How to Ask a Question

All functions are located at the bottom of your screen
• Ask questions by using the Q&A function
• Use the chat for discussion & interactive activities
Frequently Asked Questions

• All Learning Series events are recorded and will be made available to view on demand, along with a copy of these slides, on our SJLA webpage within 48 hours following the event’s conclusion.

• The SJLA Workbook is not required to participate in the Learning Series, however if you are interested in purchasing a copy it is available on our SJLA website.

• The SJLA Learning Series is not CEU accredited.

• There will not be a certificate of completion for attending the SJLA Learning Series. However, if you would like proof of attendance for your employer, please email SJLA@thenationalcouncil.org and we would be happy to provide you with an email verification.
<table>
<thead>
<tr>
<th><strong>Agenda item</strong></th>
<th><strong>Duration</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Welcome and overview</td>
<td>5 minutes</td>
</tr>
<tr>
<td>2. Unconscious bias</td>
<td>30 minutes</td>
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<tr>
<td>3. Break</td>
<td>5 minutes</td>
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<tr>
<td>4. Connecting systems to bias</td>
<td>25 minutes</td>
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<tr>
<td>5. Actions you can take</td>
<td>15 minutes</td>
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<tr>
<td>6. Q&amp;A</td>
<td>10 minutes</td>
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Dr. Portia Newman is a life-long learner with 10+ years of cross-sector experience in learning, leadership development, curriculum design and program management. Dr. Portia’s background compliments her data-informed approach to building sustainable programs, policies and in advancing diversity, equity, inclusion and belonging objectives.

Dr. Portia serves as a strategic program partner for thought leadership and learning by facilitating equity focused initiatives critical to scale and advance organizational efforts. In service and for impact, Dr. Portia believes in the possibilities of this work and in the responsibility, we have as leaders to facilitate change within ourselves and our professional spaces.

Dr. Portia earned her BA in Education from the University of North Carolina at Chapel Hill, before earning her MEd in Instructional Leadership and Education Policy from the University of Illinois at Chicago. She earned her PhD in Educational Leadership, Policy and Justice from Virginia Commonwealth University, with thesis honors.
Today’s learning objectives

1. Understand how unconscious bias works cognitively and within systems
2. Recognize some of your own hidden preferences, assumptions and biases
3. Awareness of the effects of prejudice and stereotyping other people may have on patient interactions
4. Learn how to think more critically and consciously to mitigate bias
Considerations/norms for engagement

1. Be present, be open, be honest
2. Remove one distraction
3. Participate in the interactive portions
4. Make note of any questions, ideas or insights
5. Lean-in to discomfort, with the spirit of inquiry
Unconscious bias
Social and economic inequities drive health outcomes

- Economic stability
- Physical environment
- Education
- Food
- Social context
- Healthcare system

Influenced by racism and discrimination

- Employment
- Income
- Expenses
- Debt
- Medical bills
- Support
- Housing
- Transportation
- Playgrounds
- Zip codes
- Walking safety
- Literacy
- Language
- Early childhood education
- Access to higher education
- Food security
- Food deserts
- Social support systems
- Stress
- Community violence
- Police injustice
- Health coverage
- Access to providers
- Culturally competent care

Health outcomes

What is unconscious bias?

Bias

- Affinity for or against something, someone, or some group compared with another
- Can have both positive & negative impacts
- Often seen as unfair

Conscious (explicit) bias

Unconscious (implicit) bias

Source: https://diversity.ucsf.edu/resources/unconscious-bias
RACISM

Racism is **conscious** prejudice, discrimination, or antagonism directed against a person or people on the basis of their membership of a particular racial or ethnic group and societal power dynamics.

UNCONSCIOUS BIAS

Implicit bias is **unconscious** social stereotypes that operate outside of our own conscious awareness. No one is immune to bias.

Source: (1) https://www.lexico.com/en/definition/racism; (2) https://diversity.ucsf.edu/resources/unconscious-bias
7/11

The 11 decisions people make in the first 7 seconds of meeting you

1. Age
2. Gender
3. Ethnicity
4. Race
5. Ability
6. Sexual Orientation
7. Socio Economic Status
8. Marital Status
9. Friendliness
10. Trustworthiness
11. Religion
Overview of unconscious bias
Reflection

• Who are your people?
The SEEDS® model of bias

Unpacking the different types of biases helps mitigate against them

- **Similarity:** “People like me are better than others.”
- **Expedience:** “If it feels right, it must be true.”
- **Experience:** “My perceptions are accurate.”
- **Distance:** “Closer is better than distant.”
- **Safety:** “Bad is stronger than good.”
Bias can form about any dimension of diversity
Response to bias
Take a BREAK.
Connecting systems to bias
Unconscious bias in healthcare

- Compensation
- Medical Education
- Clinical Care
Unconscious bias in healthcare
Disparities in the US health system well documented

Race-based healthcare disparities

<table>
<thead>
<tr>
<th>Receipt of evidence-based care</th>
<th>Timeliness of care</th>
<th>Access to care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Non-Small Cell Lung Cancer</td>
<td>ED Wait Times</td>
<td>Percentage of non-elderly adult who did not see a doctor because of cost</td>
</tr>
<tr>
<td>64% of black patients v. 76.7% of white patients received curative surgery (n=10,984)</td>
<td>14.5% increase in emergency department wait times experienced by Hispanic patients compared to white patients, 1997-2004</td>
<td></td>
</tr>
</tbody>
</table>

