-Day Conference – April 2-4, 2024
  - FREE Registration [Here](#) (Link)
- **CMS Community of Practice: Enhancing Capacity: Re-Engineering Fall and Fall Injury Programs**
  - Thursday, May 9, 2024, from 12-1 p.m. (CT)
  - Register [Here](#) (Link)

# Contact Us



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# Thank you for joining us today!

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We value your input!

*Please complete the brief evaluation after exiting the event.*

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