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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 grouchy, 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



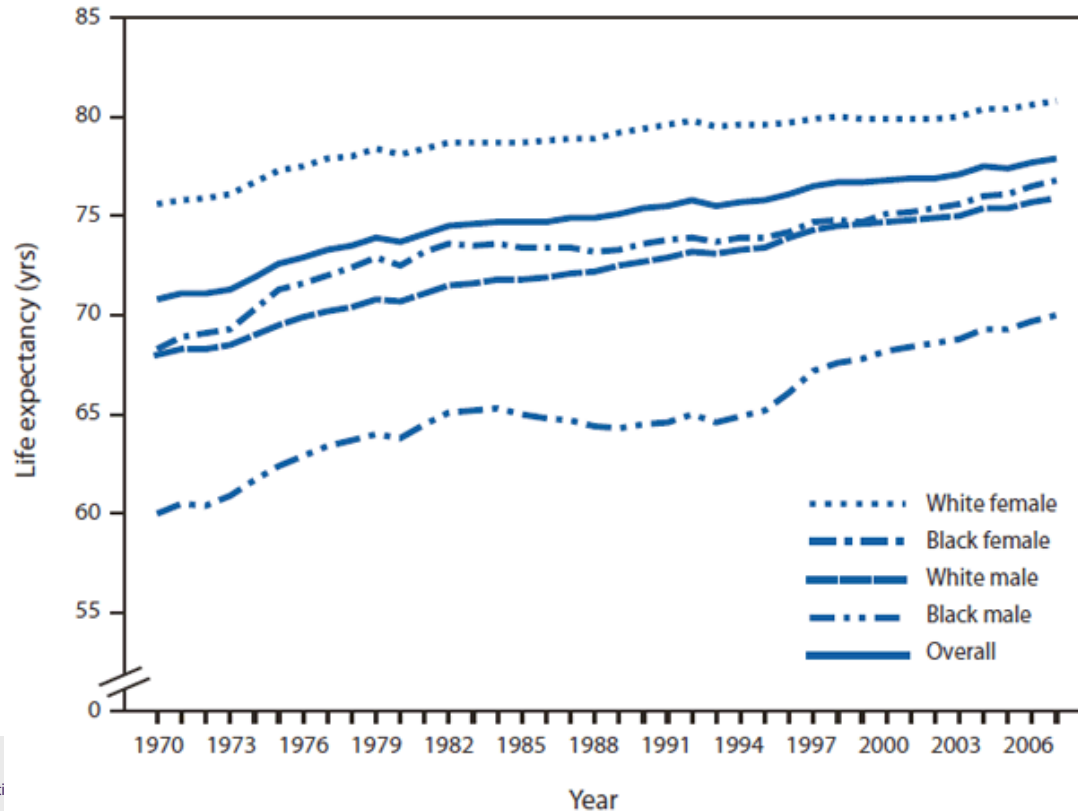
Impact and Relevance

Health Disparities

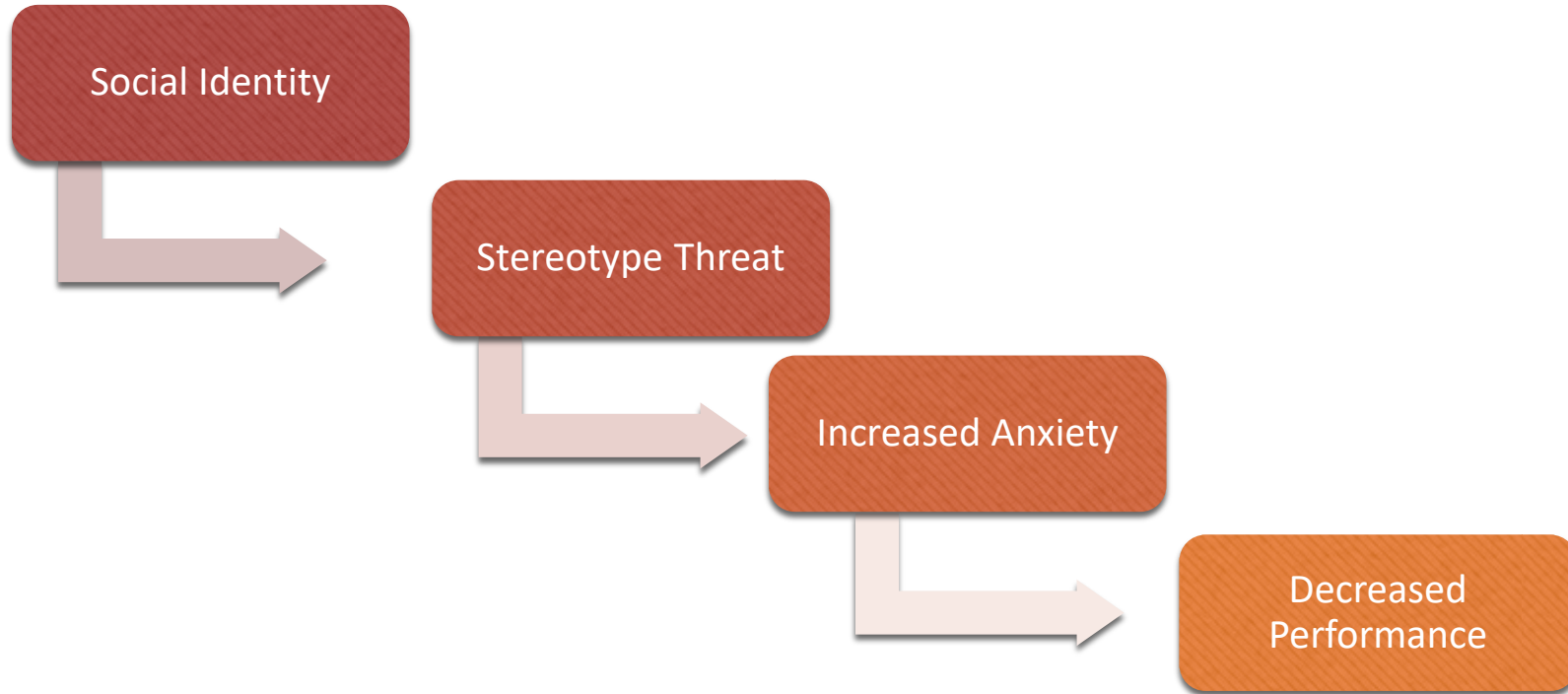
“preventable differences in the burden of disease, injury, violence, or opportunities to achieve optimal health that are experienced by socially disadvantaged populations”

