



Antiracism Skills to Elevate the Human Experience
in Healthcare: Culturally Humble Engagement

January 24, 2023

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- **Audio Settings:** ability to select your speakers and adjust your volume.
- **Chat:** for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose **'Everyone'** in the dropdown in the chat box.
- **Q&A:** for submitting questions to review at the end of the webinar



- Receive follow up email tomorrow with webinar slides, recording and link to survey.

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- This program is approved for 1 PXE.
- In order to obtain patient experience continuing education credit, participants must attend the program in its entirety and complete the evaluation within 30 days.
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- No products are available during this educational activity, which would indicate endorsement.

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Our Speakers



Jaime Harry, MSW, LCSW
*Licensed Clinical Social Worker and
Wellness Program Liaison*
University of Texas Southwestern Medical Center



Laura A. Kirk, MSPAS, PA-C, CPXP, DFAAPA
*Assistant Director of Advanced Practice Providers,
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University of Texas Southwestern Medical Center

Antiracism Skills to Elevate the Human Experience in Healthcare: Culturally Humble Engagement

Jaime Harry, MSW, LCSW
Office of Faculty Wellness

Laura Kirk, MSPAS, PA-C, CPXP
Office of Advanced Practice Providers

About your speakers:



Jaime

Role: Program Liaison, Coach -
Office of Faculty Wellness

Hometown: Dallas, Texas

Education: MSW, LCSW

Experience: 10 years as a Social Worker
in healthcare, coaching certification



Laura

Role: Assistant Director –
Advanced Practice Providers

Hometown: Corpus Christi, Texas

Education: MSPAS, PA-C

Experience: 21 years as a PA in surgical fields,
Px and coaching certifications

Disclosures

Jaime Harry, MSW, LCSW

No relevant commercial relationships to disclose.

Laura Kirk, MSPAS, PA-C

Volunteer board position - VP External Education – Academy of Communication in Healthcare