End-Stage Renal Disease
35.3% of black men vs. 60.6% of white men placed on a waitlist for renal transplant (n=654)

LBGTQ-based healthcare disparities

<table>
<thead>
<tr>
<th>Refused service</th>
<th>Refusal to touch patient</th>
<th>Use of harsh or abusive language</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.7%</td>
<td>10.6%</td>
<td>10.7%</td>
</tr>
<tr>
<td>26.7%</td>
<td>15.4%</td>
<td>20.9%</td>
</tr>
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Sources: 
Systemic racism is a root cause of inequity

Lens of systemic oppression

- **Systemic**
  - Individual: A person’s beliefs and actions that perpetuate oppression
  - Interpersonal: The interactions between people – both within and across differences
  - Institutional: Policies and practices at the organization (or sector) level that perpetuate oppression
  - Structural: How these effects interact and accumulate across institutions and across history

Source: https://nationalequityproject.org/resources/featured-resources/lens-of-systemic-oppression
Healthcare equity v health equity

Healthcare equity
Differences in insurance status, access and the administration of healthcare services

≠

Health equity
Means everyone has the opportunity to attain their highest level of health
Connecting systems and bias

Interdependent relationship
Actions you can take
Building self-awareness of unconscious bias

• According to the Project Implicit® researchers, “People don’t always say what’s on their minds”1 because:
  • They are unwilling (due to embarrassment/shame)
  • They are unable (they do not keep track)

• Harvard created the Implicit Association Test (IAT) to measure the “attitudes and beliefs that people may be unwilling or unable to report. The IAT may be especially interesting if it shows that you have an implicit attitude that you did not know about.”2

• The IAT is a well-validated tool used to measure implicit attitudes/associations

Source: (1) https://implicit.harvard.edu/implicit/education.html
(2) https://implicit.harvard.edu/implicit/faq0.html#faq0
(3) https://en.wikipedia.org/wiki/Implicit-association_test
Be aware of the micro-messages you send

<table>
<thead>
<tr>
<th>Microaggressions</th>
<th>Microaffirmations</th>
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<tbody>
<tr>
<td>Checking emails or texting during a face-to-face conversation</td>
<td>Ask for clarification</td>
</tr>
<tr>
<td>Making eye contact only with males while talking to a group containing both males and females</td>
<td>Monitor personal greetings</td>
</tr>
<tr>
<td>Confusing a person of a certain ethnicity with another person of the same ethnicity</td>
<td>Ask questions</td>
</tr>
<tr>
<td>Consistently mispronouncing a person’s name</td>
<td>Monitor facial expressions</td>
</tr>
<tr>
<td>Interrupting a person mid-sentence</td>
<td>Respond constructively to differences</td>
</tr>
<tr>
<td>Rolling your eyes</td>
<td>Draw in participation</td>
</tr>
<tr>
<td>Commenting on the articulateness of a person</td>
<td>Actively listen</td>
</tr>
<tr>
<td></td>
<td>Connect on a personal level</td>
</tr>
<tr>
<td></td>
<td>Solicit opinions</td>
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Starting with you
Your role in addressing unconscious bias

**Individual Changes**
- Increase your self-awareness
- Understand bias & its impact
- Pause and think about delivery
  - Education & trainings

**Organization Changes**
- Evaluate hiring practices
- Adjust compensation and performance assessments
- Implement regular and anonymous surveys
- Provide training and facilitated discussions

Sources:
- [diversity.ucsf.edu/resources/strategies-address-unconscious-bias](https://diversity.ucsf.edu/resources/strategies-address-unconscious-bias)
- [www.cookross.com/docs/UnconsciousBias.pdf](https://www.cookross.com/docs/UnconsciousBias.pdf)
Questions to consider

• How does your organization recognize an inconvenient and egregious truth about the history of racism in the communities you serve?

• How do you acknowledge the injustice in order to move past it?

• How do you create a meaningful path to reconciliation and restorative justice?
Social Justice Leadership Academy Learning Series: Upcoming Events

**Learning Series Event 3: Structural & Systemic Inequities in Mental Wellbeing** – June 27th, 2022, 1:30 – 3 p.m. EST

Register Here: [https://thenationalcouncil.org.zoom.us/webinar/register/WN_vi6lQzVTTMyfmdw5UPEU1Gw](https://thenationalcouncil.org.zoom.us/webinar/register/WN_vi6lQzVTTMyfmdw5UPEU1Gw)

*Registration information will be emailed to all attendees from today’s event and will be posted on our SJLA ‘Events’ Webpage: [https://www.thenationalcouncil.org/program/the-social-justice-leadership-academy/events/](https://www.thenationalcouncil.org/program/the-social-justice-leadership-academy/events/)*
Evaluation

• Please provide your feedback on this SJLA Learning Series webinar event at the link below.
• Scan the QR code or type the URL into your browser.

https://redcap.link/192ji822
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