

Addressing Implicit Bias in Perinatal Psychiatry Access Programs

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Norms for Participation on Zoom



- **Mute your microphone when you are not talking**
- **Please turn on your camera, and limit background distractions**
- **Use the chat feature to ask questions. There may also be opportunities to participate verbally**
- **Please bring something to take notes and complete reflective activities**
- **Be present and participate**



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Language Matters

Core tenants of today's workshop...

STRENGTHS-BASED
AND HOPEFUL

INCLUSIVE AND
ACCEPTING OF
DIVERSE CULTURES,
GENDERS,
PERSPECTIVES,
AND EXPERIENCES

HEALING-CENTERED/
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS
PARTICIPATING IN THEIR
OWN JOURNEYS

PERSON-FIRST AND
FREE OF LABELS

NON-JUDGMENTAL AND
AVOIDING ASSUMPTIONS

RESPECTFUL, CLEAR
AND UNDERSTANDABLE

CONSISTENT WITH
OUR ACTIONS,
POLICIES, AND PRODUCTS



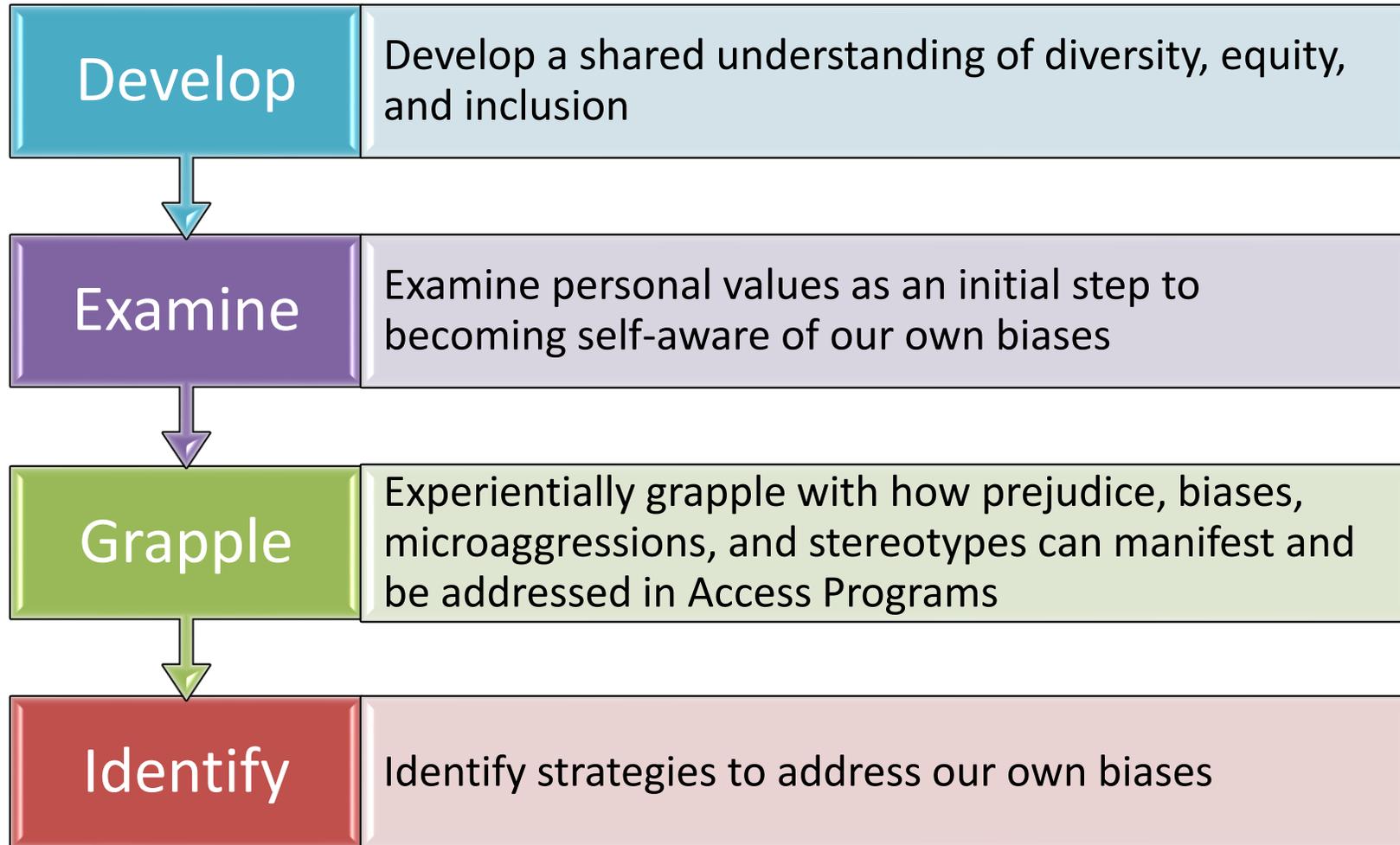
Best Practices for Courageous Conversations

- Challenge your perspectives, beliefs and assumptions.
- Be okay with being uncomfortable. This is the space you will grow the most.
- Listen with the intent to understand, versus defend or disappear.
- Share your own personal experiences, by speaking from “I” versus someone else’s experiences.



