

A Novel Partnership to Address Racism, Equity, Inclusion and Unconscious Bias

EINSTEIN HEALTH NETWORK AND JUST HEALTH COLLECTIVE

Northwestern



NATIONAL COLLABORATIVE FOR
Education to Address
the Social Determinants
of Health

Einstein Health Network



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With humanity, humility, and honor,
to heal by providing exceptionally
intelligent & responsive healthcare & education
for as many as we can reach.



Just Health Collective



Duane Elliott Reynolds, MHA
Founder and CEO



Mission:

To guide organizations in creating cultures of belonging, enabling a **fair and just** opportunity for everyone to achieve optimal health

Learning objectives

1. Use a partnership model to create a relevant learning experience to address racism, equity, inclusion, and unconscious bias training in graduate medical education.
2. Design sessions to address racism, equity, inclusion, and unconscious bias within an organization.
3. Recognize potential barriers for implementation of these learning experiences.

Agenda



Who are we? Who are you?



Einstein Health Network's and Just Health Collective's Partnership



Breakout rooms



Report out

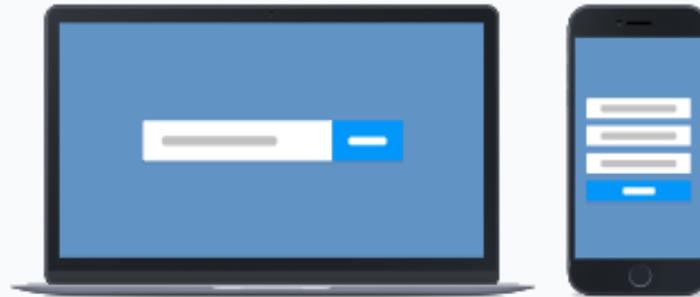


Conclusion



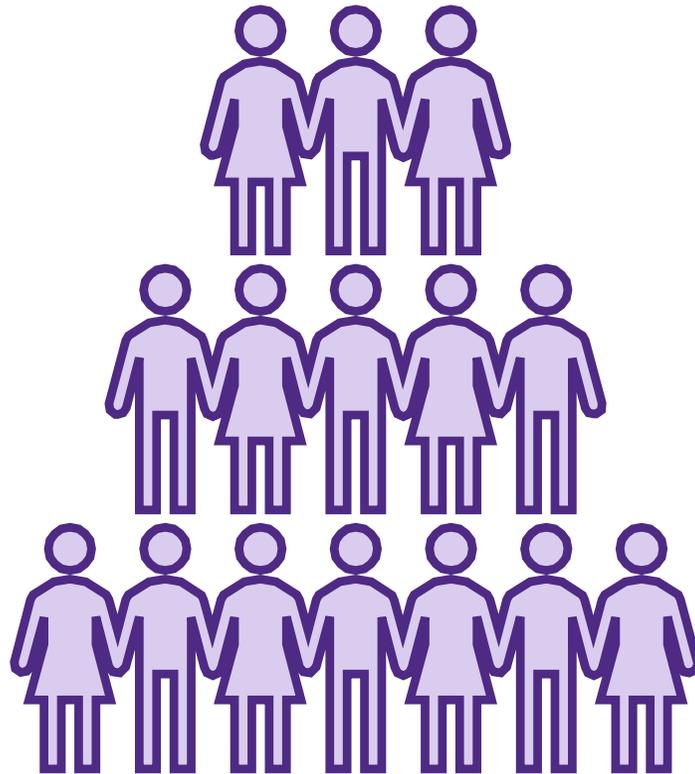
How to join

Web



- 1 Go to **PolleEv.com**
- 2 Enter **JHC2021**

Poll Everywhere – who is here today?



What is your title or role?

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Who is the primary target audience with whom you work?

- Undergraduate students
- Graduate medical students
- Medical residents
- Faculty
- None of the above



When poll is active, respond at **Pollev.com/jhc2021**

Text **JHC2021** to **22333** once to join

Which best describes your type of organization?

Medical school

Independent hospital

Health system

Physician organization

None of the above

Other

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Is your organization addressing issues related to racism?



Yes

No

Not sure

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Einstein Health Network's motivation



Recognized gap in training, particularly in relation to anti-racism subject matter expertise and training



Desire to live mission to the fullest and provide exceptional care to all patients



Individual feedback from staff about events and practices that could improve

EHN's Institutional Curriculum

Racism in Healthcare

- Define racism and how to become anti-racist
- Identify how privilege and social justice impact society
- Discuss how health and healthcare are impacted by racism and disparities
- Connect EHN's mission, vision, and values to the work they are doing to address racism, healthcare equity, and health equity

Diversity and Inclusion in Healthcare

- Define diversity and why it matters
- Identify the business case for diversity and inclusion
- Outline steps for creating an inclusive organization
- Identify how diversity, equity, and inclusion intersect to impact health disparities
- Define how concordance and micromessages impact health and health outcomes

Unconscious Bias in Healthcare

- Define bias and unconscious / implicit bias
- Address how unconscious bias impacts health and healthcare
- Increase self-awareness of unconscious bias
- Outline methods to mitigate against unconscious bias in yourself and in your organization

Lessons learned

1

Medical staff value diversity, equity, and inclusion

- 98% - of survey respondents found the content beneficial
- 100% - of survey respondents felt it was relevant to their practice or professional development

2

Tailor content to your organization

Respondents appreciated that the content was tailored to the Einstein Health Network and included a history of EHN

3

Train staff about micromessages

Several survey respondents commented that the training helped them become aware of the micromessages they send (both microaffirmations and microaggressions) and how they can decrease the microaggressions in their own behavior

Breakout room instructions / scenarios

Breakout Agenda

1. Introductions
2. Review assigned scenario
3. Discuss questions (see next slide)
4. Scribe fills out google form report
5. Group spokesperson reports out

- 1** Over the last several years, your organization has received poor satisfaction scores from those you serve. Feedback includes “feeling stereotyped”, “misunderstood”, and that the care team “doesn’t seem to listen”. You have been asked to address this feedback with a multi-disciplinary approach.
- 2** As manager of a large department in your organization, your team is culturally and ethnically diverse. However, your employees have complained about cliquish culture among employees and lack of cohesiveness among staff which has led to decreasing engagement in important projects and initiatives. Some report they feel isolated because of their religious beliefs, and others report a lack of acceptance because of their cultural differences with other team members who do not value their input.
- 3** Your organization serves a predominantly minority and culturally diverse community. However, the organization’s leadership are predominantly White and there are few women in leadership or management. Frontline (non-clinical) staff are primarily from the community the institution serves and report in employee surveys they often feel misunderstood, and their concerns and values are not considered in decision-making. Employees also report that leadership is not in touch with the needs of a diverse community.
- 4** You are high in the leadership structure of your organization. Human Resources has informed you that several employees have complained over the last 6 months that harassment, prejudice, and discriminatory behavior seem to be tolerated in several departments you oversee. Management does not hold employees accountable for their behavior which has led to division and occasional hostility among staff. In addition, disciplinary actions do not seem to be undertaken fairly or equitably. Some policies are in place, but managers complain about their usefulness or applicability to the issues they face.

Breakout rooms and discussion

With the breakout room you will be assigned to, review your assigned scenario and address the questions in the scenario and the questions below:

1. What strategies would you employ to address this?
2. Who would you likely engage to address the issue? If cost is a factor, who are some partners who might be considered to assist with subject matter expertise?
3. What barriers are anticipated and how would they be mitigated?
4. What would be measures of success?

Welcome back and
breakout room reports



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