Cultural Sensitivity Training

Matilde Roman, Esq.
Chief Diversity and Inclusion Officer
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
NYC Health + Hospitals System & NYC Demographics Overview

NYC has largest LGBTQ community

185,000 New Yorkers have some form of hearing loss

191,000 New Yorkers are blind or visually impaired

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

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

More than four in ten of our patients were born outside of the United States.

Nearly 1 out of every 3 of our patients is limited English proficient (LEP)

Nearly 185,000 New Yorkers have some form of hearing loss.

NYC has the largest LGBTQ community.

191,000 New Yorkers are blind or visually impaired.

185,000 New Yorkers have some form of hearing loss.

TOP LANGUAGES REQUESTED
- Spanish - 747,856 - 72.76%
- Bengali - 48,513 - 4.8%
- Mandarin (Chinese) - 20,992 - 2.02%
- Haitian Creole - 28,123 - 2.74%
- French - 27,459 - 2.67%
- Russian - 18,750 - 1.83%
- Arabic - 18,096 - 1.82%
- Polish - 13,986 - 1.36%
- Cantonese (Chinese) - 9,377 - 0.91%
- Albanian - 8,776 - 0.85%
- Other - 76,475 - 7.44%

Diversity & Inclusion

Waterline of Visibility

- Nationality
- Physical Ability
- Ethnicity
- Wealth
- Social Status
- Culture
- Religion
- Gender
- Age
- Race
- Skin Colour
- Learning Styles
- Heritage
- Political Views
- Personality Profile
- Languages
- Education
- Family Status
- Talents
- Perspectives
- Skills
- Location/Division
- Work Style
- Beliefs
- Life Experiences
- Sexual Orientation
- Sexual Identity
- Value Systems
- Thinking Style
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.
Unconscious Bias: Attitudes that people unknowingly hold and that are expressed without conscious awareness.

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

Forms of Bias
Perception

https://youtu.be/xRgFkIMO-Js
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?
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.
How Bias is Activated

- Ambiguity: Not enough information
- Inattentiveness to task: Not paying attention
- Time pressure: Not enough time
- Cognitive load: Too much information
Unconscious Bias Examples

- 52% of participants demonstrate either a strong or moderate implicit bias towards fat people vs. thin people.
- 64% of participants demonstrate a strong or moderate preference for young people as compared to old people.
- 75% of participants associate male with career and female with family.
Unconscious Bias Examples in Health Care

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

- Male: 67%
- Female: 33%

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

- White: 34%
- Black: 12%
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
How Can We Manage Our Biases?

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.

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

Thank you!