

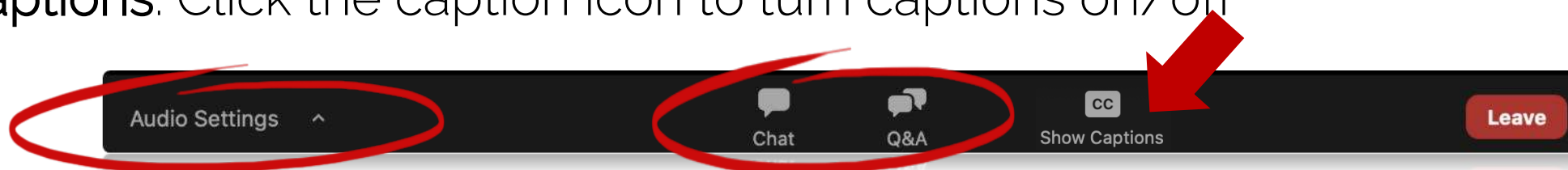
The Treatment Impact: Cultural Inclusivity in a Modern World

October 26, 2023



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Our Speaker

Dr. Theresa Horne, CPTM, SHRM-SCP
Chief Diversity and Equal Opportunity Officer
Defense Counterintelligence and Security Agency



The Treatment Impact: Cultural Inclusivity in a Modern World

Dr. Theresa Horne, CPTM, SHRM-SCP
Chief Diversity and Equal Opportunity Officer
In partnership with The Beryl Institute



TODAY'S DISCUSSION

TOPICS TO
COVER

- Examine bias and empathy
- Thought patterns and behaviors
- Identify microaggressions
- Discuss cultural awareness
- Explore the intent vs impact of bias