- Learned and habitual behaviors will not change overnight, however shifting how we think is a great start.
- Accept non-closure. We can respectfully disagree.
- Embrace positive differences.

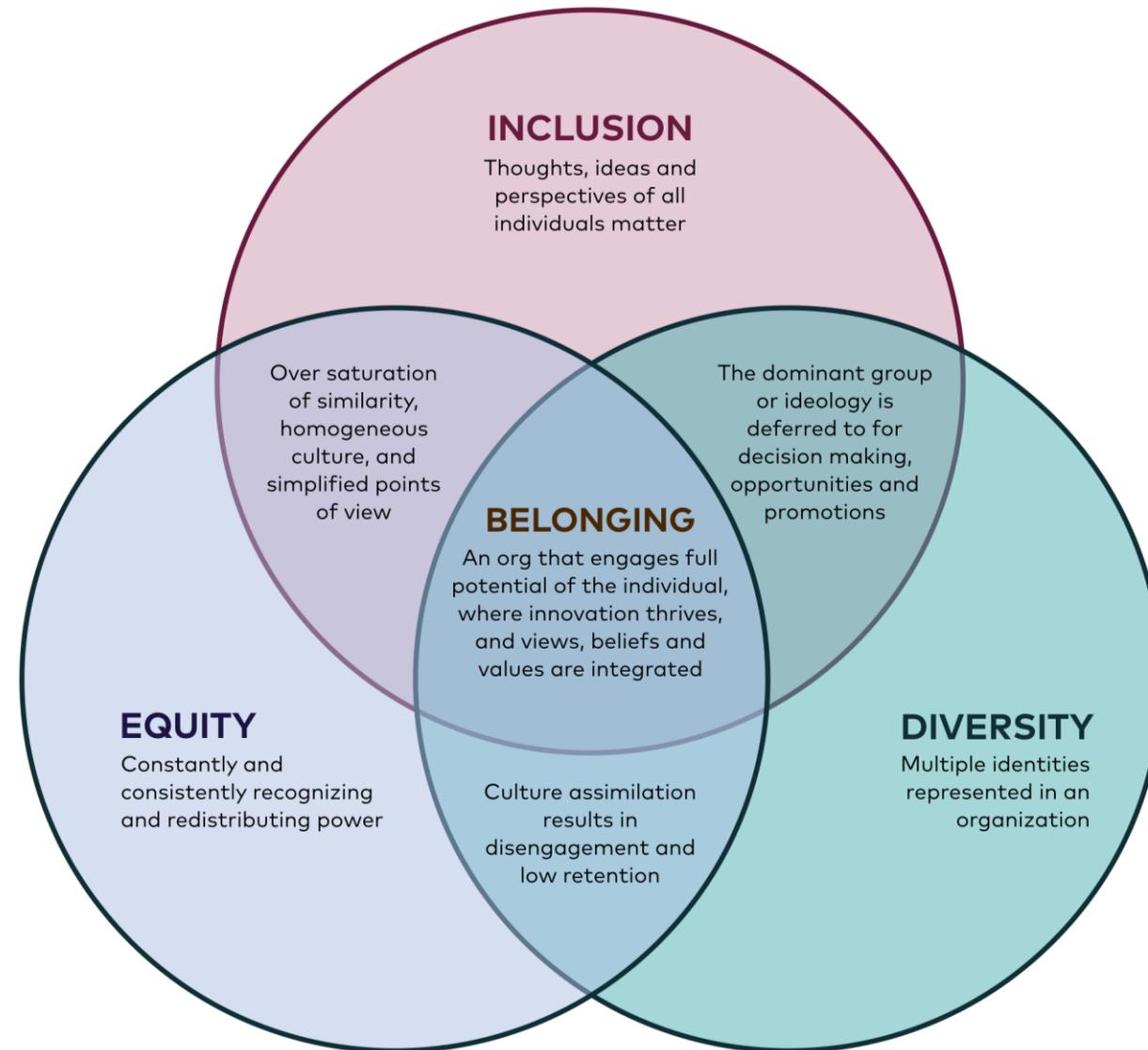
Workshop Objectives



Objective 1:

Shared Understanding of Diversity, Equity, and Inclusion (DEI)

Definitions



Why Is DEI Important for Patients?

Increased patient choice of health care providers with shared backgrounds

Increased patient satisfaction

Improved access to care for ethnic/racial minorities

Improved patient-client communication

Improved patient outcomes

Reducing and eliminating health disparities

Why Is Organizational DEI Important?