Mindful
Moment

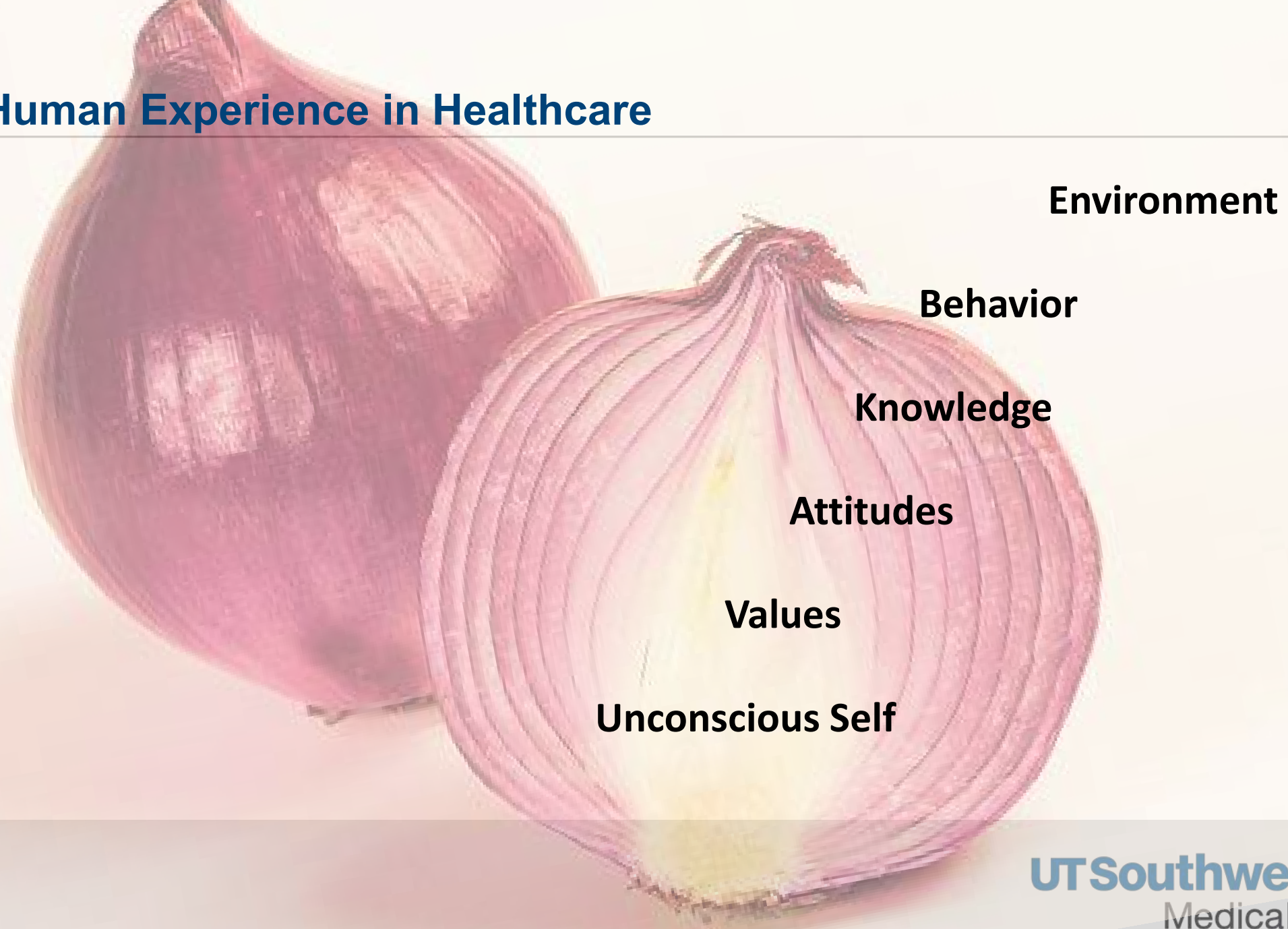
Poll

Chat
Box



UT Southwestern
Medical Center

The Human Experience in Healthcare



We move at the speed of trust.



Covey, S. *The Speed of Trust*
Cordero, D; Davis, D. *J Patient Exp.* 2020

Cultural humility


Cultural Humility

defined as

a lifelong process of self-reflection and self-critique whereby the individual not only learns about another's culture, but starts with an examination of her/his own beliefs and cultural identities

NIH

M Tervalon, J Murray-Garcia. *J Healthcare Poor Underserved*. 1998.



“Mindfulness means paying attention in a particular way: on purpose, in the present moment, and nonjudgmentally.”

-Jon Kabat-Zinn

Culturally Humble Engagement: An Antiracism Skills Toolbox

Humble inquiry regarding patient's experience

Respond with compassion

Explore difference between intent vs impact

Allyship & Advocacy: Reduce stereotype threat



Learning Objectives

At the conclusion of this session, participants should be able to:

1. Define stereotype threat and describe the ways that stereotype threat reduces patients' efficacy in their own care and team members' performance at work.
2. Practice evidence-based skills to reduce stereotype threat in colleagues and ourselves through allyship behaviors, interpersonal skills, advocacy, and system change strategies.
3. Practice evidence-based skills to reduce stereotype threat in patients through interpersonal skills and system change.



**Mindful
Moment**

Pause to consider

Recall an interaction at work when you realized you may have misjudged someone else based on assumptions about their appearance or identities.



**Mindful
Moment**

Pause to consider

Recall an interaction at work when you felt that you were being stereotyped.



Chat
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What reflections would you feel comfortable sharing?



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Are you familiar with the
phenomenon called
stereotype threat?



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How would you describe
stereotype threat?

Stereotype Threat Defined

Stereotype Threat and Identity Threat:

The Science of a Diverse Community



Dr. Claude M. Steele

Professor of Psychology at Stanford University

Distraction by fear of confirming a negative stereotype
“I’ll prove them wrong” (or giving up)
Underperforming from uncertainty & vigilance

Worse for those who care most
Worse if stereotyped identity/ies explicitly mentioned

Steele, C. & Aronson, J. Stereotype threat and the intellectual test performance of African Americans. *Journal of Personality and Social Psychology*, 1995.



