CLOSING THE DIVIDE

Building Trust by Addressing Bias in Medicine

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Objectives

- Increase awareness of behaviors that demonstrate conscious and unconscious biases

- Define the impact of biased behaviors in clinical and nonclinical settings in medicine

- Introduce a framework for how to respond and debrief during and after such encounters

Social Identity Theory

- Social Identity: The way one conceptualizes self based on the social groups to which one belongs

- Social Identity Theory
  - Social Categorization
  - Social Identification
  - Social Comparison

What aspects your identity have the most effect on the way others perceive you at work?

● (A) Race or Ethnicity   ● (B) Age   ● (C) Gender Identity   ● (D) Sexual Orientation   ● (E) National Origin   ● (F) Native Language   ● (G) Socioeconomic Status

● (H) Religious or Spiritual Association   ● (I) (Dis)Ability   ● (J) Other

Definitions

- Macroaggression
  - overt statements, behaviors or attitudes intended to discriminate against someone based upon race, ethnicity, sexual orientation, gender identity

- Microaggression
  - Snubs, slights, insults directed toward minorities or stigmatized groups that *implicitly* communicate or engender hostility
    - Disrespect, devaluation, and exclusion
    - Clash of realities between perpetrator and the recipient (intent v. impact)
    - Perceived minimal impact of harm (lack of knowledge of cumulative effects)

Sue DW. Microaggressions in Everyday Life, Race, Gender, and Sexual Orientation. Wiley; 2010

Discuss encounters marked by discrimination or other inappropriate behaviors and the impact.
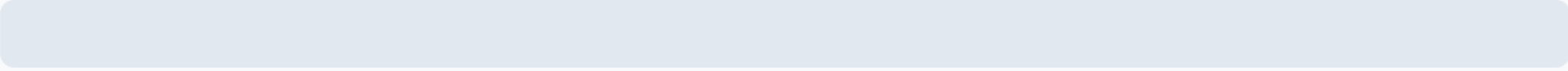
Have you experienced or witness an encounter in which biased behavior was displayed?
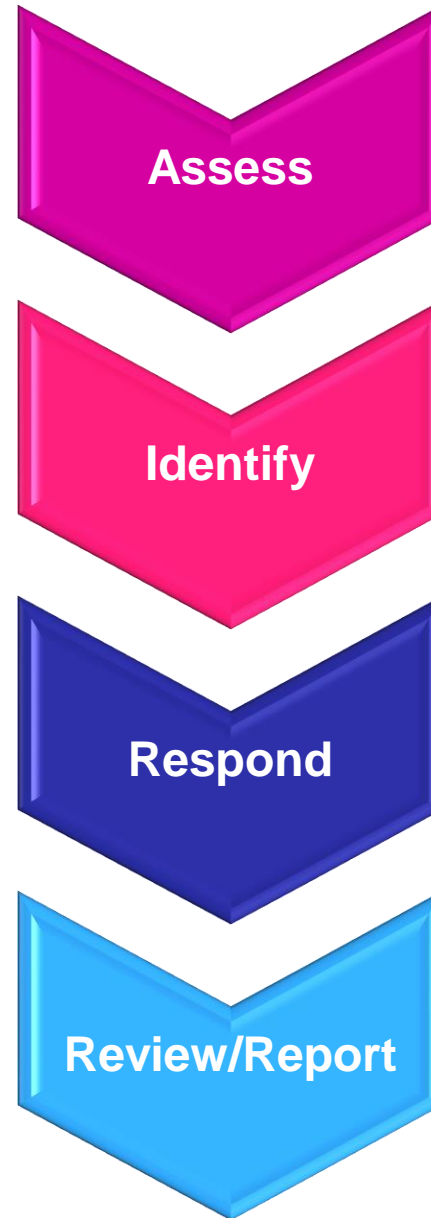
Yes
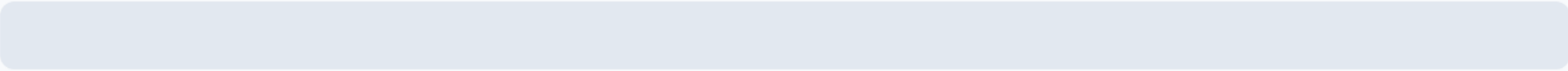
0%

No

0%

How did you feel during this encounter?