Increased sense of belonging among employees

Bigger talent pool for career opportunities

Increased employee engagement and team morale

Better physical and mental health among employees

Increased innovation and problem solving

Increased employee productivity and performance



Accenture. (2017, June 23). Inclusion Starts With I [Video]. YouTube. <https://youtu.be/2g88Ju6nkcg>



Why is diversity, equity and inclusion important to you?



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Objective 2: Culture Identity and Personal Values

Definition of Culture

- Culture is the cumulative deposit of things acquired by a group of people over the course of generations, through individual and group striving.
- Culture includes groups that we were born into, as well as groups that we join or become part of later in life.
- Culture is not limited to racial and ethnic minorities
- **EVERYONE** has culture!



Iceberg Metaphor for Culture

Approximately, 10% of an iceberg is visible to the human eye, while the other 90% is underwater.

Similarly, our average interactions only involve 10% of who we are. The other 90% is hidden beneath the surface and maybe shared over time.

It's important to not make judgments based on our 10% interactions with individuals and groups.

Characteristics of Culture

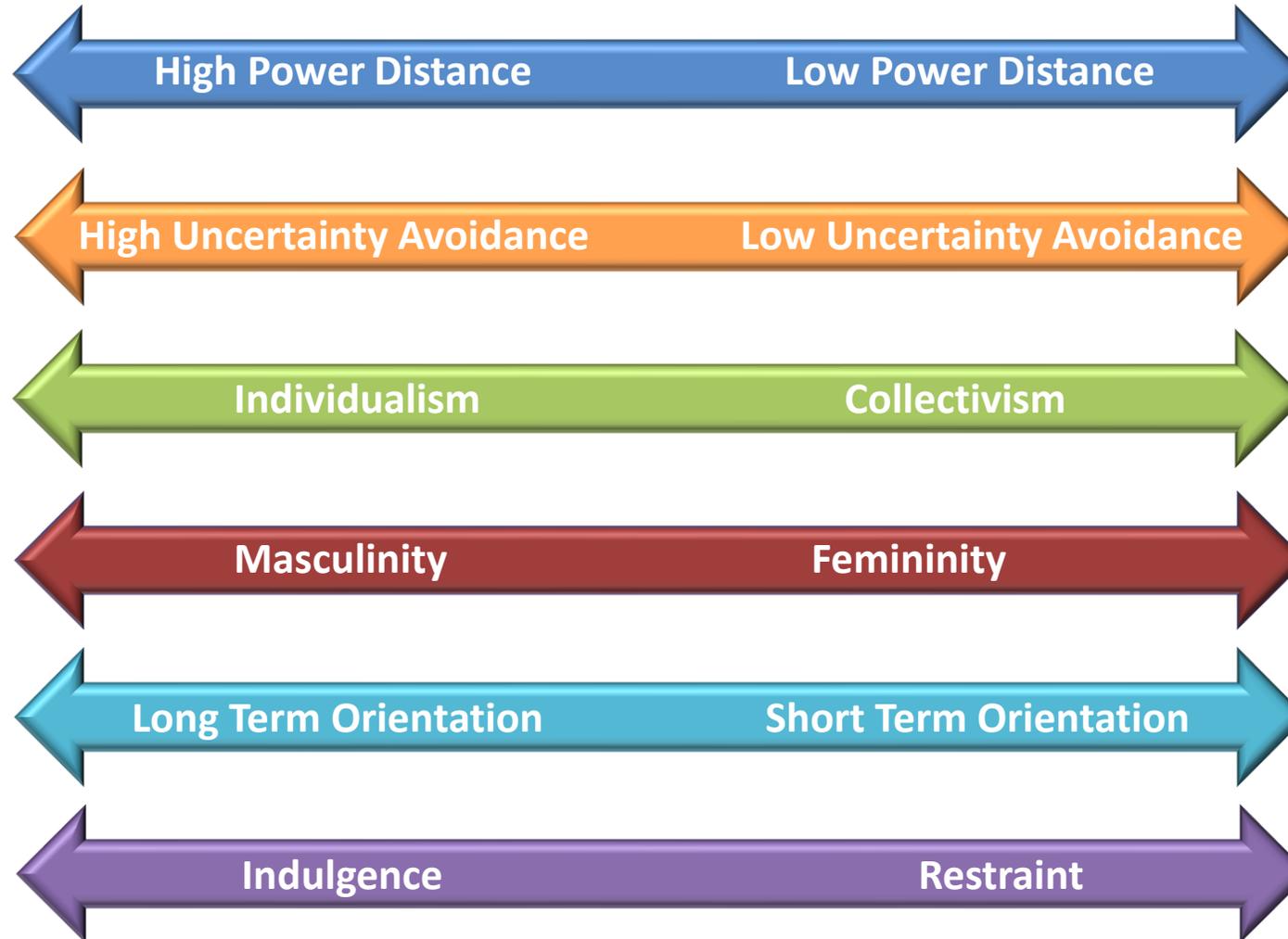


Definition of Values



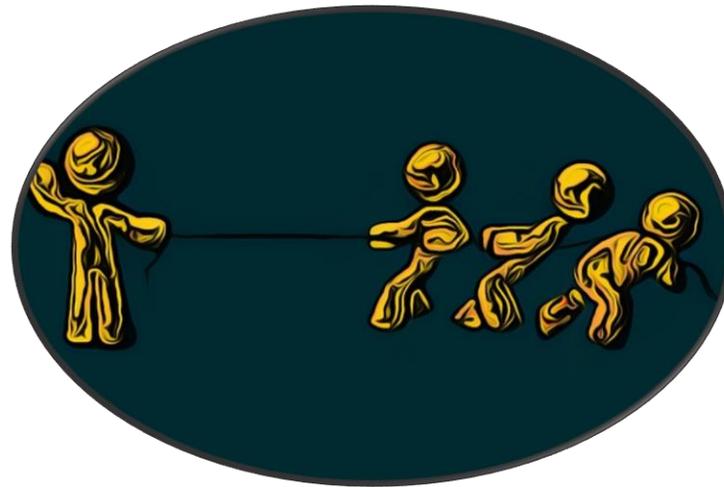
- Beliefs that guide or motivate attitudes or actions
- Assist in determining what is important to us
- Guide how we treat ourselves and others
- Impact how we interact within various environments
- Principles that give our lives meaning
- Inspire us to persevere through adversity

Continuum of Values



Challenges – Childhood Conditioning

Childhood Message	Influence on Beliefs	Influence of Beliefs on Actions
