Cultural Sensitivity Training

Matilde Roman, Esq.
Chief Diversity and Inclusion Officer

NYC HEALTH+ HOSPITALS | OFFICE OF DIVERSITY AND INCLUSION

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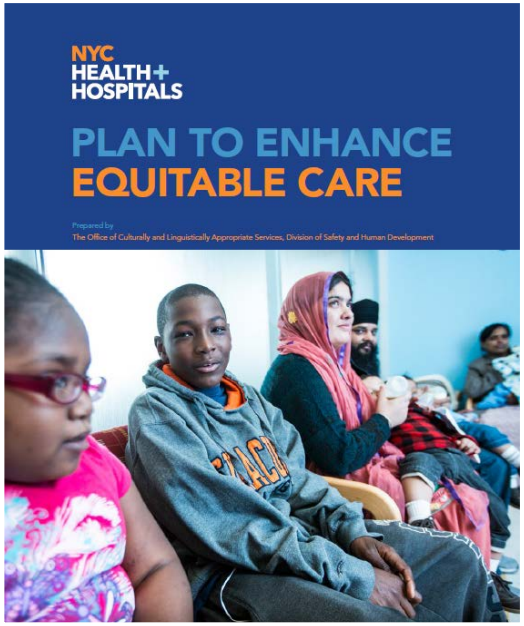
Agenda

- Introduction
- NYC Health + Hospitals Patient Demographics
- Define types of biases, and understand how our diverse identities impact our interactions with patients and coworkers.
- Learn how unconscious biases can be identified and managed.

About the Office of Diversity and Inclusion

Supports NYC Health +Hospitals to provide **culturally responsive care** for all New Yorkers and to create a **welcoming environment** for our patients, visitors and staff.



Some of our initiatives include:

- Language services
- Disability access
- LGBTQ programs
- HR best practices

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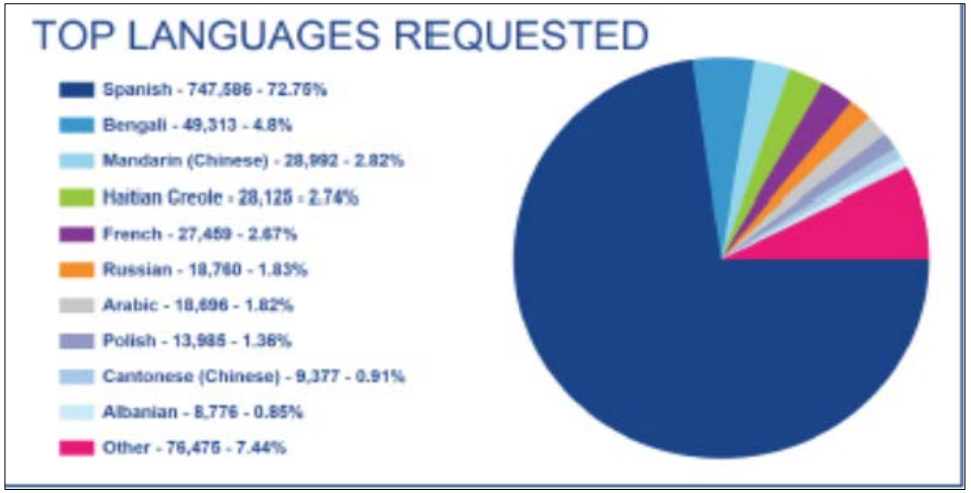
NYC Health + Hospitals System & NYC Demographics Overview

NEARLY 1 OUT OF EVERY 3 OF OUR PATIENTS IS LIMITED ENGLISH PROFICIENT (LEP)



TOP 10 SOURCES OF FOREIGN-BORN PATIENTS AT NYC HEALTH + HOSPITALS (FY17)

1. Dominican Republic
2. Mexico
3. Jamaica
4. Ecuador
5. Guyana
6. Bangladesh
7. Haiti
8. China
9. Trinidad & Tobago
10. Honduras

NYC HEALTH + HOSPITALS PROCESSED OVER 1 MILLION REQUESTS FOR INTERPRETATION IN FY 2019, YIELDING OVER 13 MILLION MINUTES OF INTERPRETATION IN OVER 180 LANGUAGES, 24/7