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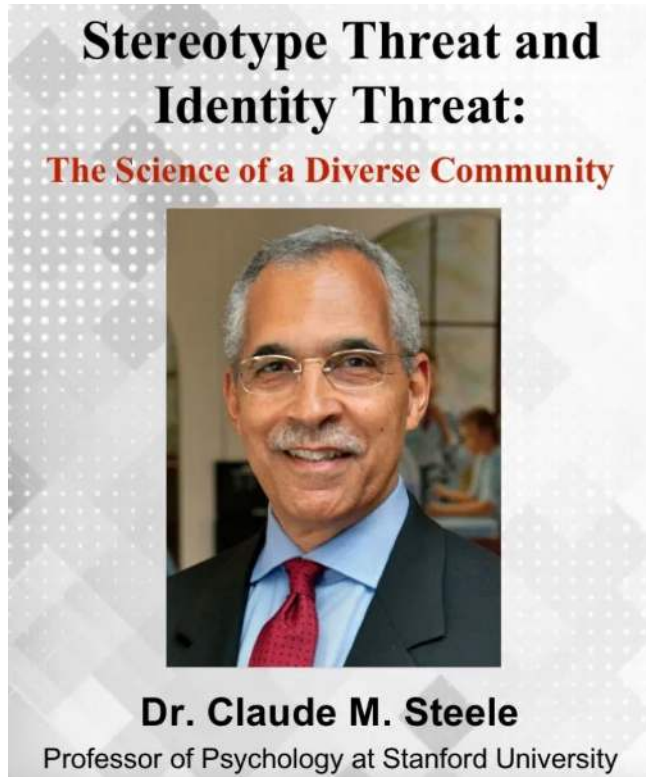
Have you experienced
stereotype threat?



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How would you describe
the experience of
stereotype threat?

Stereotype Threat Experience



Decreased cognitive function

Induced anxiety

Elevated BP

Decreased self-regulation,
Increased frustration & aggressive behavior

Avoidance or impaired communication

Poor follow-through / treatment plan adherence

Steele, C. & Aronson, J. Stereotype threat and the intellectual test performance of African Americans. *Journal of Personality and Social Psychology*, 1995.





What's at risk if we don't mitigate our own tendencies for **stereotype threat**?

Does this matter if I think I've never experienced **stereotype threat**?

Impact of Stereotype Threat on Physical & Mental Health

- Maslow's Hierarchy of Needs
- **Mental Health**
 - Anxiety / Social Anxiety
 - Hyperfunctioning
 - Depression, Suicidal Thoughts
 - Loneliness
 - Disidentification with stereotyped identity/ies
- **Physical Health**
 - Insomnia
 - Sick days



**Mindful
Moment**

Take a moment to do a body scan.

What do you notice?

Self-advocacy: Mitigating Personal Stereotype Threat

- **Self-reflection** re: experiences of Stereotype Threat
 - Remember: you're not making it up
 - Remember: you're not alone
- **Undermine stereotype threat**
 - Mindfulness
 - Self-affirmation
 - Counter-typical role models
 - Mentorship & Sponsorship
 - Envision success



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What's at risk if we don't mitigate
stereotype threat
for our colleagues?

Impact of Stereotype Threat on Quality/Safety, Careers

- **Less effective in work duties**
 - Decreased cognitive capacity
 - Distracted, less focused
 - Inhibited recall / memory
 - Less creative
 - Decreased motivation and engagement
- **Less effective in work relationships**
 - Decreased openness to feedback
 - Increased competitiveness
- **Lower career aspirations**

Major and Schmader, 1998.



Mindful
Moment

When do you think a colleague may have been experiencing **stereotype threat**?

What might you have done to exacerbate or mitigate that?

