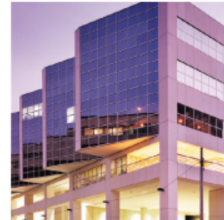


UNCONSCIOUS BIAS:

St. Vincent's EAST

Michelle M. Allen, Ed.D. (she/her/hers)
Diversity Education Director
Office of Diversity, Equity, and Inclusion



UAB OFFICE OF DIVERSITY,
EQUITY AND INCLUSION

Knowledge that will change your world

AGENDA:

- Common Terminology
- Misconceptions of Bias
- Impact of Bias on Healthcare outcomes and Patient Care
- Microaggressions as a function of Bias
- Suggestions for interrupting Unconscious (Implicit) Bias
- Suggestion for address Explicit Bias



Group Discussion Agreements

What we need from each other:

- Stay present even if it becomes uncomfortable
- Speak your truth (use I statements) with awareness
- Listen with the intent to learn, not debate
- **Expect growth but not conclusions**
- Assume Positive Intentions
- Minimize Distractions

What you can expect from me:

- Facilitate the learning and group discussion
 - Respond to questions with integrity and honesty
 - Transparency
 - Adhere to the established learning objectives for this course
-

WHY DOES THIS MATTER?

Health care disparities are real. Differences in health outcomes by race, gender, socioeconomic status, or any other grouping affects us.



All of us have an important role to play in creating an inclusive space for our patients and each other.

BIAS

SOCIAL BIAS

EXPLICIT BIAS

IMPLICIT BIAS

UNCONSCIOUS BIAS

WHAT IS UNCONSCIOUS BIAS?

Bias is a prejudice in favor of or against one thing, person, or group compared with another usually in a way that's considered to be unfair.

Two Types of Bias:

1. **Conscious bias** (also known as **explicit** bias)
2. **Unconscious bias** (also known as **implicit** bias)

Unconscious biases are social stereotypes about certain groups of people that individuals form outside their own conscious awareness.

CHARACTERISTICS OF BIAS

Bias stems from our automatic tendency towards ‘fight or flight;’ it ensures our survival.



IMPLICIT BIAS

UNCONSCIOUS BIAS

PRIMARY FUNCTION OF BIAS

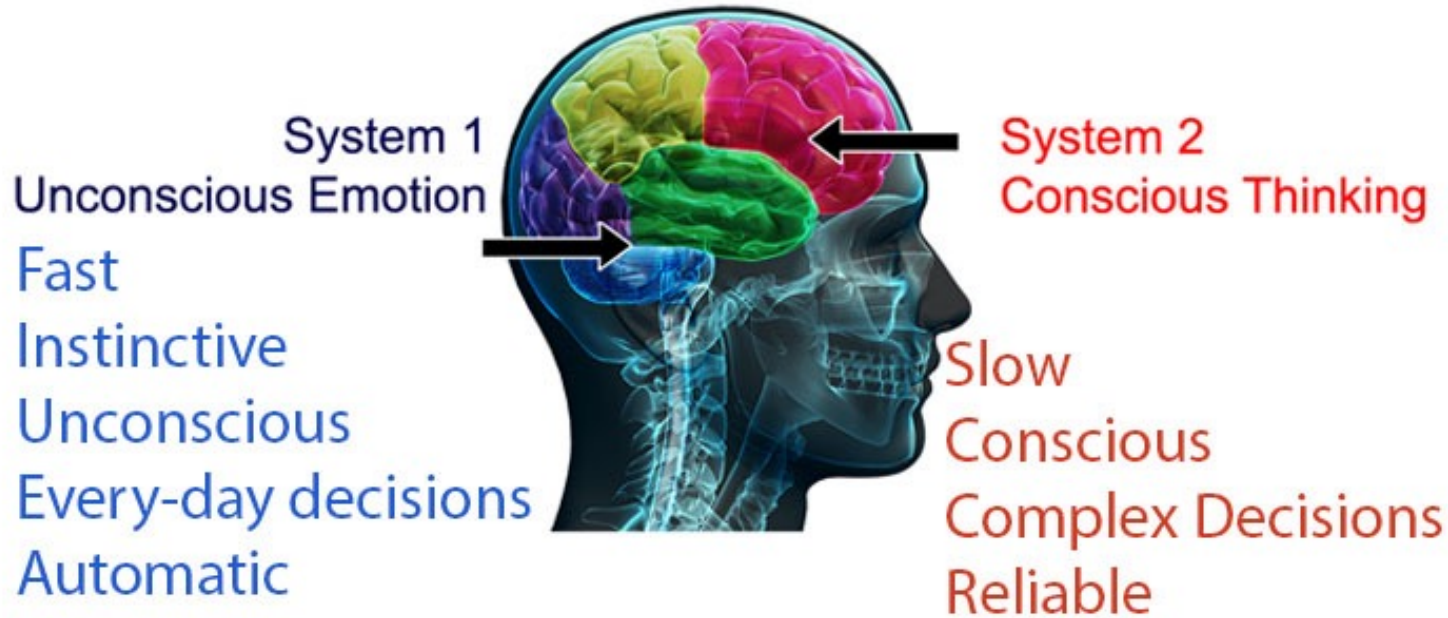
Bias stems from our automatic tendency towards 'fight or flight;' it ensures our survival.