Education is critical	If I obtained a good education, I would get a good job and have a secure future.	I moved on to get a doctorate degree, even though it's not easy for a woman to obtain a doctorate. My degree has opened doors for me.



Strategies

Cultural Identity Self-Assessment

Take a moment to think about the stories and narratives that you learned (directly or indirectly) about other cultures, when you were a child:

1. Which ones do you still hold on to today?
2. Which ones have you denounced?
3. Which ones do you struggle with addressing?



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Objective 3:

Concepts of Prejudice, Bias, Microaggressions and Stereotypes

Definitions



- **Stereotypes (Assumptions)**

- Oversimplified generalizations about groups of people
- Does not take differences into account
- May be positive when referring to one's own group
- Most often negative when used toward other groups



- **Prejudice (Beliefs)**

- Negative beliefs, feelings and attitudes held about a group
- Based on prejudgment, and not actual experiences

Characteristics

Stereotypes	Prejudices
Melissa grew up in the foster care system, most likely her baby will too	Most African American women don't care about their children, they're just seeking a check
Carla lives in the hood. I'm not doing any home visits there, I might get robbed	Carla lives in the hood. I'm not doing any home visits there, I might get robbed
Sarah's home is always very clean, she's a good mother	Amanda and Paula are a lesbian couple with children; those kids are doomed and hell bound
She continues to use drugs because she doesn't care about her baby	Devon's baby daddy has a lot of tattoos, he probably recently got released from prison
Kimiko is looking for work. There's a Chinese food restaurant near her home, she could work there	Women with diagnoses like hers are too crazy to work

