

Additional Questions from the Webinar:

The Impact of Implicit Bias on Health Outcomes and Strategies to Reducing Bias

Q: What do you recommend for a clinic director who cannot obtain buy-in from staff or other providers to implement equity conversations due to fear or other barriers?

A: Begin by considering how you might create a culture of equity. I appreciate the Roadmap to Reduce Health Disparities and its comments on this. They recommend starting with the use of data and then supporting a space that can have the difficult conversation about what is contributing to the disparities revealed. It is also important to support staff and providers in adopting a growth-orientation towards the race talk necessary for engaging in equity focused efforts.

Two resources:

<https://www.solvingdisparities.org/tools/roadmap/equity-resources> (Roadmap Step 1 & 2)

https://www.colorado.edu/center/teaching-learning/sites/default/files/attached-files/facilitating_difficult_race_discussions.pdf

Q: Thoughts on institutional interval [annual, bi annual etc] mandatory DEI training and the impact towards equity.

A. While studies show that mandatory DEI training can result in increased conflict and resistance towards related efforts, it is also important to consider how we frame DEI knowledge, skills and attitudes in ways that contribute to this potential response. If we were to declare, for example, that:

Quality improvement, patient safety and wellbeing efforts must confront and center how racism manifests within the workplace, clinical space, administration and larger structures that impact health care service delivery to avoid harming those we serve.

Then, the conversation around DEI related developmental opportunities becomes one of negotiating the development of a professional and organizational competency. A competency based discussion tied to the core purpose of the organization can potentially shift how stakeholders view the mandatory nature of the developmental opportunity and also how much accountability for participation is baked into the structure (similar to the often heroic efforts undertaken to ensure we are compliant with OSHA, IRB or HIPAA trainings)