- Physical Survival
 - ❑ Danger detector; fight, flight, or freeze
- Mental survival
 - ❑ Overload of stimulus, bias filters, make assumptions, decisions, forms memories
- Social Survival
 - ❑ Appropriate behavior, cultural norms

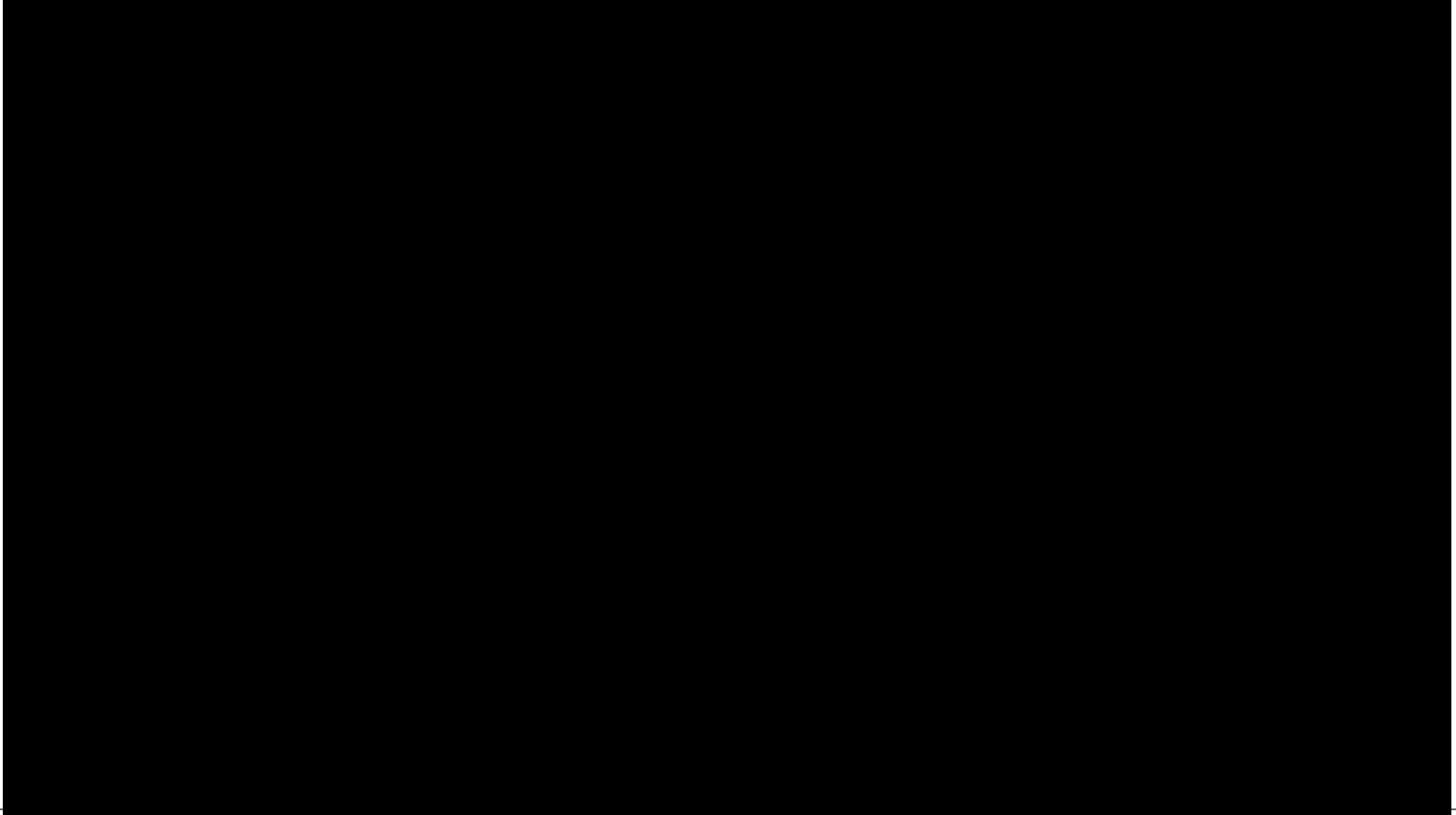


“THINKING, FAST AND SLOW”