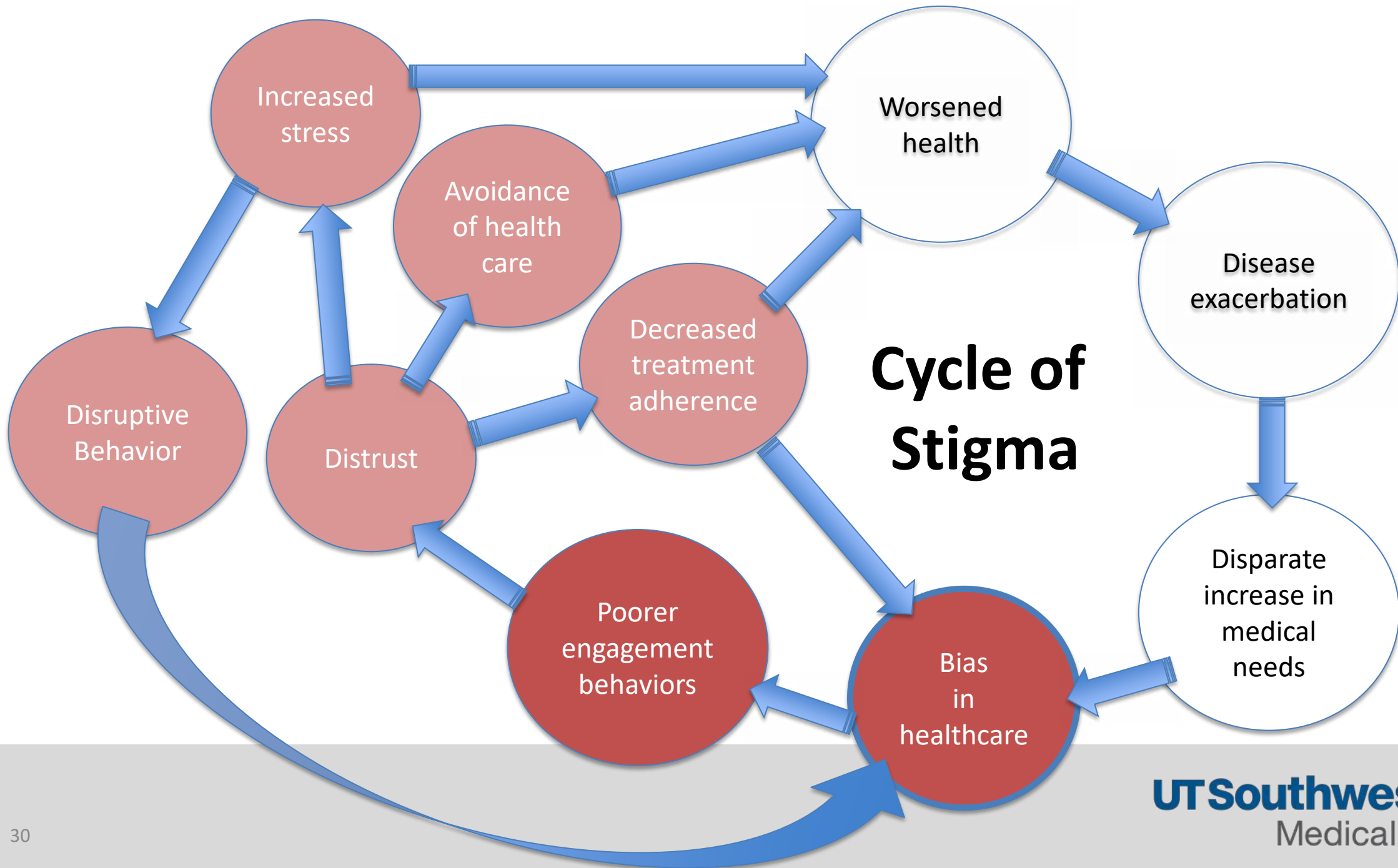
Allyship Skills: Mitigating Stereotype Threat for Colleagues

- **Anticipate Stereotype Threat**
- **Provide cues that undermine stereotype & ST**
 - Individualize
 - Emphasize a warm welcome *“Happy Tuesday! It’s great to see you today.”*
 - State and demonstrate high fairness/equity *“I tell every new team member that I...”*
 - Encourage self-affirmation *“What is a recent point of pride in your work?”*
 - Reduce environmental anxiety
 - Legitimize struggles *“I think all of us have struggled with ___ in our careers. I know I have!”*
 - Name high-standards *“I have high expectations for what we can accomplish and your contributions will be essential.”*
 - Envision success *“How can you leverage your strengths & experience to meet this challenge?”*



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What's at risk if we don't mitigate
stereotype threat
for our patients?



