



Continuing the Conversation

Implicit Bias
July 12, 2023



Series Objectives

Understand

- Understand health equity and how it applies to healthcare facilities (of all sizes and locations)

Describe

- Describe the various components of health equity and their impact on achieving equitable care

Identify

- Identify opportunities of growth for organizations and individuals

Access

- Access resources to help with ensuring equitable care



The Purpose of the National CLAS Standards



Advance health equity

Improve quality of services

Help eliminate disparities

Conversation Topics and CLAS Standard Themes

Topic 5 | Implicit Bias

The Principal Standard

Theme 1: Governance, Leadership and Workforce

Theme 2: Communication and Language Assistance

Theme 3: Engagement, Continuous Improvement and Accountability

Today's Speaker



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Implicit Bias

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7/12/2023

Objectives

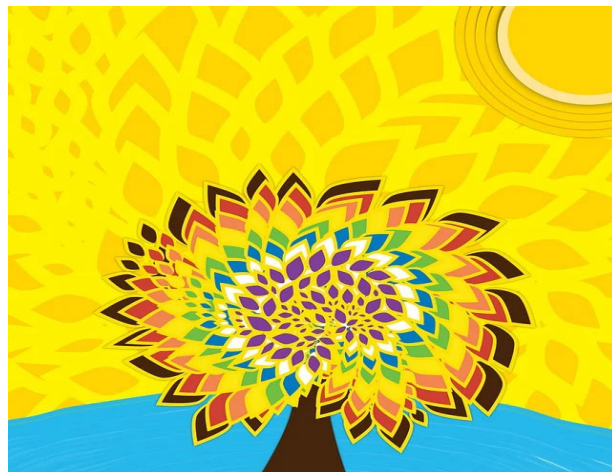
- Describe the origins of bias.
- Compare and contrast forms of bias.
- Identify manifestations of bias in patient care and health system.
- Practice strategies to mitigate and address bias in clinical and medical education environments.



You can outsmart your own biases.

You start by understanding where they're coming from.

- Katherine L. Milkman, Jack B., Soll, John W. Payne. (2015) Harvard Business Review



Defining Terms

- Bias: The evaluation of one group and its members relative to another
 - Implicit
 - Unconscious and unaware
 - Attitudes or stereotypes that influence our understanding, actions, and decisions
 - Might be counter to stated beliefs or values
 - Explicit
 - Conscious, aware of the evaluation

Example:

I like whites more than Latinos.

Sitting next to a white person rather than a Latino person

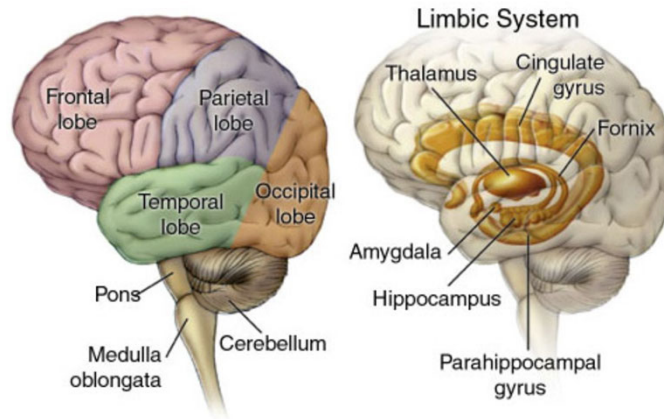


The human brain



- 11 million pieces of information at a time
- 40 pieces are conscious
- 2% of emotion is conscious

Brain anatomy and function



Schemas

- Organization of information into categories
- Conserves mental energy and resources
- Unconscious
- Socially constructed
- Developed early in life



Color tricks

1. **Sky**
2. **Grass**
3. **Dirt**
4. **Sunshine**
5. **Stop sign**

1. **Green**
2. **Blue**
3. **Brown**
4. **Red**
5. **Yellow**

Bias and Blind Spots

- Beauty bias
- Halo effect bias
- Horns effect bias
- Contrast effect bias
- Conformity bias
- Confirmation bias