Nobody has responded yet.

Hang tight! Responses are coming in.

Tools and Techniques to Respond

Let's Clear the AIRR

Assess

Identify

Respond

Review/Report

Let's Clear the AIRR

Assess
- The situation, the environment (SAFETY), and your emotions

Identify
- The patient's intent and perspective
- The source of the behavior

Respond
- Share your perspective
- State the purpose/objective of the encounter
- SET BOUNDARIES, STATE THE STANDARDS

Review/Report
- Review the encounter with a supervisor immediately

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Let's Clear the AIRR

Assess
- The situation, the environment (SAFETY), and your emotions

Identify
- The other person's intent and perspective
- The source of the behavior

Respond
- Share your perspective
- State the purpose/objective of the encounter
- SET BOUNDRIES STATE THE STANDARDS

Review/ Report
- Review the encounter with a supervisor immediately

"I hear that you are saying…"

"I see that you are feeling…"

Let's Clear the AIRR

Assess
- The situation, the environment, and your emotions

Identify
- The other person's intent and perspective
- The source of the behavior

Respond
- Share your perspective
- State the purpose/objective of the encounter
- SET BOUNDRIES, STATE THE STANDARDS

Review/ Report

"… being here is difficult. The team is here to do our best to help you with _____.

In order to do so, we must maintain a professional and mutually respectful relationship."

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Identify
- The person's intent and perspective
- The source of the behavior

Respond
- Share your perspective
- State the purpose/objective of the encounter
- SET BOUNDRIES, STATE THE STANDARDS

Review/ Report

"I am open to discussing differing perspectives, but we must work together to form a plan that is best for you."

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Respond
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- State the purpose/objective of the encounter
- SET BOUNDRIES, STATE THE STANDARDS

Review/ Report

"I do not appreciate…"

"It makes me uncomfortable when you…"

"That behavior is not acceptable."

Let's Clear the AIRR

Assess
- The situation, the environment, and your emotions

Identify
- The person's intent and perspective
- The source of the behavior

Respond
- Share your perspective
- State the purpose/objective of the encounter
- SET BOUNDRIES, STATE THE STANDARDS

Review/ Report

"If you continue to… I will leave the room.

I will return later when we are able to have calm and productive conversation…"

Let's Clear the AIRR

Assess
- The situation, the environment, and your emotions

Identify
- The person's intent and perspective
- The source of the behavior

Respond
- Share your perspective
- State the purpose/objective of the encounter
- SET BOUNDRIES, STATE THE STANDARDS

Review/ Report
- Review the encounter with a supervisor immediately. Document the encounter.

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Report It

- Ensures the person subjected to the behavior has a safe space to process the experience
- Ensure that the patient continues to receive appropriate and timely care

Methods of Reporting

- Clinical documentation in the medical records
  - Useful in maintaining a written records of these types of encounters
- Online reporting portals in your institution
  - May serve as a useful tool in formal evaluations and tracking
  - Can serve as an anonymous method of reporting

Methods of Reporting

Trainees

- Colleagues
- Senior resident or fellow trainees
- Chief residents
- Attending physicians
- Course directors (program or clerkship directors)
- Human resources

Faculty and Staff

- Colleagues
- Direct supervisor
- Clinic or ward administrators
- Hospital or practice leadership
- Human resources
- Administration

Summary

- Is it important to increase awareness and respond to behaviors that demonstrate conscious and unconscious biases

- When team members lack the tools respond biased encounters, this can perpetuate an unhealthy and/or unsafe culture

- The "Clear the AIRR" framework is tool to help with addressing such encounters which includes:
  - Assess the encounter and environment
  - Identify the patient's intent and the source of the behavior
  - Form an appropriate response and set boundaries
  - Review and report such encounters

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