

# TEAM DISCUSSION GUIDE

## UNDERSTANDING PATIENT & CUSTOMER 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 patient bias experienced by M Health Fairview employees while on-the-job.
- Together we'll walk through what this looks like, the impact it has on our employees, and strategies to manage being a recipient of bias.



### 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:
  - Employees often experience microaggressions as a result of implicit bias when serving patients and customers.
  - This can make the relationship between the patient/customer and the employee difficult and possibly prevent high quality care.
  - We are committed to building awareness about implicit bias and taking steps to mitigate it for our patients, customers, 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.	What is Implicit Bias? <b>Is anyone familiar with the concept of Implicit Bias (sometimes called unconscious bias)?</b>		<ul style="list-style-type: none"> <li>• <b>Ask:</b> Will someone read the definition on the handout?</li> <li>• <b>Reinforce:</b> Everyone has bias – it's how our brains work.</li> </ul>
2.	What does implicit bias from patient/customer to employee look like? <b>What is an example of implicit bias towards a care provider by a patient?</b>		<ul style="list-style-type: none"> <li>• <b>Do:</b> Use an example on the back to get the discussion started if needed.</li> <li>• <b>Define Microaggressions:</b> A statement, action, or incident regarded as an instance of indirect, subtle, or unintentional discrimination against members of a marginalized group. Microaggressions can be the result of implicit bias.</li> </ul>
3.	What is the impact of implicit bias? <b>Considering the example(s) we just discussed, what are some ways in which this situation could affect the receiver?</b>		<ul style="list-style-type: none"> <li>• <b>Ask:</b> What are some potential outcomes of implicit bias in these situations? See handout for examples.</li> <li>• <b>Reinforce:</b> Microaggressions can cause an employee to feel discredited and belittled, which can impact mental health and quality of care.</li> </ul>
4.	How should we respond when we experience implicit bias from a patient or customer? <b>What is an appropriate way to respond to this type of situation that does not impact quality of care or service?</b>		<ul style="list-style-type: none"> <li>• <b>Ask:</b> Can someone read the 5 R's under <b>How Should You Respond</b> on the handout?</li> <li>• <b>Reinforce:</b> Employees should be focused on providing care and/or service and should redirect the patient/customer when necessary. Leaders should support employees who report experiencing microaggressions from patients or customers.</li> </ul>



**Get involved** – Ask how they would respond if they were directly impacted by a patient's or customer's microaggression or observed a colleague experiencing this.

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### Examples of Patient Bias Towards Care Providers

A Latina physician working in Internal Medicine enters the exam room to meet a new patient. She introduces herself and the patient asks how long she's been a doctor. The physician says she's been practicing for 10 years. The patient asks if she practiced medicine in her "native country."

Madison works in Interpreter Services. She arrives at the Emergency Department to interpret for a patient for whom English is a second language. Upon seeing her, the patient, a man in his 70s, says he would like someone "more experienced" to help him.

Omar is a new employee in Nutrition Services. He arrives at a patient's room with a meal and the patient's daughter asks who he is. He introduces himself and says he is new to the hospital. She asks to see his badge, which Omar shows her. A nurse enters the room and the woman asks her if Omar is a hospital employee.

Kevin, a Home Care nurse, arrives at a new patient's home to administer medication. The patient looks surprised and says, "I didn't realize they would send a doctor." Kevin explains that he is a nurse. The patient laughs and says, "A male nurse? That's so strange."