NYC HAS LARGEST LGBTQ COMMUNITY

191,000 NEW YORKERS ARE BLIND OR VISUALLY IMPAIRED

185,000 NEW YORKERS HAVE SOME FORM OF HEARING LOSS

Sources: Cerner Data Warehouse; U.S. Bureau of the Census, 2013 American Community Survey. Analysis from Population Division, NYC Department of City Planning; Leonard, David. (2015,March 23). New York Still Has More Gay Residents than Anywhere Else in the U.S., The New York Times, and U.S. Bureau of the Census, American Community Survey, Public Use Microdata Sample 2013

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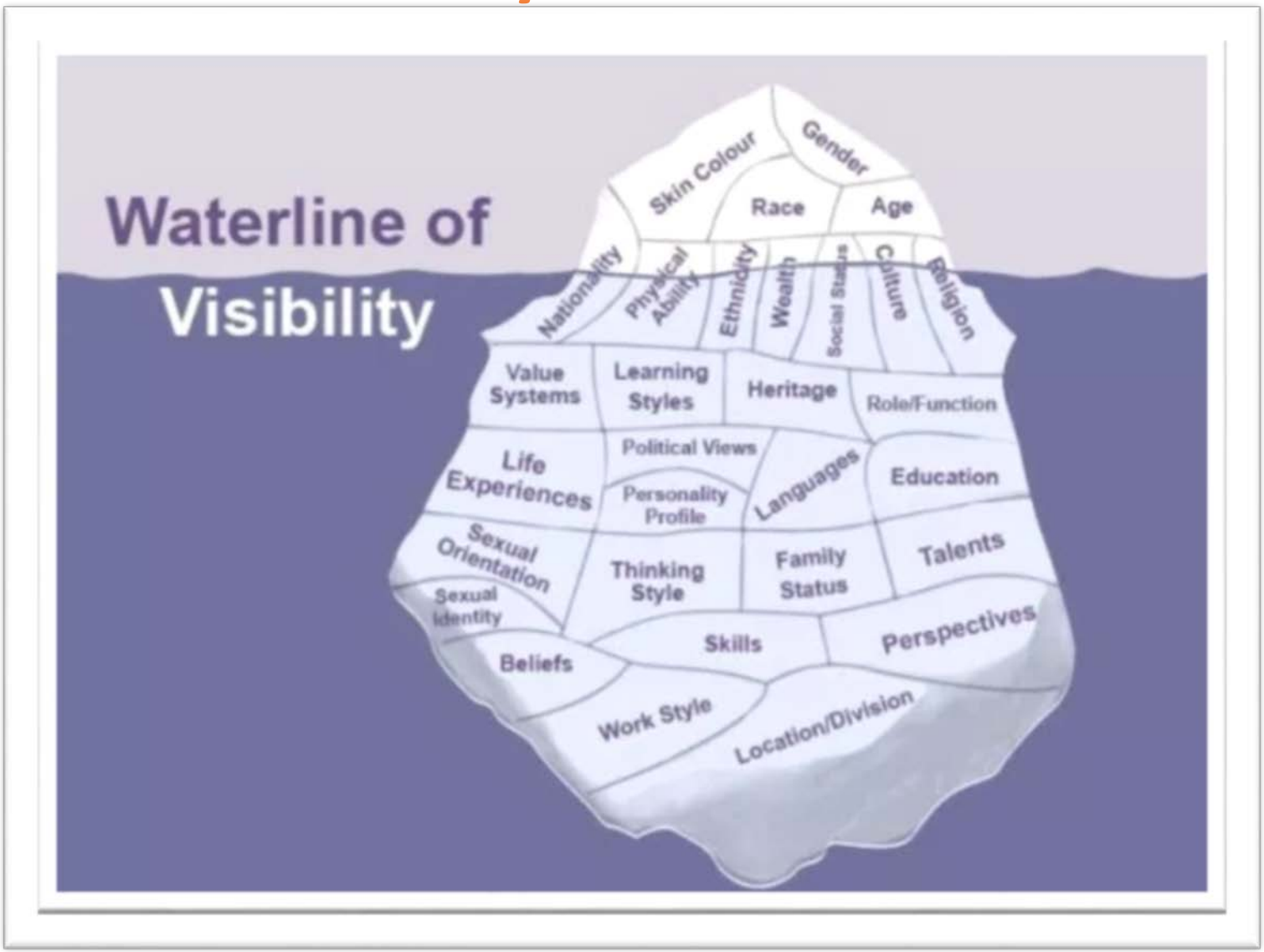
Diversity & Inclusion



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What is Bias?