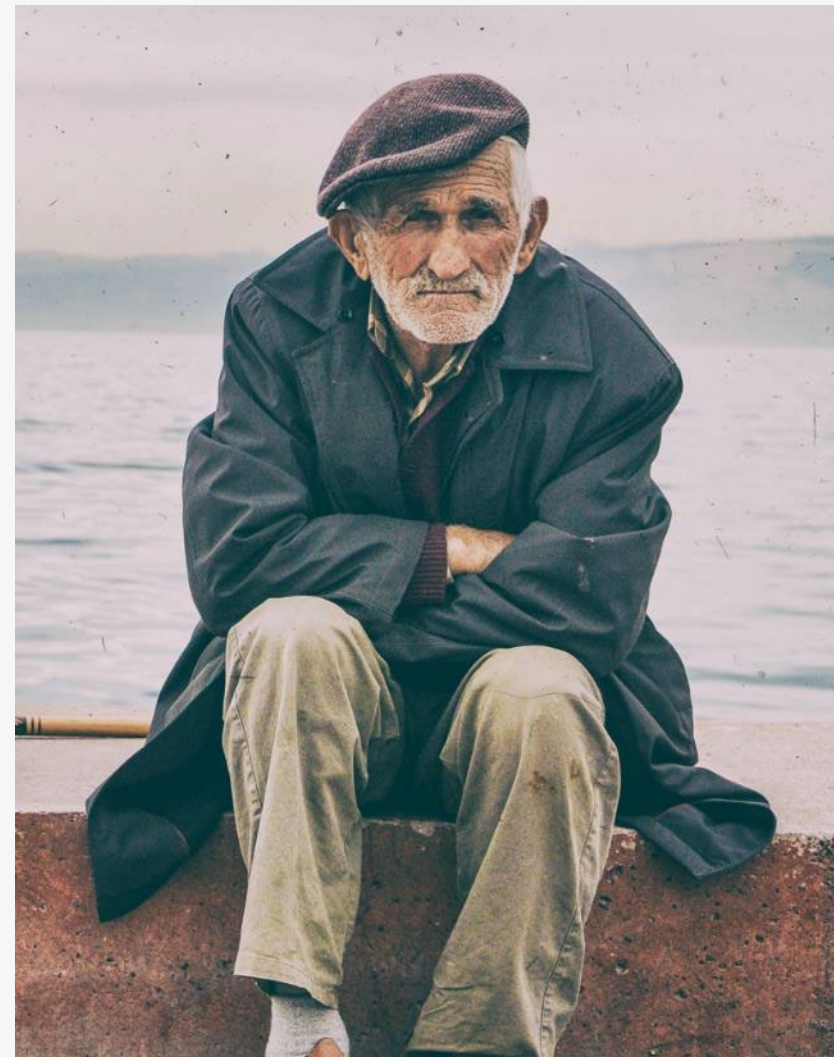
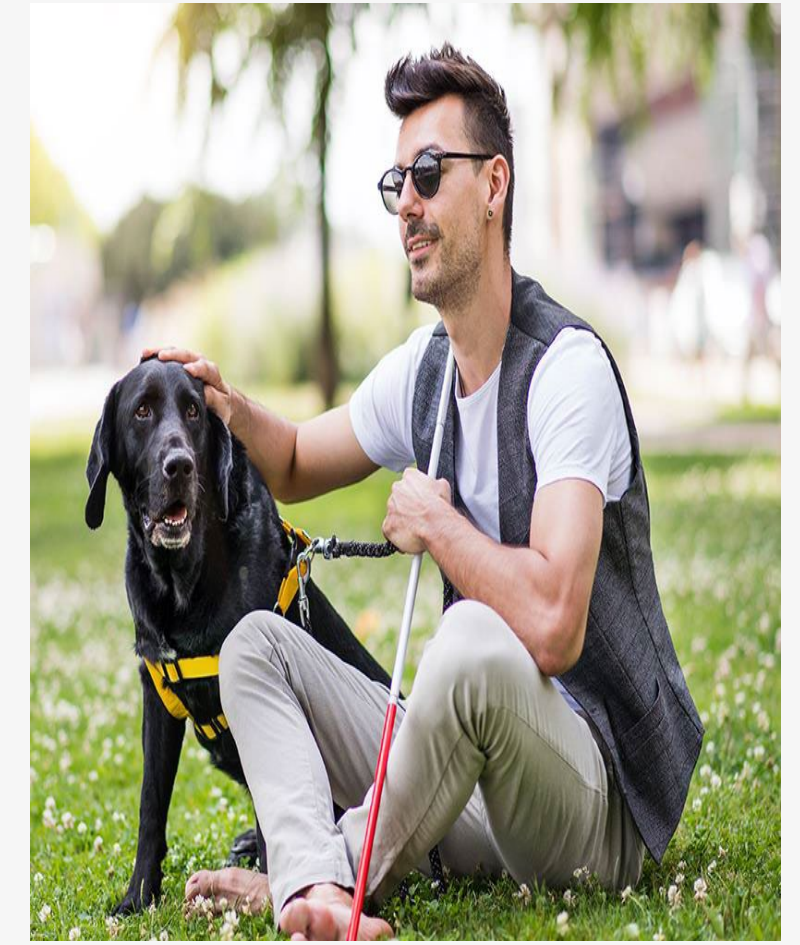




THE CHALLENGE

Unconscious Bias:

Accidental, unintended, subtle and completely unconscious choices, made by everyone, all the time.





Exclusion in healthcare

Barriers to healthcare can include inaccessible facilities, lack of language or cultural understanding, and discrimination based on race, gender, or sexuality. These exclusions can lead to poor health outcomes and disparities in care.

Human beings process information via two routes:

Conscious:
explicit, controlled process.

Unconscious:
implicit, automatic, largely driven by emotional factors, and can activate well-established stereotypes.



80-90%

OF OUR MINDS WORK UNCONSCIOUSLY



If you have a brain...



You have bias.

My bias is unconscious, so it's okay?



THE EFFECT



LOSS OF CARE

Patients who encounter bias have negative feelings like hopelessness or distrust. This can cause undue stress and could result in leaving their care provider.

