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

January 24, 2023
Housekeeping

• All participants are muted.

• **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.
PX Continuing Education Credits

• 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.

• The speakers have a professional employment relationship with University of Texas Southwestern Medical Center; no disclosed conflict of interest.

• No off-label use of products will be addressed during this educational activity.

• No products are available during this educational activity, which would indicate endorsement.
Our Speakers

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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
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
The Human Experience in Healthcare

Environment

Behavior

Knowledge

Attitudes

Values

Unconscious Self
We move at the speed of trust.
**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
“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
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.
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.
Pause to consider
Recall an interaction at work when you felt that you were being stereotyped.
What reflections would you feel comfortable sharing?
Are you familiar with the phenomenon called **stereotype threat**?
How would you describe stereotype threat?
Stereotype Threat Defined

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

Have you experienced stereotype threat?
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

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
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

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

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?”

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

2011
What’s at risk if we don’t mitigate stereotype threat for our patients?
Bias in healthcare

Poorer engagement behaviors

Increased stress

Avoidance of health care

Distrust

Decreased treatment adherence

Worsened health

Cycle of Stigma

Disease exacerbation

Disparate increase in medical needs

Avoidance of health care

Increased stress

Distrust

Decreased treatment adherence

Worsened health

Disruptive Behavior

Avoidance of health care

Increased stress

Distrust

Decreased treatment adherence

Worsened health

Disruptive Behavior

Bias in healthcare

Poorer engagement behaviors

Disruptive Behavior
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
Layers of work

- Systems
- Change
- Inter
- Personal
- Skill
- Intra
- Personal
- Work

Hswen, et al. J Med Internet Res. 2020
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What 1-2 new skills are you taking away with you today to use to recognize and reduce stereotype threat?
May your skills be with you!

Questions?

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• Use the PXE link at the end of the evaluation to claim PXE credit at the Patient Experience Institute’s PXE Portal.
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

Access our vast library of on demand patient experience webinars.
Webinars are included in membership with the Institute.
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 New 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
- University of Alabama, Birmingham
- University of California, Berkeley
- University of Maryland St. Joseph Medical Center
- University of South Carolina School of Medicine Greenville
- US Dept. of Veteran Affairs
- UT Southwestern
- Vision Volunteering
- WellMed
- Yale New Haven Hospital
Thank you!