



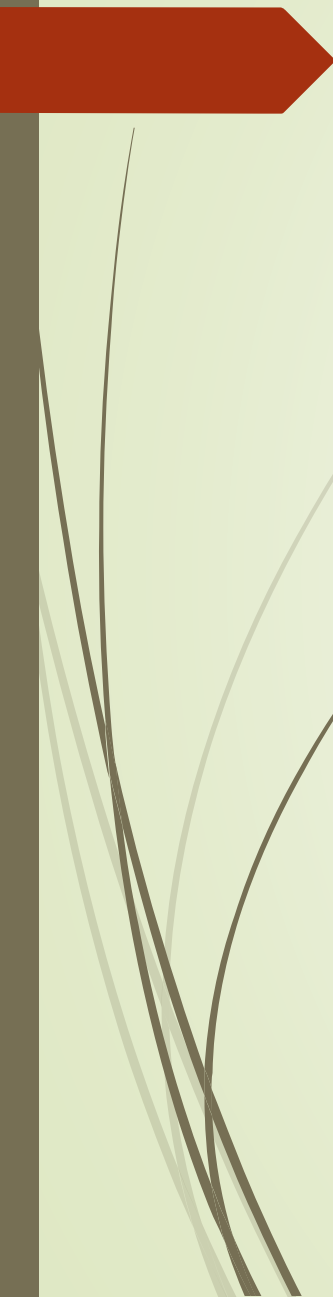
# ***Implicit Bias and the Patient/Provider Relationship***

*Jeffrey Ring, PhD*

# Objectives

By the conclusion of this presentation, participants will

- **Deepen your understanding of the nature of implicit bias**
- **Explain how implicit bias affects perceptions and treatment decisions of physicians and surgeons, leading to disparities in health outcomes**
- **Apply at least 2 strategies to address unintended biases in decision making**



This G2, P1 gives us a confusing  
history. It sounds like she's been pregnant  
approximately thirty weeks, although  
she can't recall her LMP. No pain,  
but bleeding for about two days. Of course  
she hasn't had prenatal care, and God  
only knows where the father is. She works  
two jobs that keep her on her feet all day.  
She's been in the United States six months,  
and doesn't speak a word of English. Bet  
you she's illegal. Cervical exam  
is unremarkable, the os is closed.  
I think we need an ultrasound to tell  
us more. Besides a look at the placenta,  
we need some confirmation of her dates.  
Her uterus can tell us more than she can.

# Culturally Responsive Health Care



*Diego Rivera (Mexico 1886-1957)*  
*El curandero*  
*(The healer)*

- Providing care consistent with the patient's world view
- Addressing patient's cultural and linguistic needs
- Patient-centered care

## Culturally Responsive Health Care: Rationale

- Patient Satisfaction
- Practice Building
- Practitioner Satisfaction
- Avoid Malpractice/Medical Errors/Informed Consent
- Enhanced Treatment Adherence/Improved Outcomes/  
Lower Readmission Rates
- Research Validity and Generalizability
- Quality and Safety
- National Standards for Culturally and Linguistically  
Appropriate Services (CLAS)



### Patient Centered Care

- Curbs hindering behavior such as technical language, frequent interruptions, or false reassurance
- Understands transference / countertransference
- Understands the stages and functions of a medical interview
- Attends to health promotion/disease prevention
- Attends to physical comfort

- Understands and is interested in the patient as a unique person
- Uses a biopsychosocial model
- Explores and respects patient beliefs, values, meaning of illness, preferences, and needs
- Builds rapport and trust
- Finds common ground
- Is aware of own biases / assumptions
- Maintains and is able to convey unconditional positive regard
- Allows involvement of friends / family when desired
- Provides information and education tailored to patient level of understanding

### Cultural Competence

- Understands the meaning of culture
- Is knowledgeable about different cultures
- Appreciates diversity
- Is aware of health disparities and discrimination affecting minority groups
- Effectively uses interpreter services when needed

*"Patient Centeredness, Cultural Competence and Healthcare Quality" Fig. 3*  
Mary Catherine Beach, MD, MPH [www.ncbi.nlm.nih.gov/pmc/articles/PMC2824588/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2824588/)

# Costs of Disparities

Chronic Diseases cost \$794B/year in lost productivity

Health Inequities and Premature Death cost \$309.3B/year

- Out of Pocket Health Care Costs
- Decreased Savings and Economic Mobility
- Earning Potential
- Financial Impacts

Health Affairs Blog, August 17, 2017





# Bias, California and the Legislative Response

- Senate Bill 464
- Assembly Bill 241
- BRN Regulations





# Implicit Bias



# Definition

“Also known as implicit social cognition, implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner.

