Addressing Implicit Bias in Perinatal Psychiatry Access Programs

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Presenters

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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
Share with us... You do not need to leave Zoom

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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

<table>
<thead>
<tr>
<th>Develop</th>
<th>Examine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop a shared understanding of diversity, equity, and inclusion</td>
<td>Examine personal values as an initial step to becoming self-aware of our own biases</td>
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</table>

<table>
<thead>
<tr>
<th>Grapple</th>
<th>Identify</th>
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<tbody>
<tr>
<td>Experientially grapple with how prejudice, biases, microaggressions, and stereotypes can manifest and be addressed in Access Programs</td>
<td>Identify strategies to address our own biases</td>
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</tbody>
</table>
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

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

- High Power Distance → Low Power Distance
- High Uncertainty Avoidance → Low Uncertainty Avoidance
- Individualism → Collectivism
- Masculinity → Femininity
- Long Term Orientation → Short Term Orientation
- Indulgence → Restraint

Challenges – Childhood Conditioning

<table>
<thead>
<tr>
<th>Childhood Message</th>
<th>Influence on Beliefs</th>
<th>Influence of Beliefs on Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education is critical</td>
<td>If I obtained a good education, I would get a good job and have a secure future.</td>
<td>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.</td>
</tr>
</tbody>
</table>
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
Stereotypes & Prejudice
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

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

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?

- RACISM
- WHITE SUPREMACY
- PREJUDICE
- PRIVILEGE
- IGNORANCE
- CULTURAL CONDITIONING
- AFFIRMATION
- POWER
- FEAR
- OVERGENERALIZATIONS
- MAINTAINING STATUS QUO
- FAMILIAL REINFORCEMENTS

In what ways does this emotion serve me?
Where did this emotion come from?
Am I ready to change?
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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Strategies

Take a P.A.U.S.E.

- Pay attention to what’s actually happening beneath your judgements and assessments
- Acknowledge your own thoughts and emotions
- Understand your options for other possible reactions and interpretations
- Search for the most empowering and productive way to handle the situation
- Execute your plan
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?

• 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

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
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.

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

ASK
clarifying questions

CAREFULLY
listen

TELL
others what you observed that was problematic

IMPACT
consideration for yourself or potential others

OWN
your response

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

<table>
<thead>
<tr>
<th>Microassaults</th>
<th>Microinsults</th>
<th>Microinvalidation</th>
<th>Micro-Inequities</th>
<th>Micro-Affirmations</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Deliberate attempt to cause harm through exclusion or demeaning</td>
<td>• Unintentional discriminatory comment or action</td>
<td>• A comment that invalidates or undermines the experiences of a certain group of people</td>
<td>• Unintentional ways in which individuals are singled out, ignored or discounted</td>
<td>• Opening doors to opportunity, through inclusion, caring, and graceful acts of listening.</td>
</tr>
<tr>
<td>• Example: A person in a car shout a slur at a person of color, then quickly speeds away.</td>
<td>• Example: An able-bodied person speaks to a person in a wheelchair as if they are a small child.</td>
<td>• Example: Implying someone’s experiences of discrimination aren’t real</td>
<td>• Example: Taking more questions from men than women.</td>
<td>• Example: Providing support to someone in distress.</td>
</tr>
</tbody>
</table>


How are microaggressions like mosquitoes?

YouTube. https://youtu.be/emz49w5nNcs 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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