- <https://www.youtube.com/watch?v=BFcfqmqVah8&t=136s>

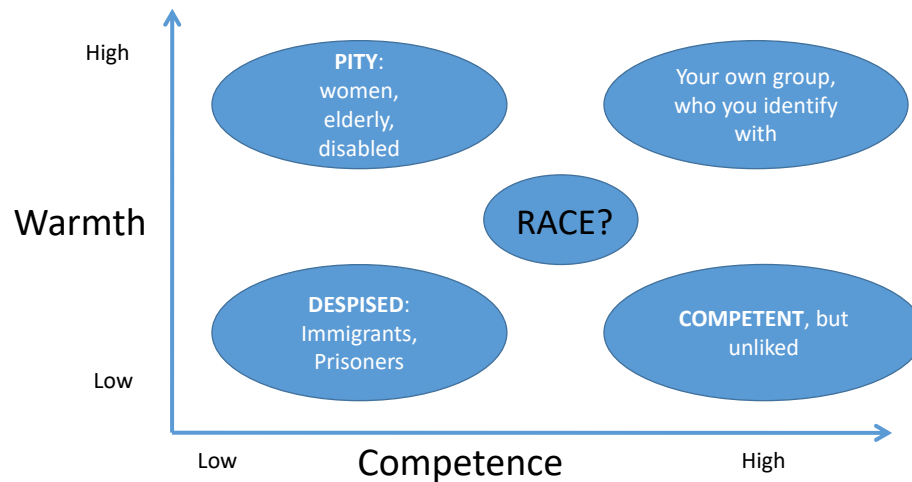
Confirmation bias

- Tendency for people to seek information that confirms pre-existing beliefs or assumptions
- Confirmation Bias is the core cause for lack of diversity. It starts with how individuals are viewed coming through the door, and persists through the entire encounter
- Internalized perceptions

Schema drives Stereotypes

- Assumptions made about a group.
- Applied to individuals because of their group affiliation.
- Can be positive or negative.
- Create a “single” story.
- Sometimes true, but always incomplete.
- Influence our biases.
- *whether we think of ourselves as prejudiced or not, we hold in our heads schemas that classify people into categories based on age, gender, race, and ethnicity. We cannot help it. It is part of the human condition, and these schemas generally include implicit memories that yield subconscious dispositions toward people and objects, leading to stereotypes.*
 - Douglas Massey, Categorically Unequal.

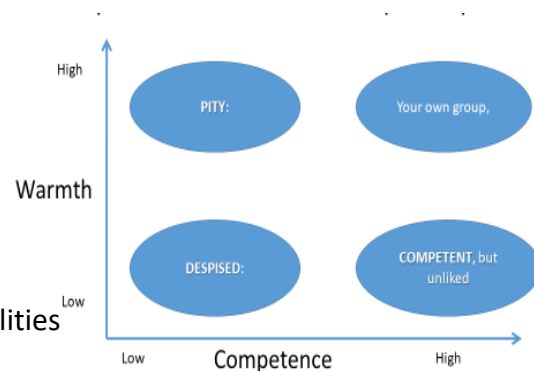
And how you internalize these perceptions?



Source: Douglas Massey, *Categorically Unequal: The American Stratification System*. New York: Russell Sage Foundation, 2007.

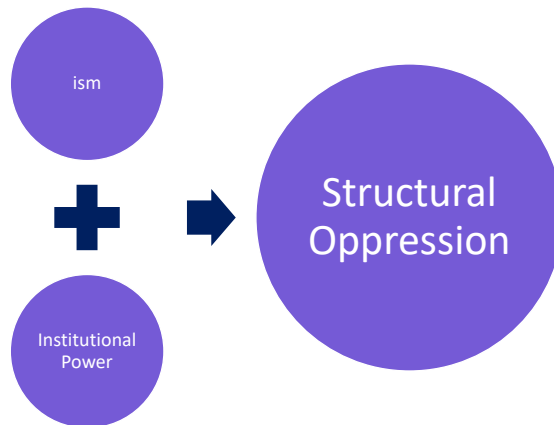
Bias toward groups of people

- Non-white persons
- Older Adults
- Persons with Limited English Proficiency
- Persons who identify as LGBTQIA+
- Persons with Substance Use Disorder
- Persons with history of incarceration
- Persons with mental illness
- Persons with physical and/or Cognitive Disabilities
- Persons who are obese
- Couples with many children
- Couples with no children



From Bias to Oppression

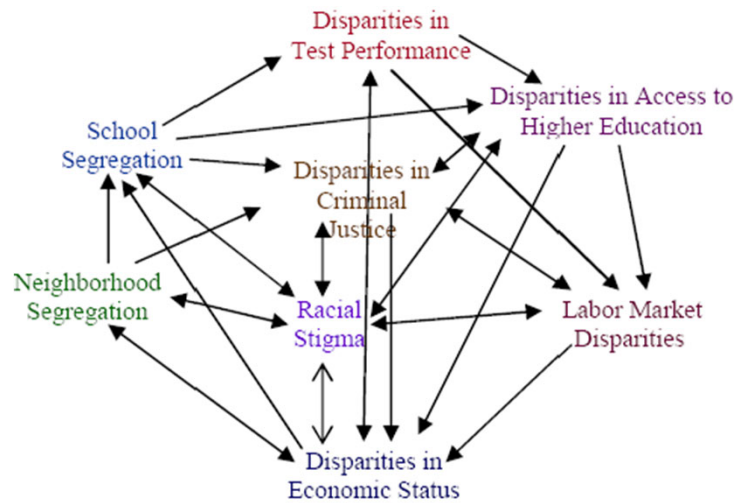
- Institutional Power
- Prejudice
- Stereotype
- Oppression



Biases Negatively Impact Care

- Diagnostic uncertainty
- Negative ratings of their clinical interactions
- Less patient centeredness
- Poor provider communication
- Under-treatment of pain
- Assumption of patient being less medically adherent
- Micro-aggressions

Biases Negatively Impact Social Interactions



Source: Barbara Reskin. <http://faculty.uwashington.edu/reskin/>

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Mitigating bias
what can we do?

