

TEAM DISCUSSION GUIDE

IMPLICIT BIAS



Orient Your Team

Use these points to quickly set the context for the conversation. Provide the handout.

- Welcome! Today we are going to discuss Implicit Bias and the impact it has on our work, our patients, and each other.
- Together we'll walk through what Implicit Bias is, what it looks like, the impact it has on our patients and each other, and strategies to manage our biases.



Make the Connection

Use these points to help identify and connect the importance of this topic to your team and reinforce the goal of the session.

- This topic is important to our team because:
 - Implicit Bias has a direct impact on patient outcomes and experience, as well as our experience as employees of our organization.
 - We are committed to building awareness about implicit bias and taking steps to mitigate it for our patients and employees.



Ignite the Conversation

Use the questions and key points to start an authentic dialogue with your team.

Questions to Start the Conversation:

Key Points to Reinforce:

1.	<p>What is Implicit Bias? Is anyone familiar with the concept of Implicit Bias (sometimes called unconscious bias)?</p>		<ul style="list-style-type: none"> • Ask: Will someone read the definition on the handout? • Reinforce: Distinguish between implicit and explicit bias (use the handout).
2.	<p>Where does bias comes from? Would anyone be willing to share an example of something that might impact how we see others?</p>		<ul style="list-style-type: none"> • Reinforce: Biases are formed throughout our lives, based on a lot of factors, including how we see the world, the family we come from, our circle of friends, and the experiences we've had. • Everyone has biases.
3.	<p>What does implicit bias look like? What is an example of implicit bias in patient care? In a work situation? (Note: The intent is not to point fingers but raise awareness of how bias can show up in our work. Share situations, not names.)</p>		<ul style="list-style-type: none"> • Do: Use an example on the back to get the discussion started if needed. • Define Microaggressions: A statement, action, or incident regarded as an instance of indirect, subtle, or unintentional discrimination against members of a marginalized group.
4.	<p>What is the impact of implicit bias? Considering the example(s) we just discussed, what are some ways in which this situation could affect the receiver?</p>		<ul style="list-style-type: none"> • Ask: What are some potential outcomes of implicit bias with patients? Employees? See handout for examples. • Reinforce: Think about the impact that we could make if every employee at M Heath Fairview focused on reducing bias.



Get involved –Ask them to consider what influences how they see others and to think about how they can start to reduce their biases.

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Implicit Bias Examples

A manager is reviewing resumes submitted for an open position. Two resumes are almost identical – same education, very similar experience, and nearly identical skills. One resume is from Rachael Smith and the other from Ebony Jones. Rachael is called for an interview. Ebony is placed in the ‘maybe’ pile.

A patient identified in their medical record as female says their preferred name is Jason. The nurse calls for the patient in the lobby using their legal name, Sarah. The patient corrects the nurse, asking to be called Jason. The nurse looks confused and says, “But you’re here for a mammogram.”

Joan has worked at Fairview for 30 years. She is a high performer on her team and is a role model for her colleagues. When her team is asked to partner with IT for new software implementation, Joan is next in line for a project. However, her boss assigns the project to her younger colleague, Jack, despite him not having the experience or skill set.

An African American woman with dreadlocks comes to the Emergency Department. She is complaining of severe abdominal pain. She thinks they are related to her menstrual cycle (it has always been painful) but she’s never felt this level of pain before. The doctor barely looks at her, does no tests, and says, “I can give you one oxy and that’s it.”