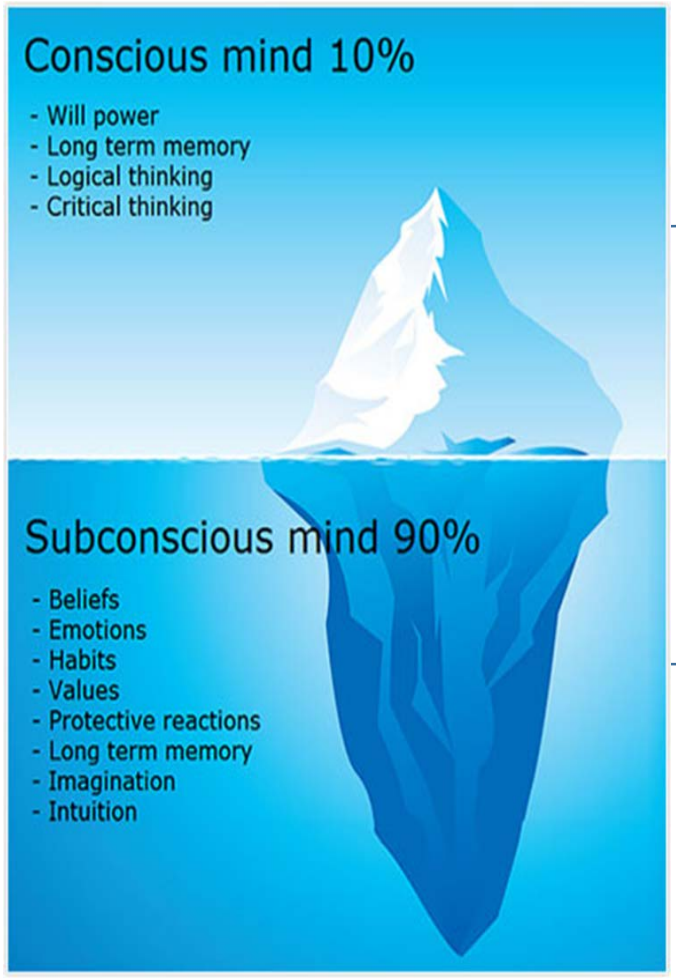
- In order to process an overwhelming amount of information on a daily basis, our brain creates **categories** from **patterns** it identifies.

- These categories allow the brain to take **shortcuts** to interpret information and help us interact with the world.

- Bias is a tendency or inclination that results in **judgement** without question.

- It also leads to positive or negative preference to a certain group of people based on stereotypes (oversimplified generalizations), prejudice (attitudes), etc.

Forms of Bias



Conscious Bias: Attitudes that people knowingly hold and endorse on a conscious level.

Unconscious Bias: Attitudes that people unknowingly hold and that are expressed without conscious awareness.

Perception

https://youtu.be/xRgFkIMO-Js

Coup de Filet, mars 2013, Détournage https://www.facebook.com/coupdefilet http://www.detournage.com.

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Types of Biases

Attention Bias is the tendency for perceptions to be affected by your impulse to search for, interpret, focus on and remember information that aligns with our preconceived opinions.