These biases, which encompass both favorable and unfavorable assessments are activated involuntarily and without an individual’s awareness or intentional control”

Kirwan Institute



# Stanford Unconscious Bias Course

2/5 Med students have unconscious bias against obese patients

Physicians order fewer tests for persons from non-dominant racial/ethnic groups

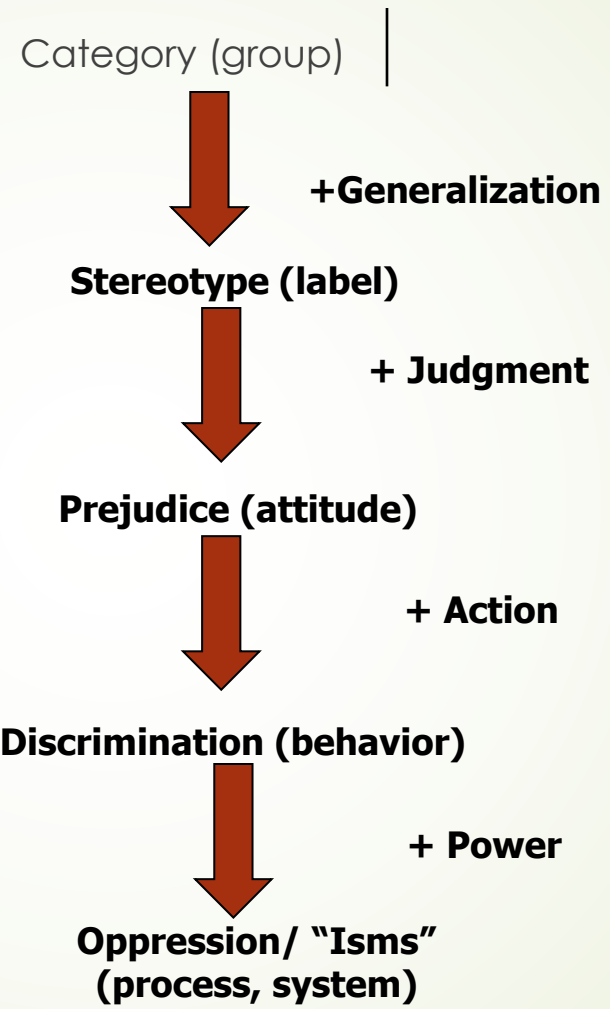
Black patients systematically undertreated for pain

Roberto Montenegro, M.D., Ph.D.  
My Name is Not “Interpreter”  
JAMA, May 17, 2016





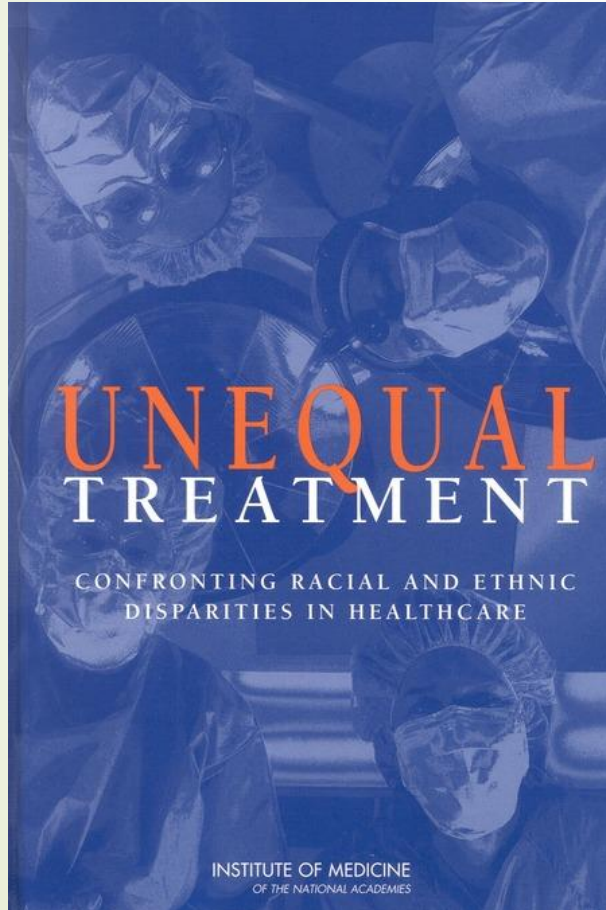




S. Harrell, Ph.D.

# Practitioner Contributions to Health Inequities

## Unequal Treatment (IOM,2002)



- Bias and stereotypes
- Beliefs about behavior or health of patient
- Reaction to time pressure
- Cultural competence
- Language/skill working with interpreters
- Skill in reflection/Practice Based Learning and Improvement





Kevin A. Schulman Study  
NEJM – 2/25/99 – p.618-626

# The Effect of Race on Physician's Recommendations For Cardiac Catheterization



# Background



Cardiovascular procedures are used at different rates according to sex and race



# Methods

- ▶ 4 Actors are filmed portraying cardiac patients in scripted interviews
- ▶ 720 physicians at 2 national meetings watch video and answer questions
- ▶ Random assignment to:
  - ▶ African American Male
  - ▶ White Female
  - ▶ African American Female
  - ▶ White Male
- ▶ <http://www.nejm.org/doi/full/10.1056/NEJM199902253400806>



C




D



E



F



## Results

“Women and blacks were less likely to be referred for cardiac catheterization than men and whites, respectively...”