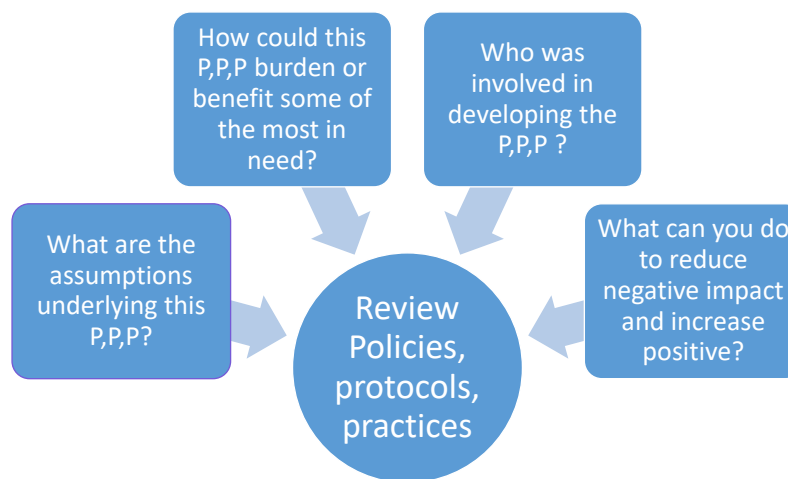
Recognize and Reduce Impact of Bias

- Don't aim for "colorblindness"
- Learn your own history
- Decrease your stress level
- Work for 'common humanity'
- Know why you're doing it
- Take a pause



Suttie, J., (2022). Mindful

Mitigating Bias Using an Equity Lens



Mitigating Bias in HR Decisions

- Bias creeps in when...
 - Information is ambiguous, complex or incomplete
 - Decision making structure and path is unclear
 - Differences aren't talked about – too uncomfortable
 - In what ways are people evaluated from a personal perspective
- Mitigate bias by...
 - Being explicit about roles, relationships, responsibilities
 - Criteria for success is clear and shared to all
 - Criteria is objective/not personal
 - Recognition and open discussion about bias and potential impact of bias – get comfortable with being uncomfortable

Need authentic stakeholder engagement

- Stakeholders at the table when decisions are made. Taking a role in changing outcomes.
- Not a PR effort to talk them into wanting what you're offering.



Organizational Action



Listen

- Especially when being challenged about blind spots in the system

Honesty

- Take an honest look at the data

Engage

- Engage in self assessment and root cause analysis

Identify

- Identify one area to take-action

Commit

- Commit to change- address areas of disparity

Partner

- Find other organizations with expertise

When bias creeps in

Describe

Report the facts related to the event

Express

Report the impact or emotions as a result of the event

Ask/Assert

Request the action you would like to see happen

Reinforce

Indicate why the person should go along with your request, align your desires, explain the positive effects of getting what you want.





References and Resources

- [Blind Spots Video](https://www.youtube.com/watch?v=BFcfqmVah8&t=136s) <https://www.youtube.com/watch?v=BFcfqmVah8&t=136s>
- Harvard Implicit Bias. Project Implicit. Retrieved 7.5.23. <https://implicit.harvard.edu/implicit/>
- Massey, D. (2007) Categorically Unequal: The American Stratification System. New York: Russell Sage Foundation.
- Milkman, K., Soll, J., Payne.J. (2015) Harvard Business Review
- Reskin, B. F. (2000). The Proximate Causes of Employment Discrimination. *Contemporary Sociology*, 29(2), 319–328. <https://doi.org/10.2307/2654387>
- Suttie, J. (2022). Research shows how we can reduce bias in ourselves and our organizations. Retrieved 7.5.23. <https://www.mindful.org/research-shows-how-we-can-reduce-bias-in-ourselves-and-our-organizations/>

Questions



Next Conversation: July 26 | CLAS In Action

Session Overview: Learn how organizations are implementing the National CLAS Standards



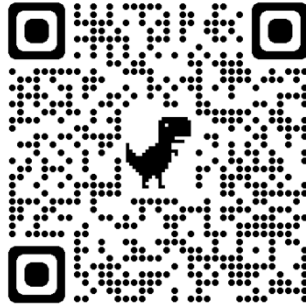
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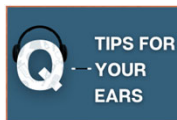


We Would Love Your Feedback



<https://gpqin.wufoo.com/forms/continuing-the-conversation-health-equity-series/>

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