Physicians and Implicit Bias: How Doctors May Unwittingly Perpetuate Health Care Disparities

Elizabeth N. Chapman MD, Anna Kaatz MA, MPH, PhD, Molly Carnes MD, MS

Racial disparities in coronary heart disease: a sociological view of the medical literature on physician bias.

Fincher C1, Williams JE, MacLean V, Allison JJ, Kiefe CI, Canto J.

Unequal Treatment: 2003 Institute of Medicine:
Characteristics: UB

• Seeks confirmation
• Speed over accuracy
• “I treat everyone the same”.
• Automatically activated
Diversity Wheel -- Cultural Identity Development

Adapted from: Diverse Teams at Work, Gardenswartz and Rowe (Irwin, 1995), p. 33.
Assumptions Model

Event

Filtering System

ASSUMPTIONS

M.S.U

Behaviors
## Analyzing Your Filters

<table>
<thead>
<tr>
<th>Dimension of Diversity</th>
<th>Values Rules/Norms</th>
<th>+/- Impact on team/work</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AGE</strong></td>
<td>Work before play</td>
<td>+ Organized</td>
</tr>
<tr>
<td></td>
<td>Be responsible</td>
<td>+ Productive</td>
</tr>
<tr>
<td></td>
<td>Get the job done</td>
<td>- Intolerant of other</td>
</tr>
<tr>
<td></td>
<td></td>
<td>approach</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Over commit</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Resentments</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>?</th>
<th>What values, rules or norms do you hold?</th>
<th>What is the positive and negative impact at work?</th>
</tr>
</thead>
</table>


Emotional Intelligence

Ability to perceive and understand your own and others' emotions to improve relationships

Self Awareness

Self Management

Social Awareness

Relationship Management
7 Signs of a High EQ

1. Can read facial expressions

2. Curious about people

3. When upset, you know why

4. Resilient

5. Get along with most people

6. Able to slow down and help others

7. Know when to say NO

How Emotionally Intelligent Are You? Here's How To Tell

The Huffington Post | By Carolyn Gregoire
“The degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions”

2006 Healthy People
Trile Threat

• Low Health Literacy

• Cultural Barriers

• Limited English Proficiency (LEP)

Intersections of Culture and Health Literacy

- Reading and writing
- Listening and speaking
- Numeracy
- Critical thinking and decision making

Culturally Diverse Native-Born Patients

- Assumption of sameness
- Absence of language barriers ≠ understanding
- Vernacular and accent barriers
- Educational opportunities
- Less experience/access to health care systems
- Experiences of bias and stigma = mistrust
<table>
<thead>
<tr>
<th>Cultural Context</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individualistic</td>
</tr>
<tr>
<td>Collectivistic</td>
</tr>
<tr>
<td>Monochronic</td>
</tr>
<tr>
<td>Polychronic</td>
</tr>
<tr>
<td>Direct</td>
</tr>
<tr>
<td>Indirect</td>
</tr>
<tr>
<td>Low Context</td>
</tr>
<tr>
<td>High Context</td>
</tr>
</tbody>
</table>
Cultural Agility

WORKING....

- FLEXIBLY
- RESPECTFULLY
- EFFECTIVELY

...IN A VARIETY OF CULTURAL CONTEXTS
Cultural Agility

Cultural awareness coupled with ability and willingness to adapt

• Cultural curiosity
• Flexibility
• Delay judgment
• Be authentic
Dr. Augustus A. White III M.D. Seeing Patients: Unconscious Bias in Health Care, Harvard University Press; 2011

Bradberry and Greaves; Emotional Intelligence Quick Book,

Gardenswartz and Rowe, Diverse Teams at Work; Irwin 1995;

IAT  https://implicit.harvard.edu/implicit/

Physician Toolkit and Curriculum, University of Massachusetts Medical School, U.S. Department of Health and Human Services, 2004