“Black women were significantly less likely to be referred for catheterization than white men.”



# Discussion



“Our finding that the race and sex of the patient influence the recommendations of physicians independent of other factors may suggest bias on the part of physicians....Bias may represent overt prejudice on the part of physicians, or, more likely, could be the result of subconscious perceptions rather than deliberate actions or thoughts.”

# Group Discussion



You have been asked to speak with a clinician colleague to provide feedback on his/her implicit bias.



What reactions might you expect?



How do you proceed?



NOW

THIS

VIDEO: Bonnie Castillo / Twitter

*[The health care] system is  
racist and we're all*

# Implicit Association Test

A social psychology measure designed to detect the strength of a person's automatic association between mental representations of objects (concepts) in memory.

<https://implicit.harvard.edu/implicit/>



# Unconscious Bias, Microaggressions and Personal Experience



# Lisa Cooper, M.D.

[https://www.bloomberg.com/amp/view/articles/2018-08-28/doctors-can-fight-implicit-bias-against-african-american-patients?\\_twitter\\_impression=true](https://www.bloomberg.com/amp/view/articles/2018-08-28/doctors-can-fight-implicit-bias-against-african-american-patients?_twitter_impression=true)

- **Respect** the humanity of the people in front of you, regardless of whether you like them or agree with what they are saying.
- **Empathize** — imagine yourself in the patient's shoes.
- **Listen** more, talk less.
- **Ask** yourself what **assumptions** you may be making and whether they are based on facts about this particular person.
- **Talk** with patients about their personal lives, not just their medical problems.
- **Engage** patients in problem-solving and decision-making by asking what they think about their condition and the care plan.

# Anurag Gupta – PRISM -Be More

**Perspective-Taking:** The practice of imagining other people's viewpoints and lived experiences. This strengthens compassion and generosity.

**pRosocial Behavior:** The practice of cultivating kindness, empathy, altruism, gratitude, and joy.

**Individuation:** The practice of differentiating individual from group-based associations (or stereotypes) by cultivating curiosity.

**Stereotype Replacement:** The practice of noticing stereotypes in awareness and replacing them with a real-life opposite example.

**Mindfulness:** The practice of noticing and being aware of the present moment.

A red poppy flower is the central focus, slightly off-center to the right. It is in full bloom, with its petals showing a deep red color. The flower is set against a background of tall, thin blades of grass that are slightly out of focus. The overall lighting is soft and warm, suggesting a sunset or sunrise. The word "Mindfulness" is written in a clean, white, sans-serif font, positioned to the left of the flower and partially overlapping the grass.

# Mindfulness

28



# Commitment to Act

Please write down two things you intend to do new, improved or enhanced, towards the elimination of implicit bias based on our work together today.



A man crosses the street in the rain,  
stepping gently, looking two times north and south,  
because his son is asleep on his shoulder.

No car must splash him.  
No car drive too near to his shadow.

This man carries the world's most sensitive cargo  
but he's not marked.  
Nowhere does his jacket say FRAGILE,  
HANDLE WITH CARE.

His ear fills up with breathing.  
He hears the hum of a boy's dream  
deep inside him.

We're not going to be able  
to live in this world  
if were not willing to do what he's doing  
with one another.

The road will only be wide.  
The rain will never stop falling.



*Shoulders* (1994)  
by Naomi Shihab Nye

## Final Thoughts/ Questions?



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# Resources

- <https://resourcelibrary.stfm.org/viewdocument/toolkit-for-teaching-about-racism-i> Toolkit for Teaching about Racism in Health
- <https://implicit.harvard.edu/implicit/> Implicit Association Test
- <https://diversity.ucsf.edu/resources/strategies-address-unconscious-bias> Unconscious Bias Resources from UCSF
- <http://www.cookross.com/docs/UnconsciousBias.pdf> Resources from Cook Ross
- <https://www.youtube.com/watch?v=hDd3bzA7450> Micro Aggressions Video
- [https://www.bloomberg.com/amp/view/articles/2018-08-28/doctors-can-fight-implicit-bias-against-african-american-patients?\\_twitter\\_impression=true](https://www.bloomberg.com/amp/view/articles/2018-08-28/doctors-can-fight-implicit-bias-against-african-american-patients?_twitter_impression=true) Dr. Lisa Cooper RELATE
- <https://www.healthaffairs.org/doi/10.1377/hblog20170817.061561/full/> Health Affairs Disparity Economic Data
- [http://www.equityofcare.org/pledge/resources/pledge\\_to\\_act.pdf](http://www.equityofcare.org/pledge/resources/pledge_to_act.pdf)
- <http://www.ihi.org/resources/Pages/IHIWhitePapers/Achieving-Health-Equity.aspx>
- <https://www.forbes.com/sites/janicegassam/2018/10/29/does-unconscious-bias-training-really-work/#1c17bffcb8a2>