

Uncovering Unconscious Bias for Safer Healthcare Interactions

Compass, Telligen, IPRO and Alliant
Joint Hospital Quality Improvement Contract (HQIC) Learning and Action Network
March 26, 2024

We will get started shortly!



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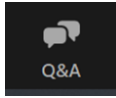
Collaborating to Support your Quality Improvement Efforts



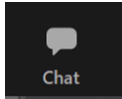
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Housekeeping

- 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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Introductions



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Chief Innovation Officer



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Uncovering Unconscious Bias for Safer Healthcare Interactions

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




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Objectives

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



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What is Unconscious Bias?



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Defining Unconscious Bias

- Unconscious bias impacts attitudes and decisions unconsciously, affecting patient care and contributing to healthcare 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.

The Joint Commission

CBC




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Impact of Unconscious Bias

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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

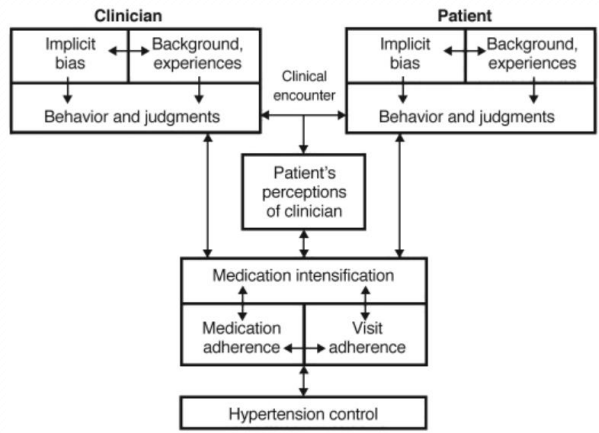
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Impact of Unconscious Bias

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



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    graph TD
      subgraph Clinician
        C_IB[Implicit bias] <--> C_BE[Background, experiences]
        C_BJ[Behavior and judgments]
      end
      subgraph Patient
        P_IB[Implicit bias] <--> P_BE[Background, experiences]
        P_BJ[Behavior and judgments]
      end
      C_IB --> C_BJ
      C_BE --> C_BJ
      P_IB --> P_BJ
      P_BE --> P_BJ
      C_BJ <--> P_BJ
      CE[Clinical encounter]
      P_PC[Patient's perceptions of clinician]
      MI[Medication intensification]
      MA[Medication adherence]
      VA[Visit adherence]
      HC[Hypertension control]

      C_BJ --> CE
      P_BJ --> CE
      P_PC --> CE
      CE --> MI
      MI --> MA
      MI --> VA
      MA <--> VA
      MA --> HC
      VA --> HC
  
```

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Effects on Healthcare

- Studies show 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.



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NCBI

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Identifying Unconscious Bias



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Strategies for Recognizing & Acknowledging Biases

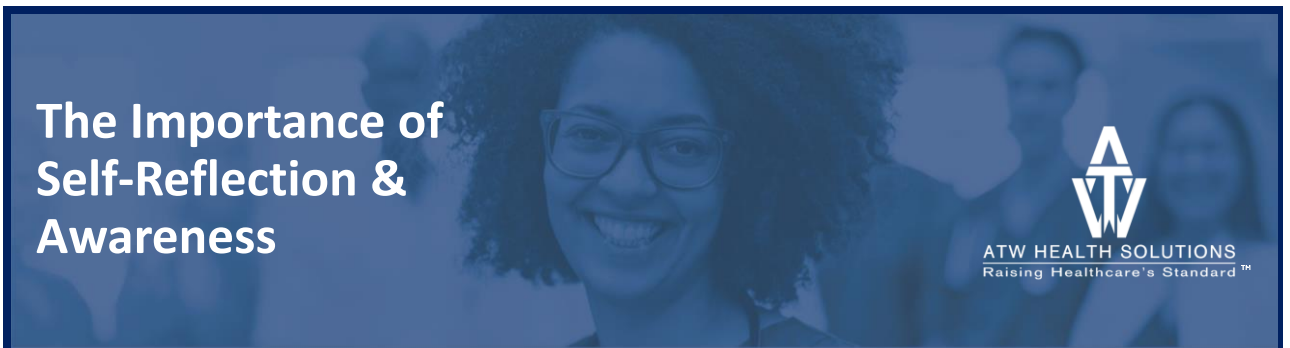


- Educate**
 - ✓ Introspection
 - ✓ Mindfulness
- Expose**
 - ✓ Perspective-taking
 - ✓ Learn to Slow Down
 - ✓ Individuation
- Approach**
 - ✓ Check Your Messaging
 - ✓ Institutionalize Fairness
 - ✓ Take Two

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The Importance of Self-Reflection & Awareness




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- Self-reflection is crucial for healthcare 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



Engagement
Foster trust by acknowledging the individual and their circumstances

Assessment
Collect essential information for a secure resolution






Resolution
Seek support from others and provide options to resolve the situation


De-escalation Framework

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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.

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Strategies & Actions

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



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Creating a Respectful Healthcare Culture

Increases Patient Trust



Reduces Burnout and Stress

Improves Patient Outcomes



Boosts Collaboration

Enhances Communication



Promotes Innovation

Promotes Cultural Humility



Improves Patient Satisfaction

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Key Takeaways

- Unconscious bias affects healthcare 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 healthcare.

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Questions/Discussion



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Resources



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DE-ESCALATION AND MICROAGGRESSION TRAINING ROLE-PLAY SCENARIO

2024



De-escalation Techniques
A GUIDE FOR EFFECTIVE CONFLICT RESOLUTION

Conflict is inevitable in human interaction. How we manage it can impact safety and fostering positive relationships. De-escalation techniques address 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, raise 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 respectful:
A reflection of trust and respect.
A core learning pillar.
Placed at the forefront of conversations.



Promoting Safe Interactions
A GUIDE FOR HEALTHCARE PROVIDERS

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 practices, 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

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Thank you!

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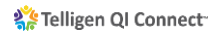
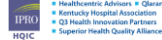
Upcoming Events

- **Hospitals in Action: Promising Workplace Violence Prevention Strategies for Safer Care**
 - Thursday, April 25, 2024, from 12:00-12:45PM (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 12:00-1:00PM (CT)
 - Register [Here](#) (Link)



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Contact Us



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Thank you for joining us today!

We value your input!

Please complete the brief evaluation after exiting the event

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