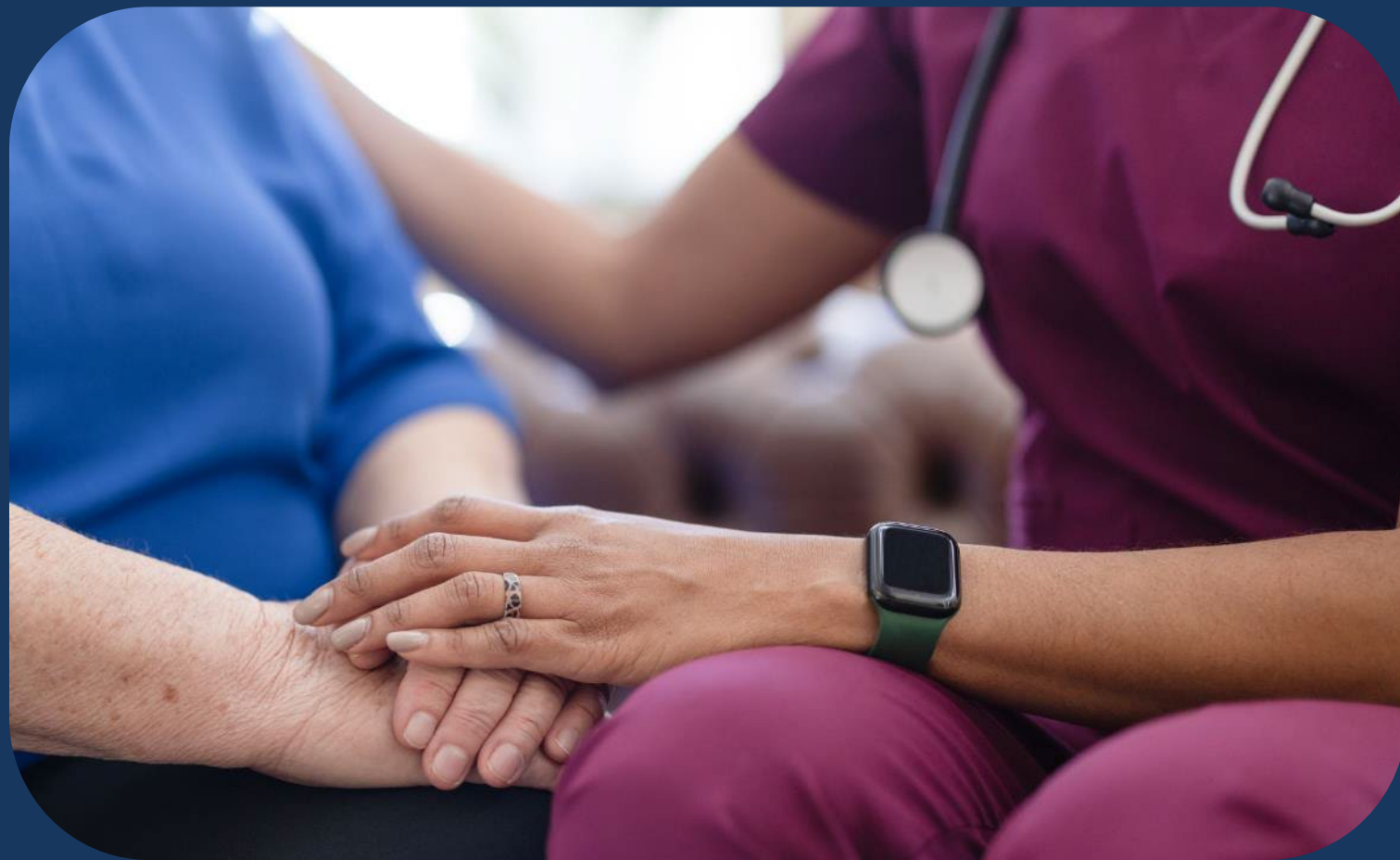
IMPACT TO BUSINESS

When patients are unhappy, they find other organizations with similar value systems. Also, medical professionals will take their talents elsewhere in a poor work culture.

NEGATIVE PUBLICITY

Patients will share their story on social media, with friends and colleagues.

Equality < Accommodation < Access



Ensuring everyone receives the same approach (**equal**). Eliminating barriers for an individual upon request (**accommodation**) is good and important. Better is creating an inclusive environment for all (**accessibility**).

Types of Cognitive Biases

JUST TO NAME A FEW...

- We are drawn to details that confirm our existing beliefs
- **We notice flaws in others more easily than we notice in ourselves**
- We tend to find stories and patterns even when looking at sparse data
- **We fill in characteristics from stereotypes, generalities, and prior history**
- We imagine things and people we're familiar with or fond of as better
- **We project our current mindset and assumptions onto the past and future**
- We think we know what other people are thinking

CONSCIOUS

EXPRESSED
DIRECTLY

“These people never take the time to learn English in America, then want our help.”

AWARE OF BIAS

“I don’t have time to use the app. Give her to someone else that can understand her.”

OPERATES
CONSCIOUSLY

Disregards patient and makes her wait much longer than other patients that speak English.

UNCONSCIOUS

EXPRESSED
INDIRECTLY

“She doesn’t know *any* English? Wow.”