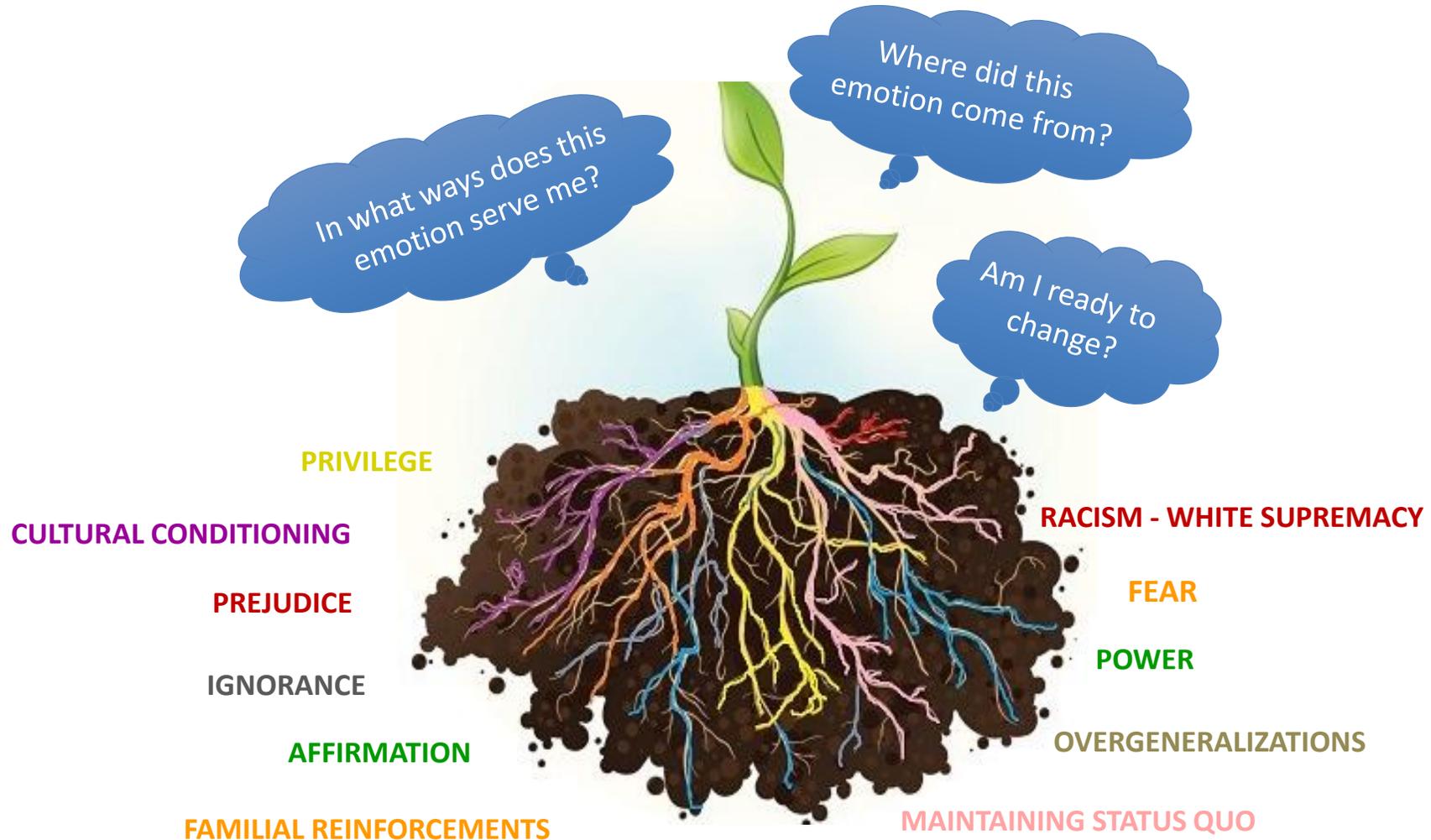
What other stereotypes and prejudices have you heard in your work?

Challenges

- Denying people their individual identities
- Mis-categorizing individuals and groups
- Placing moral judgements on others
- Increased defensiveness overshadows service provision
- Leaves no room to assess the facts
- Ignites fear-based thoughts and reactions
- Provider-client detachment and apathy



Getting To The Roots – The Why?



Self Reflection: Getting to the Roots

1. As an adult, where do you receive your information regarding other cultures?
2. How does this information impact your beliefs and actions?