Examples: political views, religious views

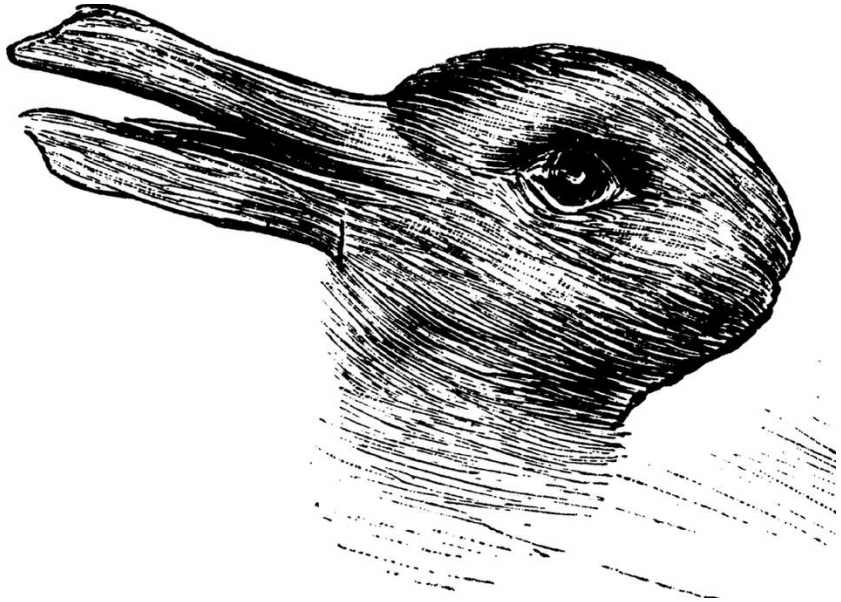
Affinity Bias is the preference or tendency to appreciate people like us. It leads us to favor people who we feel we have a connection or similarity to.

Examples: attended the same school, grew up in the same town

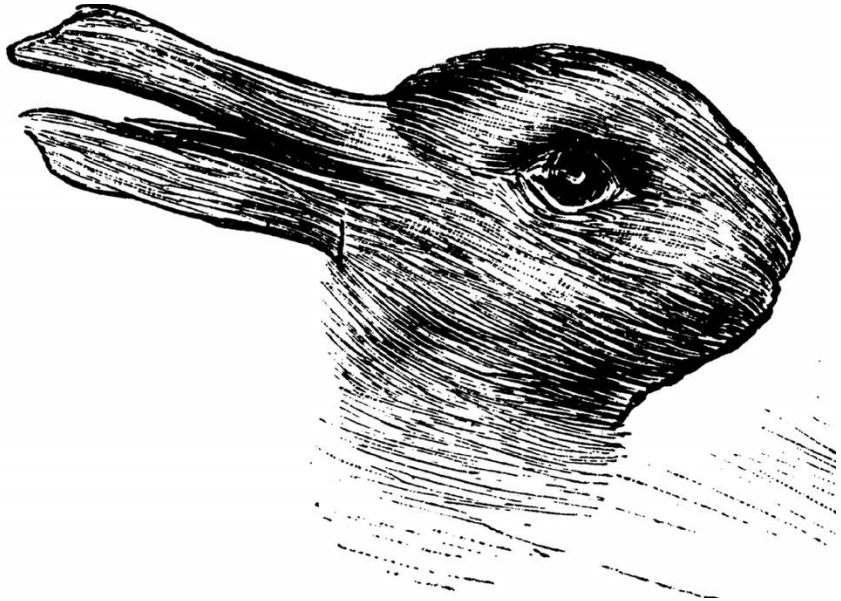
Association Bias is the tendency to lump people into categories based on a particular characteristic. It's the most common bias people have.

Example: people who are (fill in the category) are … (fill in the trait: lazy, creative, smart, dumb, sophisticated, unreliable, etc.).

Exercise: Identify the Animal



What Did You See?



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How Do Biases Affects Us?

- **Our Perception** – how we see people and perceive reality.
- **Our Attitude** – how we react towards certain people.
- **Our Behaviors** – how receptive/friendly we are towards certain people.
- **Our Attention** – which aspects of a person we pay most attention to.
- **Our Listening Skills** – how much we actively listen to what certain people say.
- **Our Micro-Affirmations** – how much or how little we comfort certain people in certain situations.