UNAWARE OF
BIAS

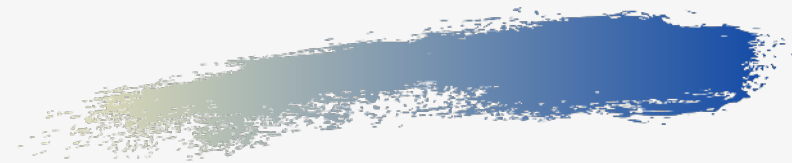
Tries to get another person to take the patient that is of same nationality because “she’d be more comfortable”.

OPERATES SUB -
CONSCIOUSLY

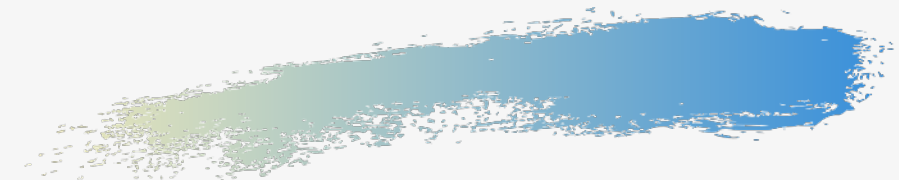
Attempts to use app but does not listen critically to the needs of the patient.

Intent vs Impact

HOW YOU MEAN TO
BE SEEN OR HEARD



HOW OTHERS
EXPERIENCE YOUR
ACTIONS OR WORDS



Words to Live By

"Every action we take impacts
the lives of others around us.
The question is:
Are you aware of your impact?"

Arthur Carmazzi

stereotypes &
microaggressions



STEREOTYPES



Stereotypes are:

- An overgeneralized belief about a particular category of people
- A standardized mental picture that is held in common by members of a group and that represents an oversimplified opinion, prejudiced attitude.



What is a **microaggression**?

Microaggressions are defined as the everyday, subtle, intentional (and often times unintentional) interactions or behaviors that communicate bias toward any marginalized groups.

The difference between microaggressions and overt discrimination (or macroaggressions), is that people who commit microaggressions might not even be aware of them.

“Micro” in microaggression doesn't mean that these acts can't have big, life-changing impacts.

What race (or ethnicity) are you?

I don't see color. I see humans.

I'm OCD about my work.

His hair (dreadlocks) is not professional,
should he be the one to meet the clients?

If we invite her to lunch, she'll need
special seating (for her wheelchair).
Can't we just make it quick?

You're so pretty! I bet you'll go far here.

I have a gut instinct about him.

No offense but...

Yeah, I know I should call him "Janice"
but he was born James.

You're black, what do you think about...

Will your husband be okay if you take
the job at the new location?

She's so mild-mannered, do you think
she'd be able to lead that team?

CULTURAL INTELLIGENCE

What Guides Us



Self-Awareness



Emotional Intelligence



Transparency



Education & Inclusion

Accessibility Tips

- ✓ Ensure websites are Section 508 compliant.
- ✓ Ensure facilities have no architectural barriers (heavy doors, fast closing elevators, ramps, and even supply a dog bowl or treats for service animals)
- ✓ Braille documents or reader apps; apps for foreign language assistance; sign language training



Cultural Tips

- ✓ Use apps to assist with language barriers (ASL, foreign language, etc.)
- ✓ Don't assume or stereotype cultural differences. See through their cultural lens, not yours.
- ✓ Show empathy and patience. If you make a mistake, speak to the impact.
- ✓ Be who you need.





Thank you!

Feel free to ask questions!

Questions?

Please submit your questions using the Q&A icon



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WEBINARS

November 2 | Caring for the Workforce: Five Strategic Areas to Address Well-Being in Healthcare

November 7 | Unexpected Healers

November 14 | Aligning Volunteer Programs with the Changing Landscape of Healthcare

November 28 | [Complimentary](#) - Learning Programs to Support Your Organization's Experience Strategy

November 30 | **Headliner** ([Complimentary](#)) - Amplifying the Voices of Those with Lived Experience: The Key to Transforming Healthcare

CONNECTION CALLS/PX CHATS

November 6 | Patient Advocacy Community Connection Call – Rounding

November 15 | Lost Belongings Workgroup

November 17 | PX Chat: Structuring Your PX Efforts

PROGRAMS

November 2-16 | CAVS Exam Preparation Course



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