Cultural Humility & Implicit Bias: Moving Toward Equitable Healthcare

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What are the different ways that people can be defined?

Race, Ethnicity, Religion, Marital Status, Age, Rural/Urban, Education Level
Housing Status, Food Security, Socioeconomic Status
Sex, Gender Identity, Gender Expression, Sexual Orientation
Health Status, Mental Health Status, Addiction, Weight, Physical Ability
Insurance Coverage
Political Views, Political Affiliations
Profession, Job
Cultural Competency - Definition

A developmental process that evolves over an extended period

A set of behaviors, attitudes, and policies that allow individuals to work effectively in cross-cultural situations

Individuals and organizations are at various levels of awareness, knowledge and skills
Group Activity

1. What personal characteristics does this person have?
2. What behaviors/activities would you expect him to participate in?
3. How you would react if you met this person for the first time?

A. Oscar the Grouch
B. Oscar, the person of unknown temperament who often behaves grouchily, possibly due to his living situation
Explicit vs. Implicit Bias

- **Explicit Bias** – conscious beliefs, feelings, and behaviors that people are perfectly willing to admit

- **Implicit Bias** – unconscious, automatic, ambiguous, and sometimes ambivalent beliefs, feelings, and behaviors
Small Group Activity
DEBATE, DISCUSSION, and DIALOGUE

Debate is **combative and seeks to be victorious**; it wants to express itself and say it is better than you.

Discussion can be described as **debate trying to play nice.** Much like debate, it is interested in advocating its viewpoints and challenging those of others.

Dialogue, on the other hand, **seeks to find a shared connection.** It is not concerned with winning or losing, rather it aspires to listen more deeply, understand more fully, and build a collective point of view.
Ground Rules - R.O.P.E.S.

R – Respect/Risk
Respect - treat everyone with respect, even if you disagree
Risk - realize that people may be taking a risk by speaking

O – Oops and Ouch
Say “Ouch” when someone or something offends you. Say “Oops” when you catch yourself saying or doing something offensive. Apologize.

P – Participation/Pass
Participation - Speak briefly and stay on topic.
Pass - If you do not feel comfortable, feel free to pass

E – Education/ Escuchar
Education - Facilitators are NOT experts. Educate others. Escuchar - listen to others. Everyone is here to learn.

S – Sensitivity/Safety
Use “I” statements or speak from the “I.” Speak for yourself, rather than as a representative for any group. We are in a Safe Place.

“What’s said here, stays here. What’s learned here, leaves here.”
Solar System Activity

Step closer to the center if you are more comfortable with the statement

Step farther away from the center if you are less comfortable with the statement.

In between every statement, go back to our neutral position where we are all in a big circle

Please remember that this is a safe space. Be as open-minded and honest as you can be. This is a challenge by choice, so all participation is to your comfort level.
Heuristics

Our minds learn how to deal with things based on past experiences and knowledge
Types of Bias

Individuals often have bias towards people of an outgroup such as:

**Prejudice (FEELINGS)** - an evaluation or emotion

**Stereotypes (THOUGHTS)** - a belief that characterizes

**Discrimination (ACTION)** - a behavior that advantages or disadvantages

SOLELY based on group membership
Stereotypes – Heuristics Gone Wrong

This extends to people – starts a cycle of a self-fulfilling prophecy.
Impact and Relevance
Health Disparities

“preventable differences in the burden of disease, injury, violence, or opportunities to achieve optimal health that are experienced by socially disadvantaged populations”

- CDC
Life Expectancy in United States
Stereotype Threat

Social Identity → Stereotype Threat → Increased Anxiety → Decreased Performance
Advanced Calculus Test Performance Reflects Presence or Absence of Threat

Normal Level of Stereotype Threat

Stereotype Threat Removed

Number of Correct Answers

Female
Male
Cultural Humility and Social Justice

- Racism
- Sexism
- Ageism
- Ableism
- Adultism
- Religious Oppression
- Heterosexism
Mechanism of Action
Development of Biases in Human Cognition

1. Priming: Stimulus to elicit an associated response
2. Associations: Based on socialization
3. Assumptions: Shortcuts for efficiency
Self-Fulfilling Prophecy

- People have an expectation about what a person or group is like
- Which influences how they act toward that person
- Which makes the expectation come true
- Which provides "proof" that the original expectation was correct
- Which causes the person to behave consistently with the expectation
Action Steps
Addressing Unconscious Bias

Recognize that you have biases

Internal motivation

Identify your biases

Implicit Association Test

Dissect your biases

Review every aspect of the patient encounter for hidden biases

Get rid of your biases

Address biases individually and one at a time

Look for common interest groups to work together

Be mindful of bias kick back

Self-evaluate and iterate
Strategies for Debiasing

- Stereotype replacement
- Counter-stereotypic imaging
- Individuation
- Perspective taking
- Emotional regulation
- Meaningful intergroup contact
- Partnership building

- Learn about your patients’ cultures
- Understand and check your biases
- National Culturally and Linguistically Appropriate Services (CLAS) Standards
- Do a “Teach Back”
- Practice “evidence-based medicine”
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Take Home Points

Becoming culturally competent doesn’t happen overnight.
We need to change our behaviors, thoughts, and policies to see changes made.
Most people are trying their hardest - respect each other and share skills, feelings, and knowledge
Questions?

CASH ME OUTSIDE HOWBOWDAH