Cycle of Stigma

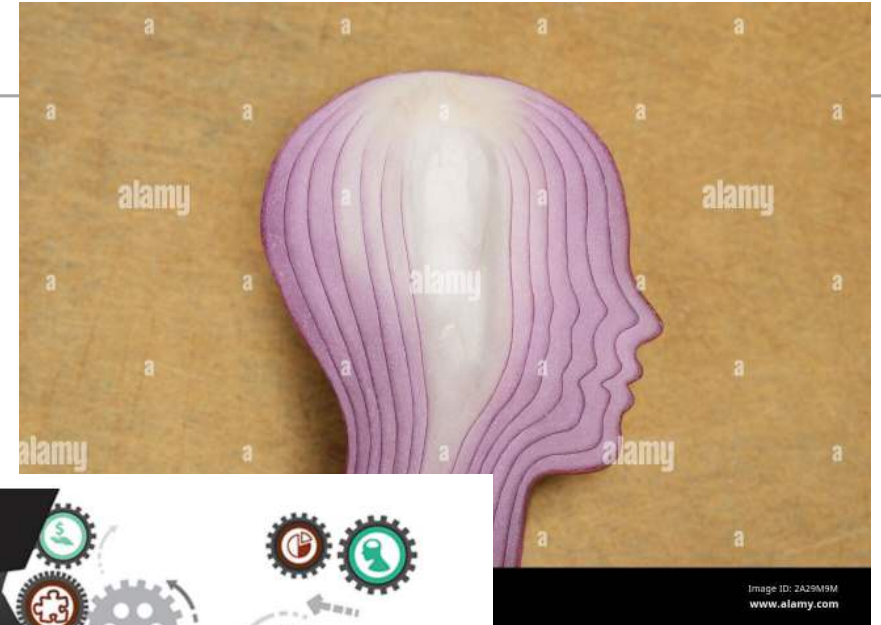
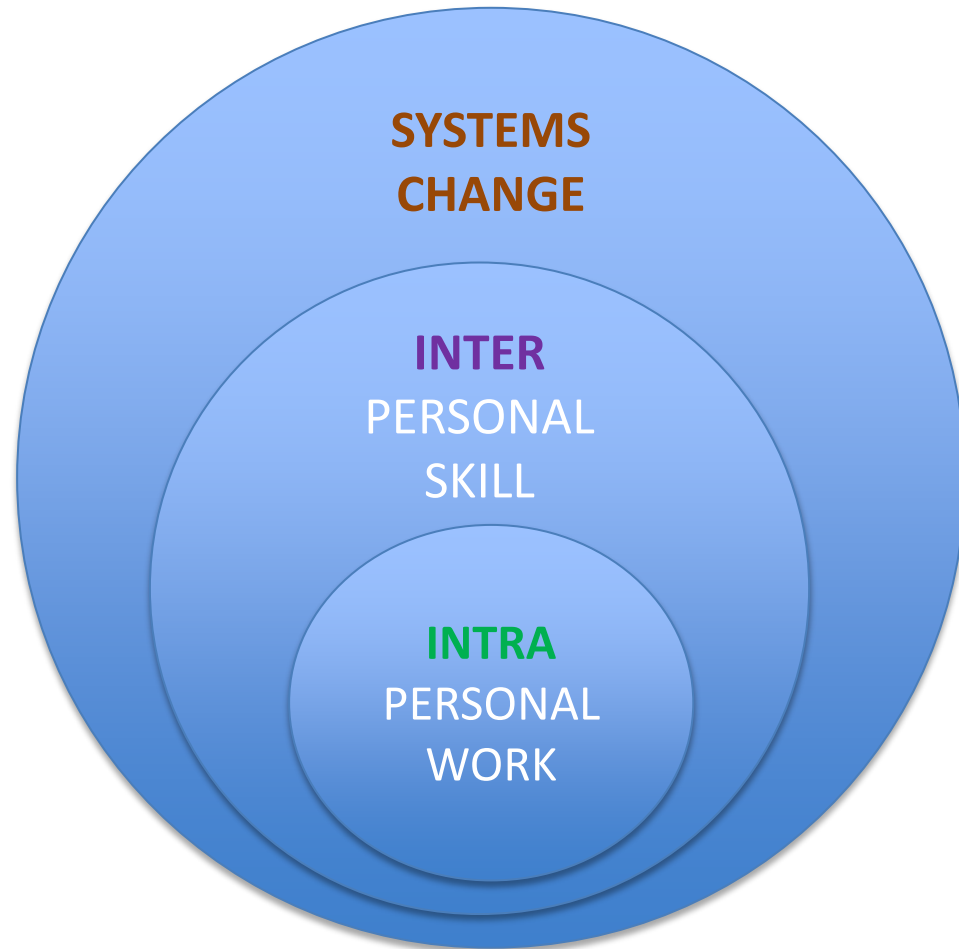
Allyship Skills: Mitigating Stereotype Threat for Patients

