

Exploring the Impact of Unconscious Bias in Health and Healthcare

inter-faith commitment dialogues
multi-generational community representation
gender identity compassion leadership growth race inclusion access share veterans
diversity opportunity equity
disability sexual orientation pride
perspective advocacy empowerment

COURSE OBJECTIVES

- Identify the values, standards, or behaviors you place emphasize when evaluating people.
- Identify the impact of your background on how you view and interpret yourself and others.
- Understand the function of bias and the unconscious mind.
- Develop an awareness of how unconscious bias impacts our decision making.
- Apply these learnings to understanding various aspects of the institution.

WARMTH AND COMPETENCE

Rate each picture on a scale of 1-10 indicating the level of perceived warmth and the level of perceived competence. One (1) indicates a very low score and ten (10) indicates a very high score.

1. Warmth _____ Competence _____
2. Warmth _____ Competence _____
3. Warmth _____ Competence _____
4. Warmth _____ Competence _____
5. Warmth _____ Competence _____
6. Warmth _____ Competence _____

What patterns did you notice in your ratings?

Who did you rate as warm? Competent?

Why?

WHAT IS BIAS?



Bias is a tendency or inclination that results in judgment without question. It is an automatic response and a shortcut to interact with our world.

Unconscious bias is mental associations without awareness, intention, or control. These often conflict with our conscious attitudes, behaviors, and intentions.

The **function of bias** is to serve as our internal “danger detector” and to aid us in making instantaneous decisions in a world that inundates us with information and stimuli.

PERCEIVED PATTERNS

At your table, share examples on formal and informal organizational patterns and processes within your department:

What are the patterns in, for example:

- Hiring?
- Interviewing?
- Patient Interactions?
- Performance Evaluations?
- Mentoring/Sponsorship?

What are the potential opportunities for unintended bias?

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FAST BRAIN/SLOW BRAIN



FAST BRAIN – REFLECTION

How might fast brain process influence your decision-making?

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When do you notice that you tend to rely on the fast brain?

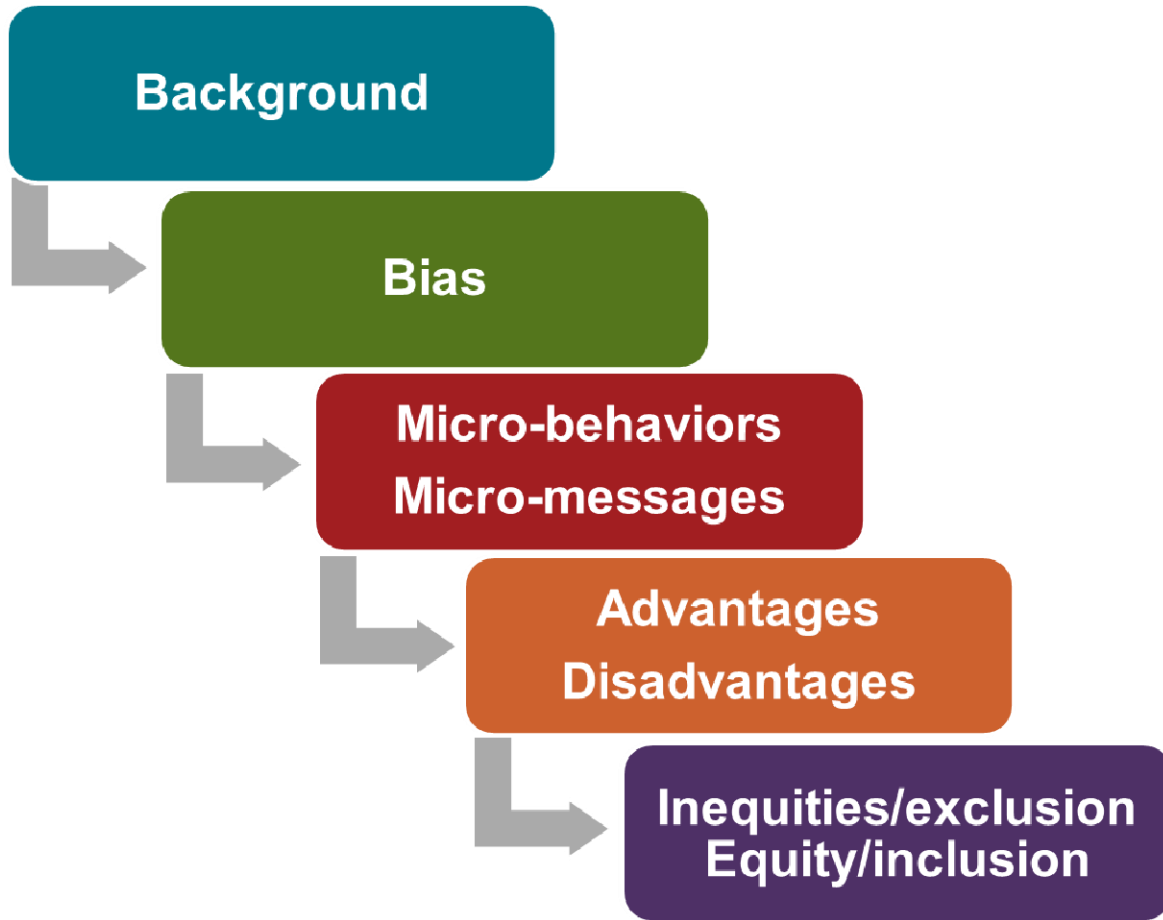
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FROM BACKGROUND TO BIAS TO IMPACT



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6 Ways to Mitigate Your Biases

Recognize
and accept
that you have
bias

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Develop the
capacity to
shine a
flashlight on
yourself

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Practice
“Constructive
Uncertainty”

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Explore
awkwardness
and discomfort

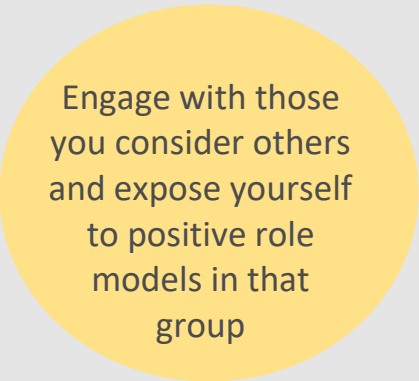
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Engage with those
you consider others
and expose yourself
to positive role
models in that
group

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Get feedback

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“Freedom is the capacity to pause between stimulus and response.”

TAKE A P.A.U.S.E

A quick way to check your reaction.

- P** • Pay attention to what's actually happening, beneath the judgments and assessments
- A** • Acknowledge your own reactions, interpretations and judgments
- U** • Understand the other possible reactions, interpretations and judgments that may be possible
- S** • Search for the most empowering, productive way to deal with the situation
- E** • Execute your action plan

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KEY TAKEAWAYS ABOUT BIAS

Bias stems from our natural inclination to distinguish “friend” from “foe” in order to survive: to have bias is to be human.

Our background and experience create the lenses through which we see, interpret, and judge the world: we see the world as we are, not as it is.

Being busy and distracted bends us towards making decisions from our past/unconscious.

Our business and institutional systems and decision-making can be riddled with bias; we have to first see it, slow down, and pause to make more objective decisions.

CLOSING STATEMENTS

I learned or I appreciated:

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One thing I will take on:

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