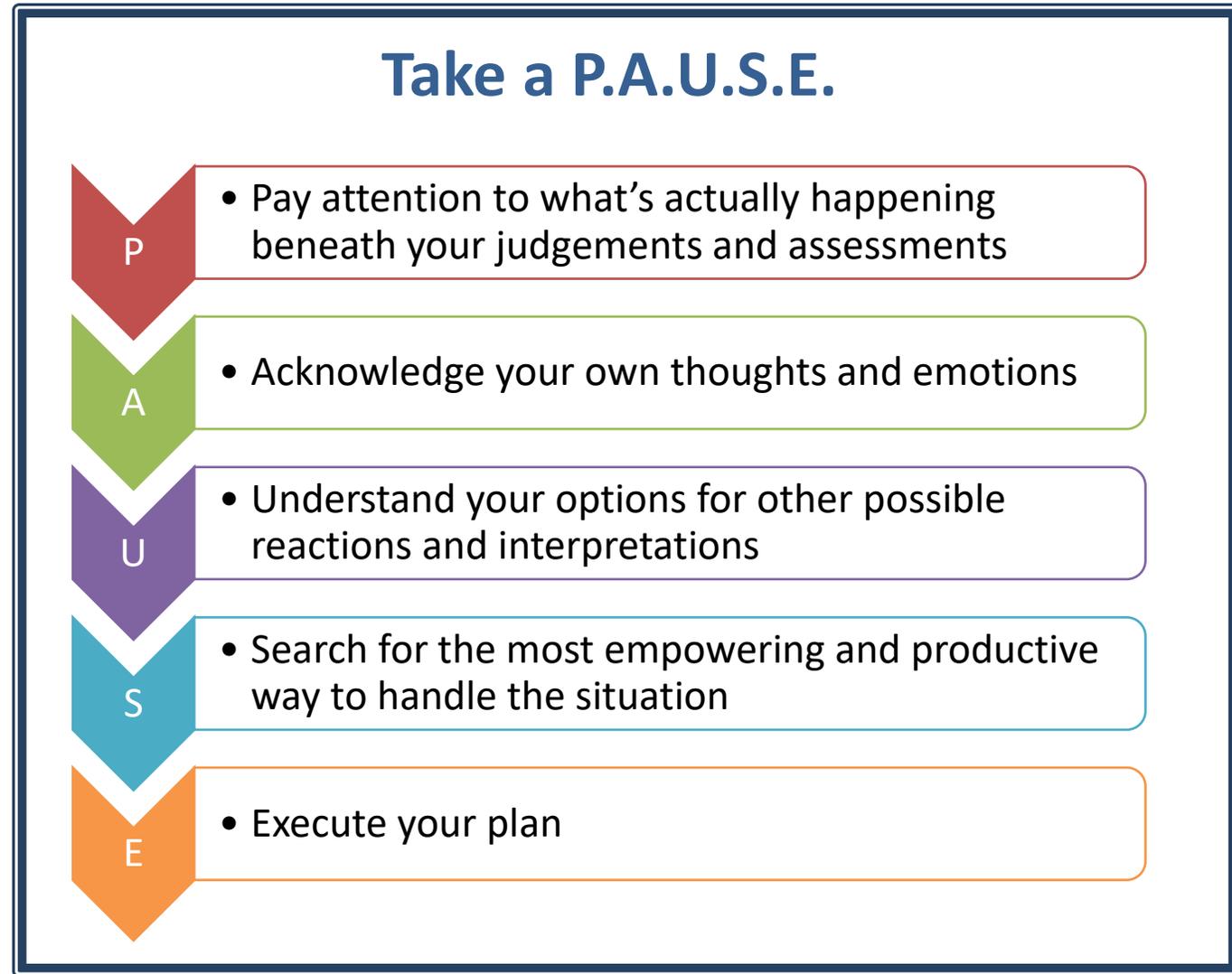


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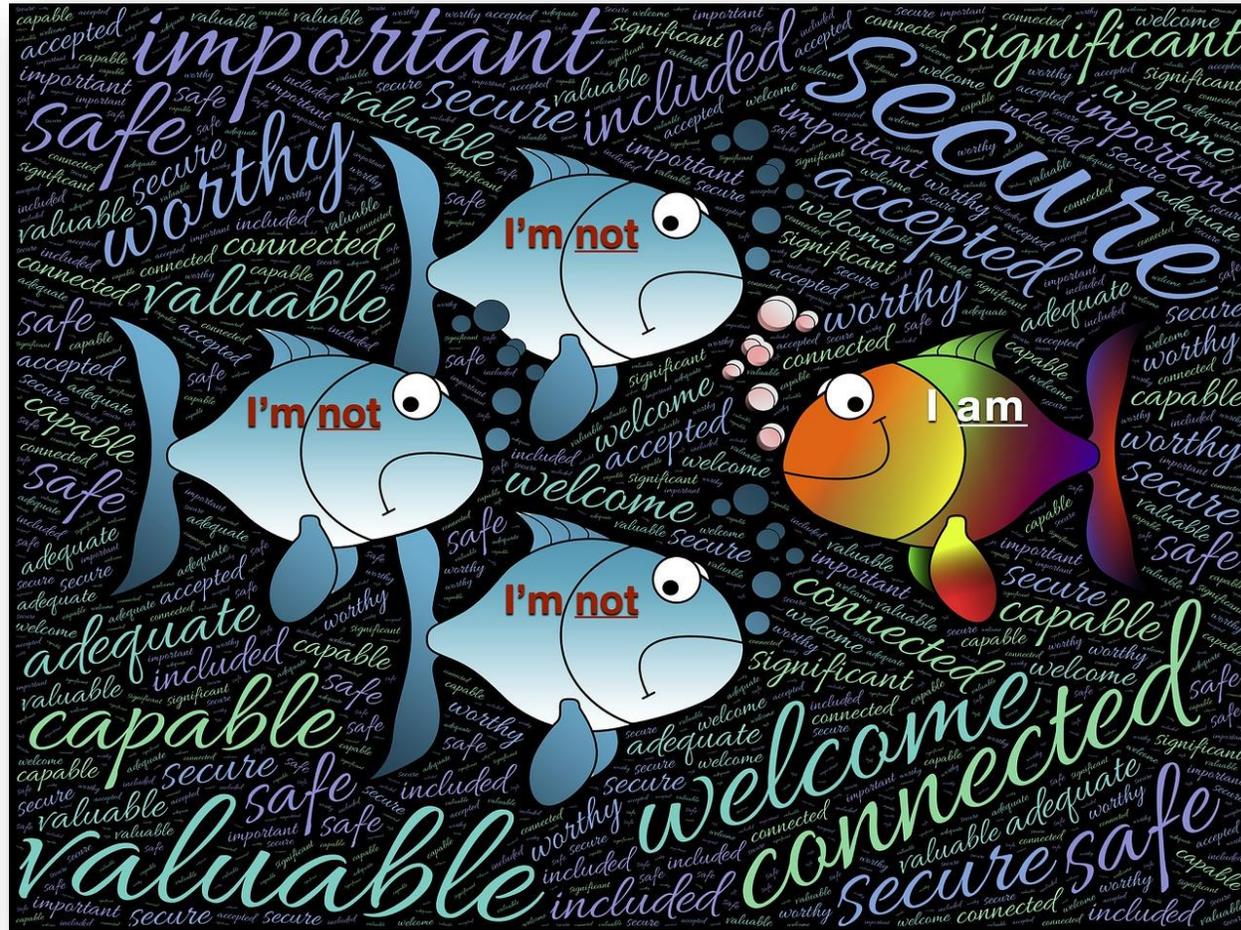