Two Decision Making Routes



Discussion:



Here's what we know...

- A 2018 review from found that some medical professionals were more likely to dismiss chronic pain in women than in men
 - Transgender people may be **reluctant** to receive healthcare because they have concerns about being unfairly or inappropriately treated.
 - Preliminary data indicates that healthcare professionals are more likely to assume that older patients will be
 - unwilling to receive treatment
 - offensive
 - helpless
 - demanding
-

Continued...

- 2019 National Healthcare and Disparities Report found that white patients were more likely to receive better quality care than BIPOC
 - Some physicians were significantly more likely to recommend white patients for bypass surgery than Black patients
 - The perception was that Black patients are not as educated and would not follow after care instructions
 - Researchers in this study also suggested that some physicians were more likely to delay testing and avoid referral for specialty treatments for people with low socioeconomic statuses.
 - A study from 2020 found that 83.6% of healthcare professionals included in the study implicitly preferred people without disabilities.
 - These professionals may view people with disabilities as having lower quality of life or being unwell as a result of their disability.
-

COMMON BIASES (*Implicit and Explicit*)

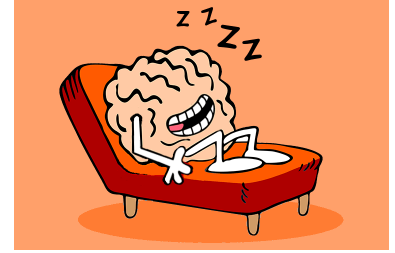
Familiarity Bias: Going with what you know

Confirmation Bias: Reinforces negative/positive beliefs

Recency effect: Over-weighting information on more recent exposure

Affinity Bias: the unconscious tendency to get along with others who are like us

Halo/Horn Effect: assigning a positive/negative quality to someone based on one known quality or trait



PART TWO...

IMPLICIT BIAS & MICROAGGRESSIONS

MICROAGGRESSION:

Microaggressions are everyday verbal, nonverbal, and environmental slights, snubs, or insults, whether **intentional** or **unintentional**, which communicate hostile, derogatory, or negative messages to target persons based solely upon their marginalized group membership.



Dr. Derald Wing Sue

MICROAGGRESSIONS: 3 TYPES

1. Microassaults.

- Microassaults are the most overt microaggressions. With microassaults, the person committing the microaggression acted intentionally and knew their behavior might be hurtful.

2. Microinsults.

- Microinsults are more subtle than microassaults, but nevertheless have harmful effects on marginalized group members.

3. Microinvalidations.

- Microinvalidations are comments and behaviors that deny the experiences of marginalized group members.



Microaggressions are sometimes referred to as “death by a thousand paper cuts”.

MICROAGGRESSIONS

"There is only one race,
the human race."

"You look too young to
be a doctor!"

"When I look at you
I don't see color."

"Where are you from? No.
Where are you REALLY from?"

"Okay Boomer!"

"Isn't it oppressive for
women to wear a
Hijab??"

He told me his pronoun is They.
But it says 'male' on his chart. I
am not into all that PC crap

That's Nancy, she is our
office Mom! We all love
her.

"Whew! Your name is a
doozy. Can I just call you "J"
for short?"

