



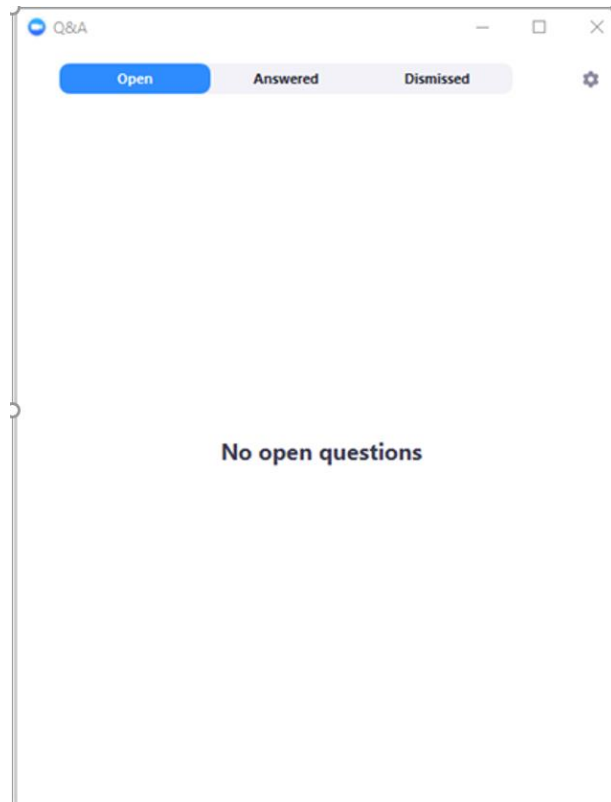
IMPROVING HEALTH CARE EQUITY

December 7, 2022

CONTINUING EDUCATION

- The link for the evaluation of today's program is:
<https://www.surveymonkey.com/r/PLC12-7-22>
- Please be sure to access the link, complete the evaluation form, and request your certificate. The evaluation process will remain open **two weeks** following the webcast. Your certificate will be emailed to you when the evaluation process closes after the 2-week process.
- If you have any questions, please contact Dorothy Frabott (Dorothy.Frabott@ohiohospitals.org)

SUBMITTING QUESTIONS



A low-angle, upward-looking perspective of several modern skyscrapers with glass facades, creating a strong sense of height and architectural symmetry. The sky is a clear, deep blue.

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HEAD HABITS: Practical Considerations for Mitigating Implicit Biases

Ohio Health Association
Physician Forum

December 7, 2022





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Today's Agenda

- **Key Concepts**
- **Case Vignette**
- **Practical Considerations to Mitigate Implicit Bias in Patient Encounters**
- **Q&A**

KEY CONCEPTS





KEY CHARACTERISTICS OF IMPLICIT BIAS

*Kirwan Institute for the Study of Race

→ **Implicit Bias**

→ “is involuntary, can refer to positive or negative attitudes and stereotypes, and can affect actions without an individual knowing it.”*

→ **Categorization**

- Reliance on Assumptions, Stereotypes, Preferences and Prejudices (“ASPP”)
- Social Distancing
 - Too few social, cross-cultural interactions
- Group Identity v. Individuation

→ **Sight**

- Primary means of sensory perception

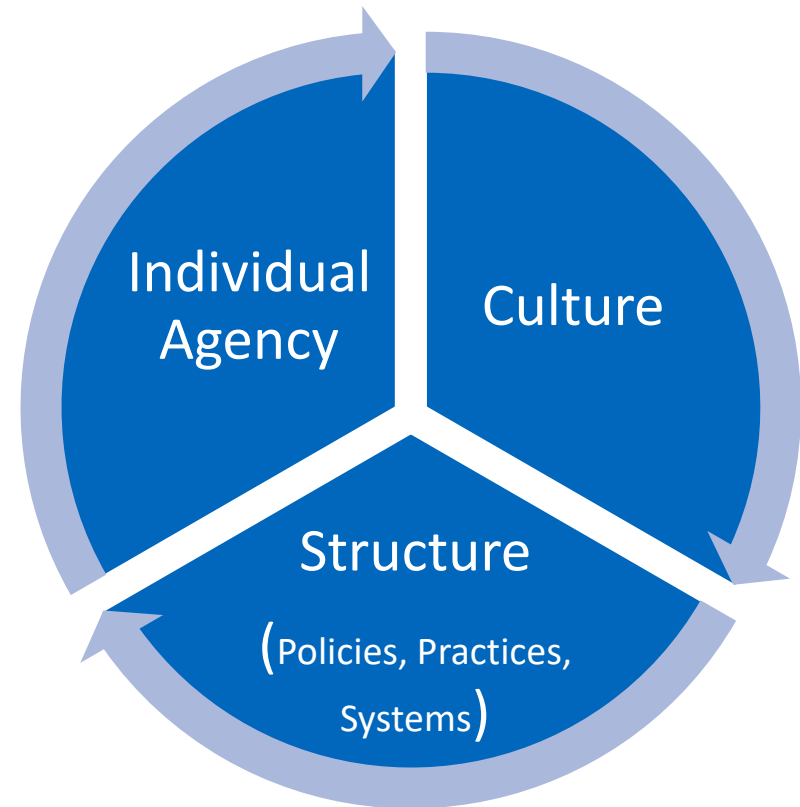
→ **Triggers**

- Overload
 - Emergency Care

COMMON COGNITIVE BIASES IN HEALTHCARE SETTING

- Affinity Bias
- Confirmation Bias
- Anchoring Bias
- Blind Spot Bias
- Fundamental Attribution Bias

MANAGING BIASES



CASE VIGNETTE



A CASE VIGNETTE

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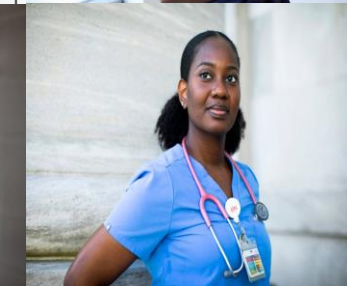
EMERGENCY CARE TEAM



HOSPITAL PHYSICIAN CARE TEAM



HOSPITAL COVID WARD CARE TEAM



PRACTICAL CONSIDERATIONS





RELATIONSHIP MATTERS

Inclusive Cross- Cultural Connections

- **Overcoming Patient Bias While
Managing Provider Bias**
- **Inclusive Connections**
- **Psychological Safety**
 - **Neural Seesaw of Safety &
Inclusion**

PRACTICAL CONSIDERATIONS

Fostering Inclusive
Connections in Patient-
Provider Encounters



QUESTIONS ?



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