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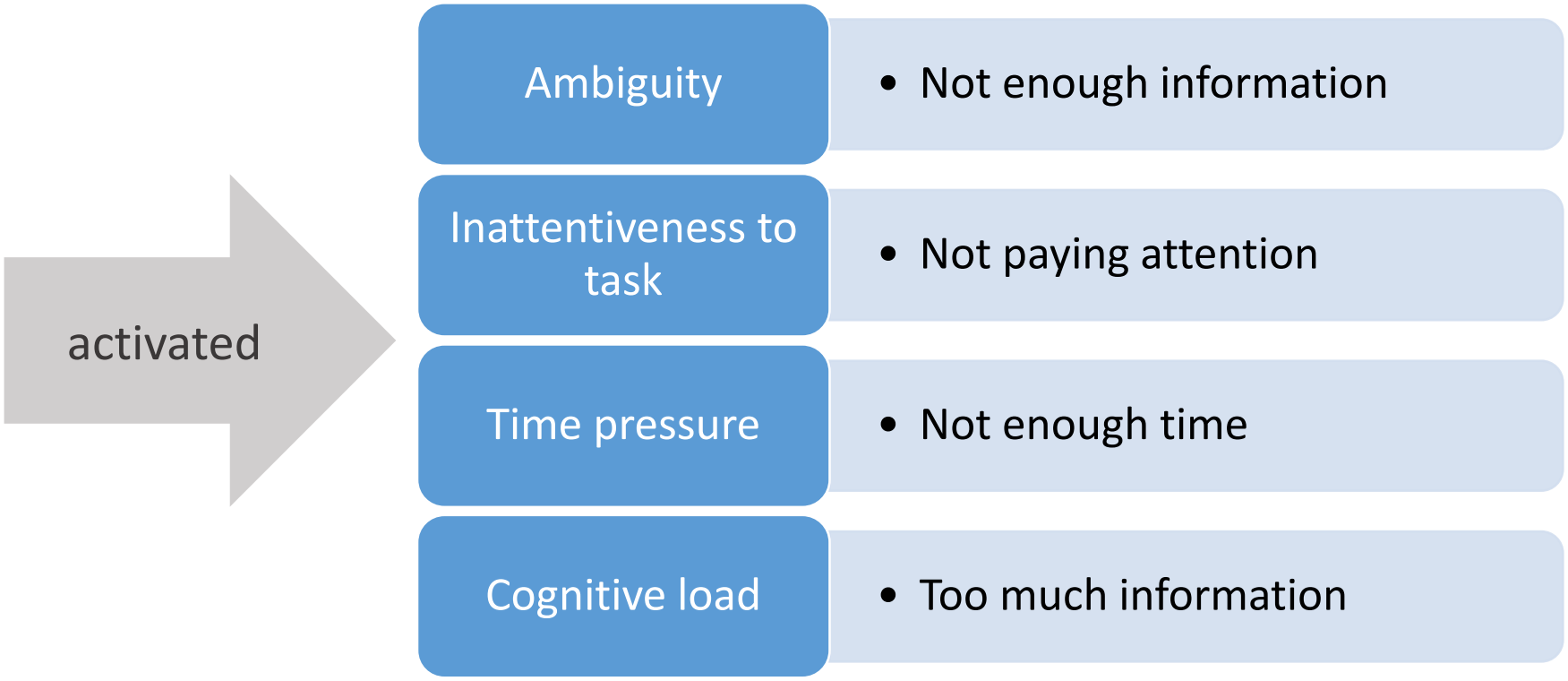
How Bias is Activated



Unconscious Bias Examples

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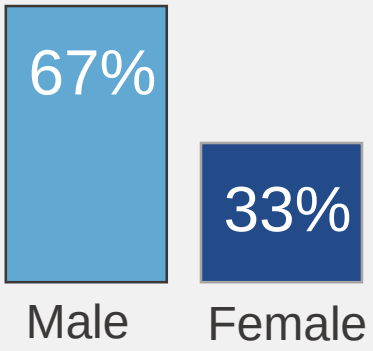
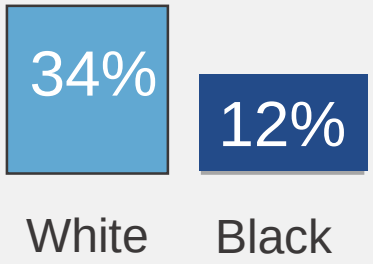
Unconscious Bias Examples in Health Care

Physician recommendations for knee replacement when examining two patients with moderate osteoarthritis, identical except for gender.