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Strategies

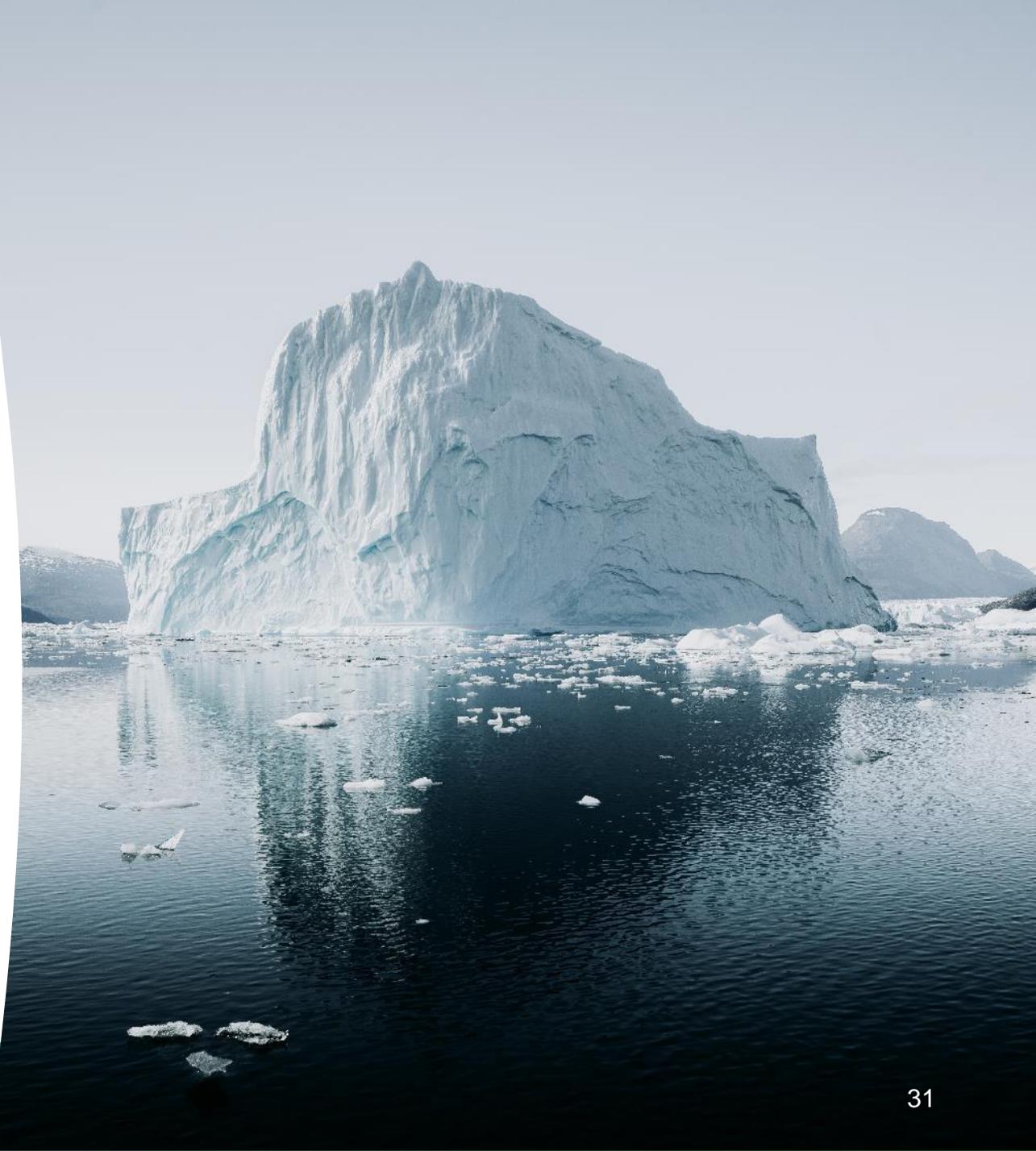


Implicit & Explicit Bias



What is Implicit Bias?

- The attitudes or stereotypes that affect our understanding, actions and decisions in an unconscious manner.
- Activated involuntarily, without awareness or intentional control.
- Can be either positive or negative.
- Everyone is susceptible.