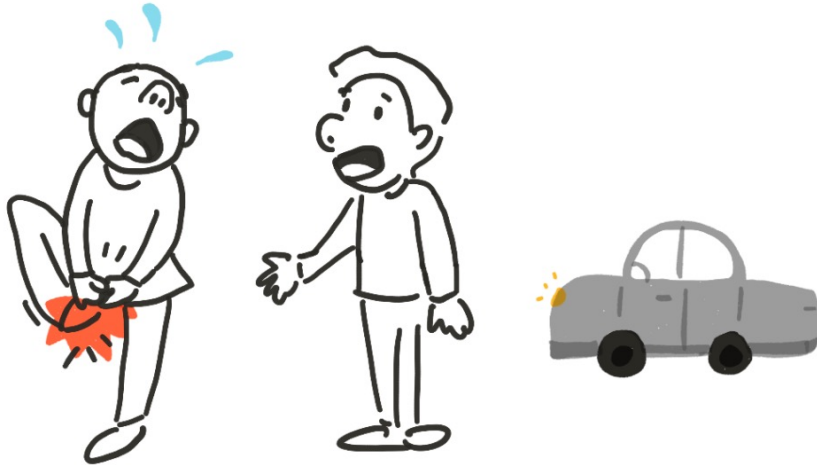
"You are so
articulate."

Don't ask her. She is
JUST a nurse. Let's wait
for the doctor

Is that your real hair? I cant
tell because you have a
new do every day!

INTENT VS. IMPACT

IMPACT VS. INTENTION



I DIDN'T MEAN TO RUN OVER YOUR FOOT...
I'M A GOOD DRIVER!

Twitter: @Kawai-Lai

You can always be aware of your intentions and the other person's impact on you.

You can never be aware of the other person's intent or your impact on them.

HOW TO MITIGATE BIAS...

“People are opting out of vital conversations about diversity and inclusivity because they fear looking wrong, saying something wrong, or being wrong.

Choosing our own comfort over hard conversations is the epitome of privilege, and it corrodes trust and moves us away from meaningful and lasting change.”



*Dr. Brene Brown, Author,
Researcher, Professor*

NOTICE & INTERRUPT MICROAGGRESSIONS

Ask for more info

- What do you mean when you say..
- What led you to that conclusion

Paraphrase their comment

- So, from your perspective...
- So, you feel that...

Explore Intent

- What is underneath your comment/question?
- What outcome were you looking for?

Discuss Impact

- When you made that comment, I felt..
- I noticed you had a reaction when I said...

Educate/Inform

- Moving forward you could consider...
- Address the theme in the comment

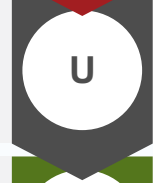
TAKE A MINUTE TO P.A.U.S.E.



Pay attention



Acknowledge your assumptions



Understand your perspective



Seek different perspectives



Examine your options and make a decision

When to PAUSE:

- You have a strong emotional or physical reaction
- Someone else has a strong emotional or physical reaction
- You come to a complex decision very quickly based on limited data
- Your group comes to a complex decision very quickly based on limited data

RESPONDING TO EXPLICIT BIAS...

1. **Interrupt biased behavior quickly! Silence = acceptance.**
 2. **Know and refer to harassment & discrimination policies**
 3. **Prohibit bias in your space. Provide written and verbal statements such as:**

“I expect respectful behavior, no sexist or racist comments will be tolerated”
 4. **Find an ally~be an ally: Consider how some of your identities can be employed to speak up for someone else**
-

RESPONDING TO EXPLICIT BIAS:

1. Name the behavior

“Hey ____, when I hear you say Chinese students are easy to push around you are classifying an entire ethnicity in a negative way - is that what you mean to do?”

2. Appeal to principles

“I’ve always considered you a fair-minded person so it shocks me when I hear you say something that sounds so sexist/racist/homophobic.”

3. Don’t laugh at biased jokes, ask why it’s funny

“I’m sorry, why is that funny? Can you tell it again, I just don’t get what’s funny.”

4. Use humor to diffuse situations when appropriate

“You’re just testing me to see if I know what the sexual harassment policy is aren’t you?”

How to spot your own biases...

- **SELF EXPLORATION:** Notice when you are surprised by something someone says or does.
 - **ASK YOURSELF**, “Why was this surprising? Is this something that would be surprising if done by ANYONE or is that something about this person that was surprising?”
 - **BROADEN YOUR PERSPECTIVE.** Accept and Embrace that not everyone experiences that world like you.
 - Have an intentional conversation with someone with identities different than your own
 - TV Shows: Ramy (Hulu), Disclosure documentary (Netflix), Atypical (Netflix), Love Craft Country (HBO)
 - Podcasts: Intersectionality Matters, Dare to Lead, Still Processing, We Can Do Hard Things
 - News: Watch/Listen to news outlets that are outside of your norm
 - Continuing Education: Take more courses like this! Attend guest lectures and webinars
 - Social Media
 - Museums, concerts, religious celebrations, stage plays, etc.
-

QUESTIONS??