- **Anticipate Stereotype Threat**
- **Provide cues that undermine stereotype & ST**
 - Visibility of role models
 - Emphasize a warm welcome *“We are so glad to hear from you today!”*
 - State and demonstrate high fairness/equity *“As I ask all of our patients, is this a financial challenge?”*
 - Reduce environmental anxiety *“What can we do to make you most comfortable right now?”*
 - Legitimize struggles *“It is common for patients to struggle to keep track of complicated treatment...”*
 - Encourage self-affirmation *“Tell me about a time you’re proud of overcoming a challenge.”*
 - Anticipate & Envision success *“I am certain you can succeed. How can you leverage your strengths & experience to meet this challenge?”*

Steele, C. *Whistling Vivaldi: How Stereotypes Affect us and What We Can Do.*
2011

Aaronson, J. et al. *Am J Public Health.* 2013

Layers of work



Antiracism Skills to Elevate the Human Experience in Healthcare: Culturally Humble Engagement



What 1-2 new skills are you *taking away with you* today to use to recognize and reduce stereotype threat?

Questions?



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May your skills be with you!

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Upcoming Events & Programs

WEBINARS

January 31 | Incivility in Healthcare: COVID Chaos and Steps to Provide a Positive Solution

February 7 | Engaging Community and Volunteer Partnerships for Health Equity and Experience

February 16 | Impact of Volunteer Programs: What Are We Measuring and Who Are We Telling?

February 21 | Grievance Panels: An Alternative to a Grievance Committee

February 28 | Rise&Renew: A Multifaceted Approach to Fortifying & Rebuilding Our Workforce