- CDC

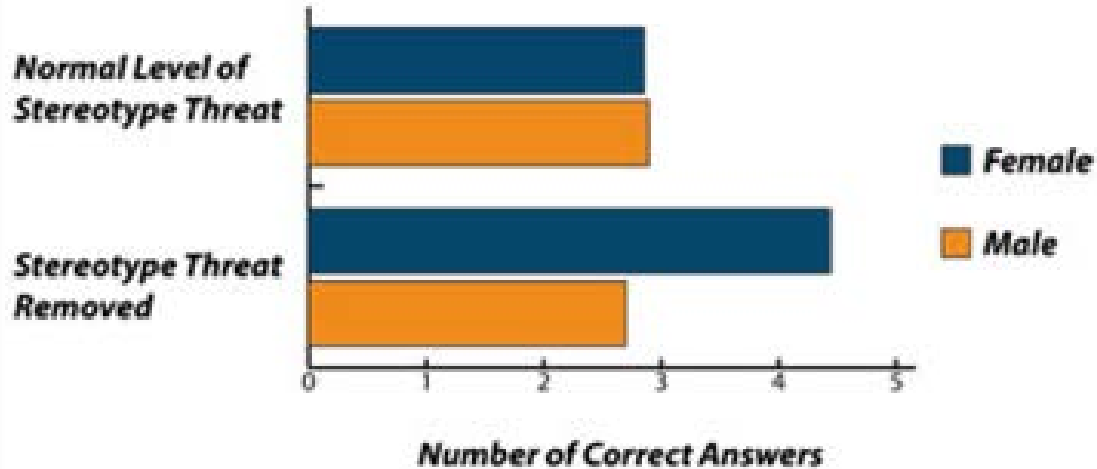
Life Expectancy in United States



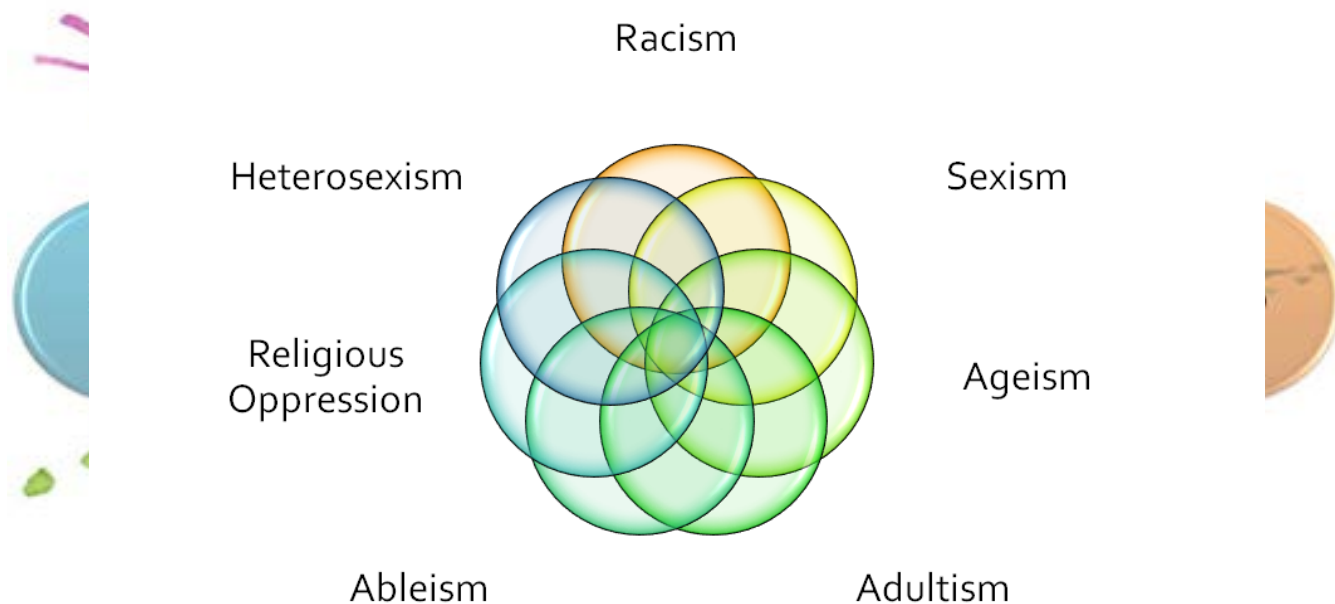
Stereotype Threat



*Advanced Calculus Test Performance
Reflects Presence or Absence of Threat*

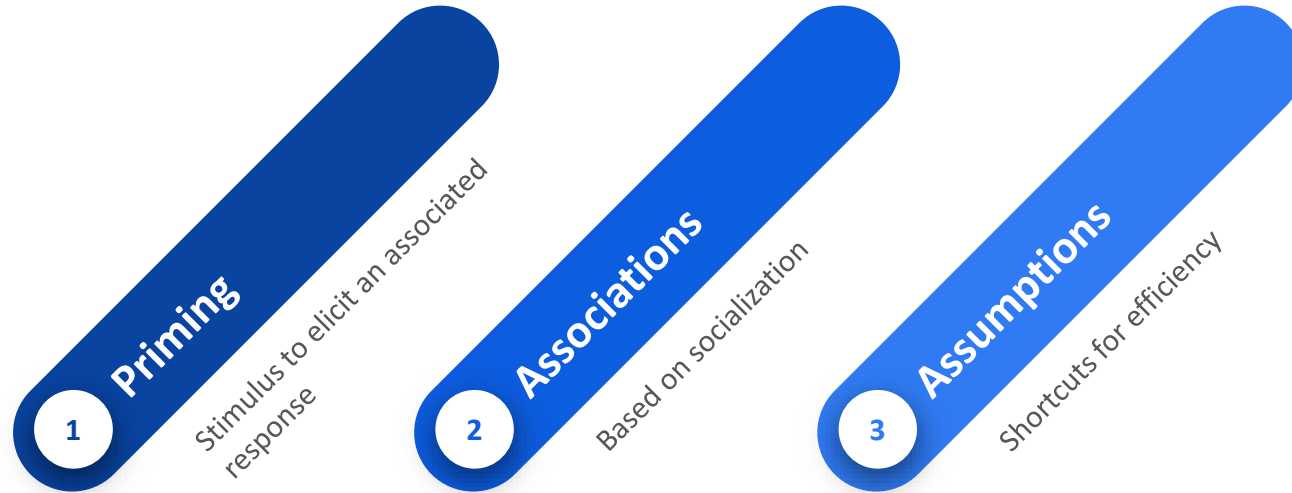


Cultural Humility and Social Justice



Mechanism of Action

Development of Biases in Human Cognition



Self-Fulfilling Prophecy

People have an expectation about what a person or group is like

Which provides "proof" that the original expectation was correct

Which influences how they act toward that person

Which makes the expectation come true

Which causes the person to behave consistently with the expectation



Action Steps

Addressing Unconscious Bias

Recognize that you
have biases

Identify your
biases

Dissect your
biases

Get rid of your
biases

Be mindful of
bias kick back

Internal motivation

Implicit Association
Test

Review every aspect of
the patient encounter
for hidden biases

Address biases
individually and one at
a time
Look for common
interest groups to work
together

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?





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