Likelihood of children receiving opioids for moderate-to-severe abdominal pain from appendicitis that are identical except for race.

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What We Know . . .

- Unconscious bias is pervasive
- People are often unaware of their biases
- Unconscious bias predicts behavior
- People differ in levels of unconscious bias
- Biases can be costly in term of both employee morale and litigation

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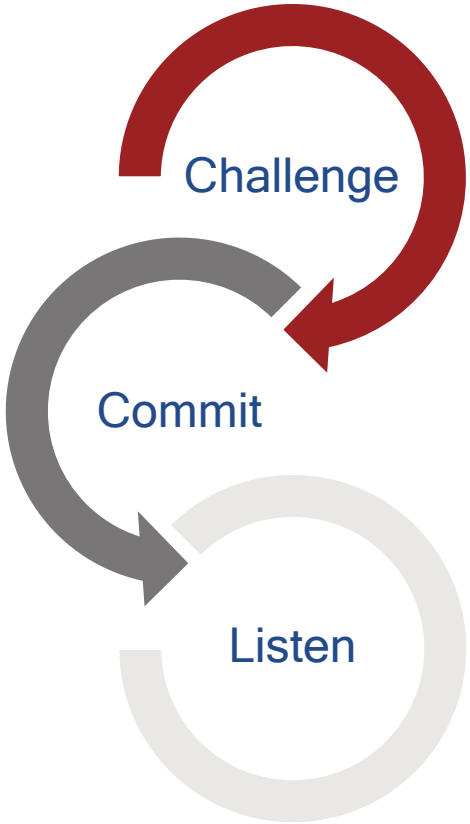
How Can We Manage Our Biases?



Devine, P. (1989). Stereotypes and prejudice: The automatic and controlled components. *Journal of Personality and Social Psychology*, 56(1), 5-18.

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How Can We Manage Our Biases?

- Acknowledge biases and directly challenge them.
- Seek out information that will prove you wrong.
- Flip the script: “Would I make this assumption if…”
- Question other people’s biases and judgements.

Devine, P. (1989). Stereotypes and prejudice: The automatic and controlled components. *Journal of Personality and Social Psychology*, 56(1), 5-18.

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How Can We Manage Our Biases?

- Make a conscious and consistent effort to interrupt the influence of stereotypes/biases.
- Be aware of subtle stereotypes.
- Be an ally; disapprove of and hold people accountable for the use of stereotypes.
- Use objective thought processes to guide decisions.

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How Can We Manage Our Biases?

- Listening is more than not speaking.
- Be present and engaged.
- Let go of the need to formulate a response.
- Suspend judgment.
- Be curious to know more.

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Dignity Model

"Dignity is an internal state of peace that comes with the recognition and acceptance of the value and vulnerability of all living things."

Dignity vs. **Respect**

10 Essential Elements of Dignity

1. Acceptance of Identity
2. Inclusion
3. Safety
4. Acknowledgment
5. Recognition
6. Fairness
7. Benefit of the Doubt
8. Understanding
9. Independence
10. Accountability