CONNECTION CALLS/PX CHATS

February 10 | PX Chat: Diversity, Equity, and Inclusion

PROGRAMS

February 1-22, 2023 | Foundations of Volunteer Management

February 7-28, 2023 | CPXP Preparation Course

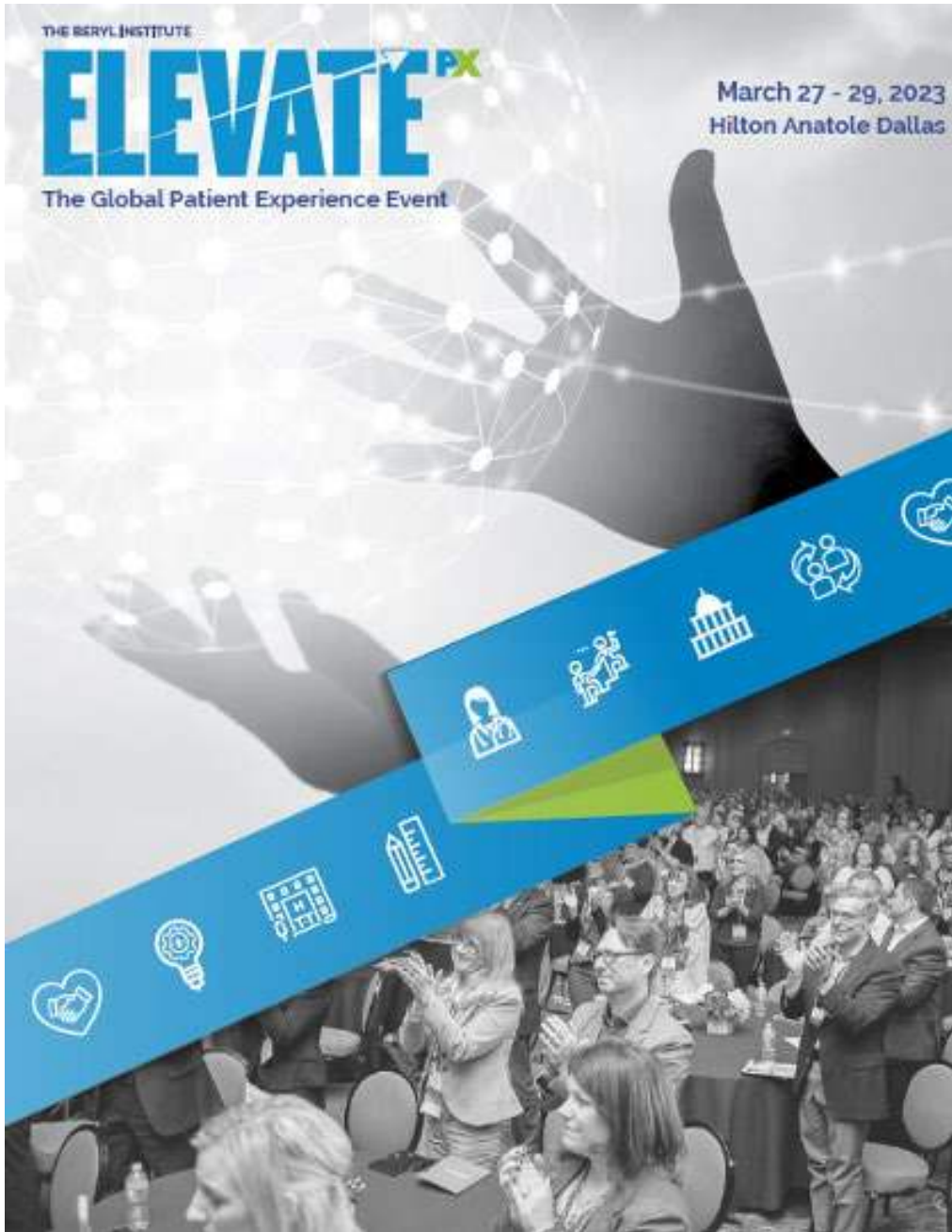


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KEYNOTE SPEAKERS



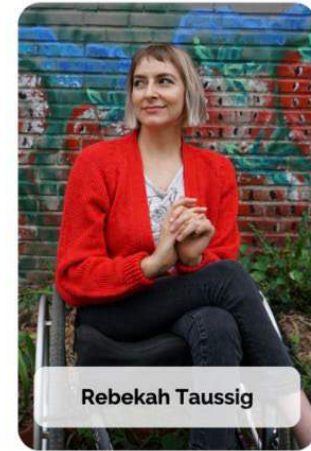
Karen Grimley



Dr. Alfredo Quiñones-Hinojosa



Shola Richards



Rebekah Taussig

OVER 75 BREAKOUT & POSTER SESSIONS

Agency for Clinical Innovation
 AngelEye Health
 Arkansas Children's
 Ascension Living
 Reading2Connect
 Atrium Health
 Billings Clinic
 Boston Children's Hospital
 Boulder Associates
 Brigham and Women's Hospital
 CareMax
 Changi General Hospital Singapore
 Children's of Alabama
 Children's Wisconsin
 Cohen Children's Medical Center
 Duke University Hospital
 Emory Johns Creek Hospital
 Enloe Medical Center
 Epworth HealthCare
 Geisinger
 Gould Medical Group
 Grow Now Niagara
 Hartford Healthcare
 HCA Ambulatory Surgery Division
 HealthCare Chaplaincy Network

Hospital Alemão Oswaldo Cruz
 Hospital e Maternidade Santa Joana
 Houston Methodist
 Instituto de Ensino e Pesquisa -
 do Hospital Sírio Libanês
 Kaiser Permanente
 Lehigh Valley Health Network
 London Health Sciences Center
 Macquarie University
 Major Hospital
 Marianjoy Rehab Hospital
 Mass General
 Mayo Clinic
 Medallia
 MedStar Washington Hospital Center
 Mount Sinai Health System
 MSKCC
 NC A&T State University
 NorthShore University HealthSystem
 Northwell Health
 Northwestern Medicine
 NSW
 Oncomed Integrated Medical Treatment
 PatientsVoices
 Providence Institute for Human Caring

Shaller Consulting
 SingHealth
 Southwestern Health
 St Vincent's Health Network Sydney
 St. Louis Children's Hospital
 Sutter Health
 Sydney Local Health District
 Temple University Hospital
 UC Davis Health
 UC Health
 Univ. of Michigan Health
 Universitat de Valencia General Hospital
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 Center
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 US Dept. of Veteran Affairs
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 Vision Volunteering
 WellMed
 Yale New Haven Hospital



Thank you!