What is Explicit Bias?

EXPLICIT

- Conscious attitudes and thoughts that affect our understanding, actions and decisions
- Biases often based in fear, resentment or other negative emotions
- Result in intentional and negative behaviors

EXPLICIT

Implicit & Explicit Bias Characteristics



We generally hold implicit biases that favor our own “in group,” and against our perceived “out groups.”



Implicit associations do not necessarily align with our declared beliefs.



Implicit biases are malleable, therefore can be unlearned.



Unchecked implicit biases can progress and become explicit biases

Explicit biases are dangerous because they are conscious thoughts dominated by faulty reasoning

Challenges

- **Implicit biases have been identified as a significant predictor of overdiagnosis**
- **Explicit biases have been identified as a significant predictor of increased negative patient prognoses**
- **Racial and ethnic minorities and women are subject to less accurate diagnoses, curtailed treatment options, less pain management and worse clinical outcomes**
- **Black children frequently remain untreated or provided with a diminished level of care, when compared to White children**



Ruhl, C. (2020). Implicit or unconscious bias. Simply Psychology. Retrieved from <https://www.simplypsychology.org/implicit-bias.html#:~:text=It%20is%20important%20to%20understand,is%20meant%20by%20explicit%20bias%3F>
Chapman, E. N., Kaatz, A., & Carnes, M. (2013). Physicians and implicit bias: how doctors may unwittingly perpetuate health care disparities. *Journal of general internal medicine*, 28(11), 1504-1510.
Papillon, K. (n.d.). Conscious & Unconscious Biases in Health Care. Two Types of Bias. Georgetown University, National Center for Cultural Competence. Retrieved from <https://nccc.georgetown.edu/bias/module-3/1.php>

Strategies: Taking Action

The A.C.T.I.O.N. Method by Cheung, Ganote and Souza (2016) suggests that microaggressions be addressed in six steps:



Let's Chat



- 1. Which A.C.T.I.O.N step do you anticipate will be the most difficult for you to implement? Why?**
- 2. Which step do you feel will be the easiest? Why?**

Microaggressions are everyday exchanges that the communicate hostile, derogatory, or negative racial slights and insults toward members of oppressed or targeted groups.

Microassaults

- Deliberate attempt to cause harm through exclusion or demeaning
- Example: A person in a car shouts a slur at a person of color, then quickly speeds away.

Microinsults

- Unintentional discriminatory comment or action
- Example: An able-bodied person speaks to a person in a wheelchair as if they are a small child.

Microinvalidation

- A comment that invalidates or undermines the experiences of a certain group of people
- Example: Implying someone's experiences of discrimination aren't real

Micro-Inequities

- Unintentional ways in which individuals are singled out, ignored or discounted
- Example: Taking more questions from men than women.

Micro-Affirmations

- Opening doors to opportunity, through inclusion, caring, and graceful acts of listening.
- Example: Providing support to someone in distress.

How are microaggressions like mosquitoes?



Aldersgate Camp & Retreat Center. (2020, July 17). How are microaggressions like mosquitoes? [Video]. YouTube. <https://youtu.be/emz49wSnNcs> Adapted from Fusion Comedy.

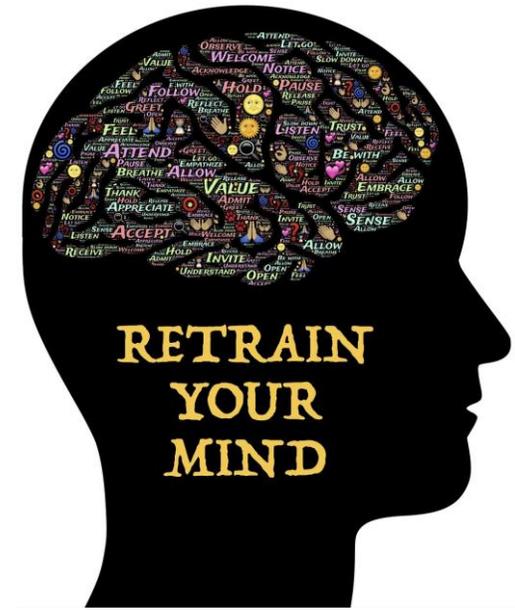
Challenges

- **Microaggressions are harder to identify and more difficult to address.**
- **As a result, they may persist over extended periods of time.**
- **When people of color and other marginalized groups experience microaggressions, the effects can lead to:**
 - **Immediate distress**
 - **Long-term mental health issues (i.e. hopelessness, depression)**
 - **Physical health problems (i.e. pain, fatigue)**
 - **Death**



Strategies

- Question your beliefs
- Avoid colorblindness and recognize differences
- Believe people when they share their experiences
- Navigate with empathy
- Make a conscious decision to be the best version of yourself
- Avoid getting defensive when someone calls you out
- Foster a network of people who are different from you





What would you like to learn during the summit?



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