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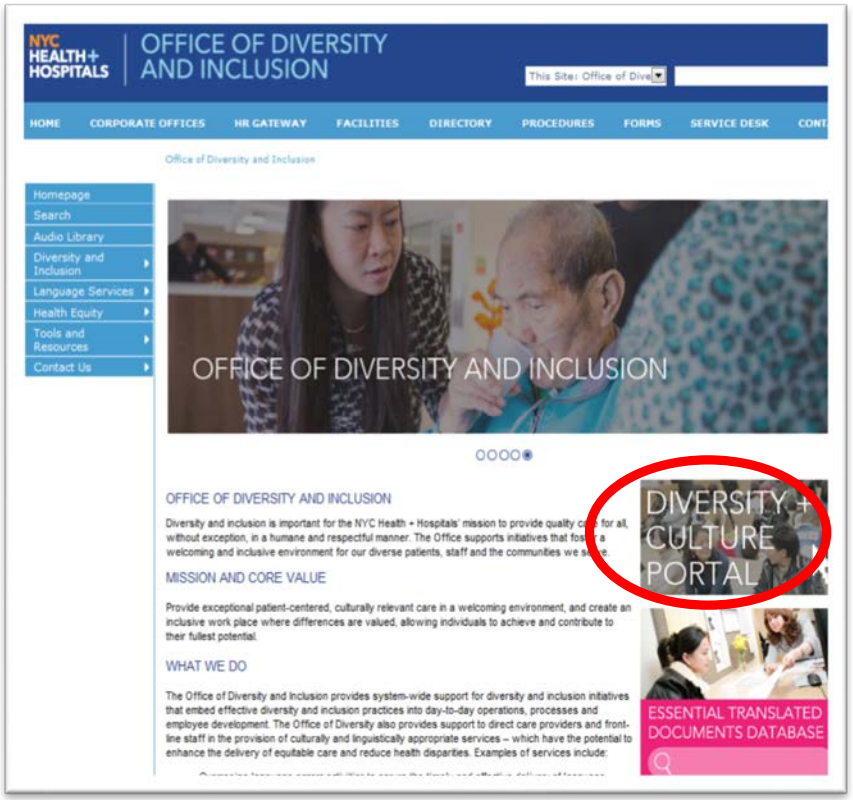
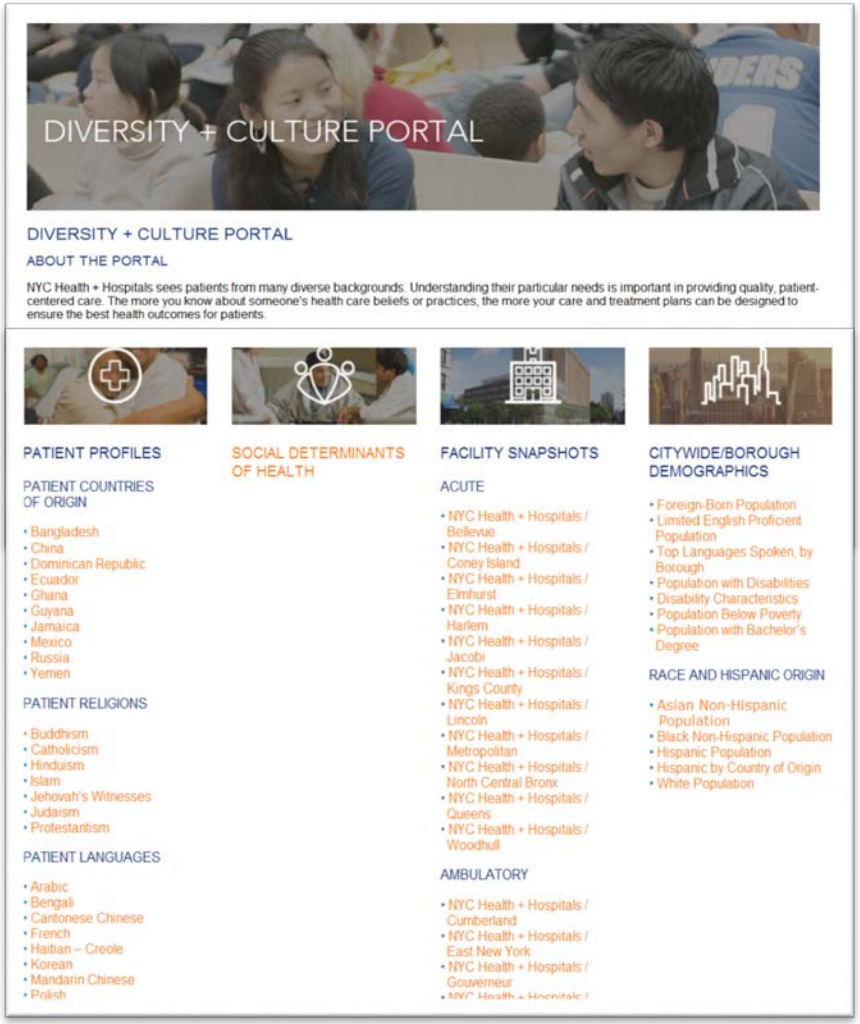
Questions?

Diversity.nychhc.org





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Questions or inquiries?

Please contact the Office of Diversity and Inclusion at **diversity@nychhc.org** or **212-442-3895**.

Thank you!