
Implicit racial bias in healthcare communication

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Current issues

Racial disparities in the diagnosis, incidence, treatment, and prevention of multiple diseases
(Maina et al., 2018)

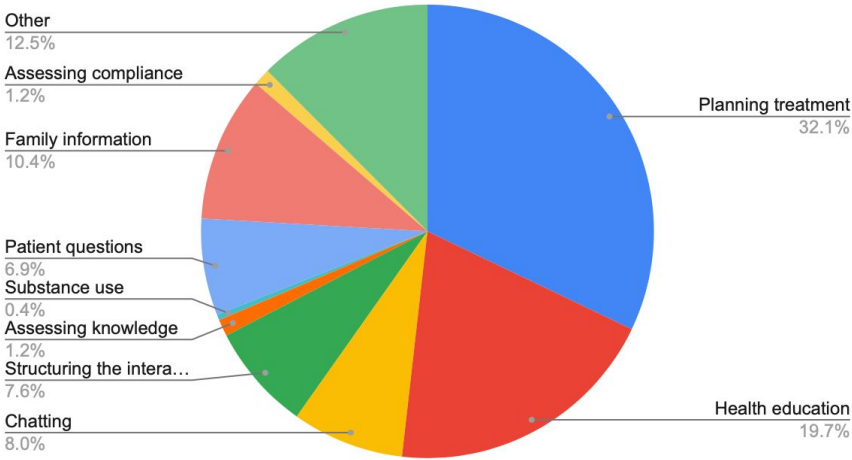
Healthcare providers (HCPs) have implicit racial bias

How does implicit racial bias among HCPs affect healthcare communication?

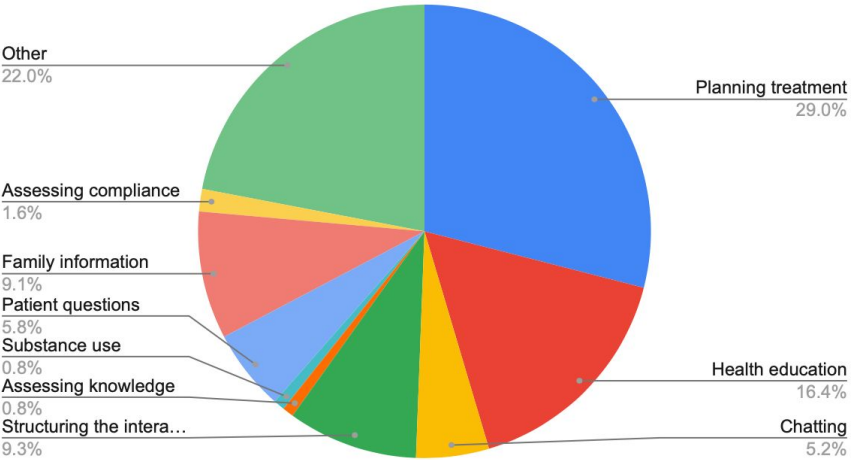


Communication & race

White Patient

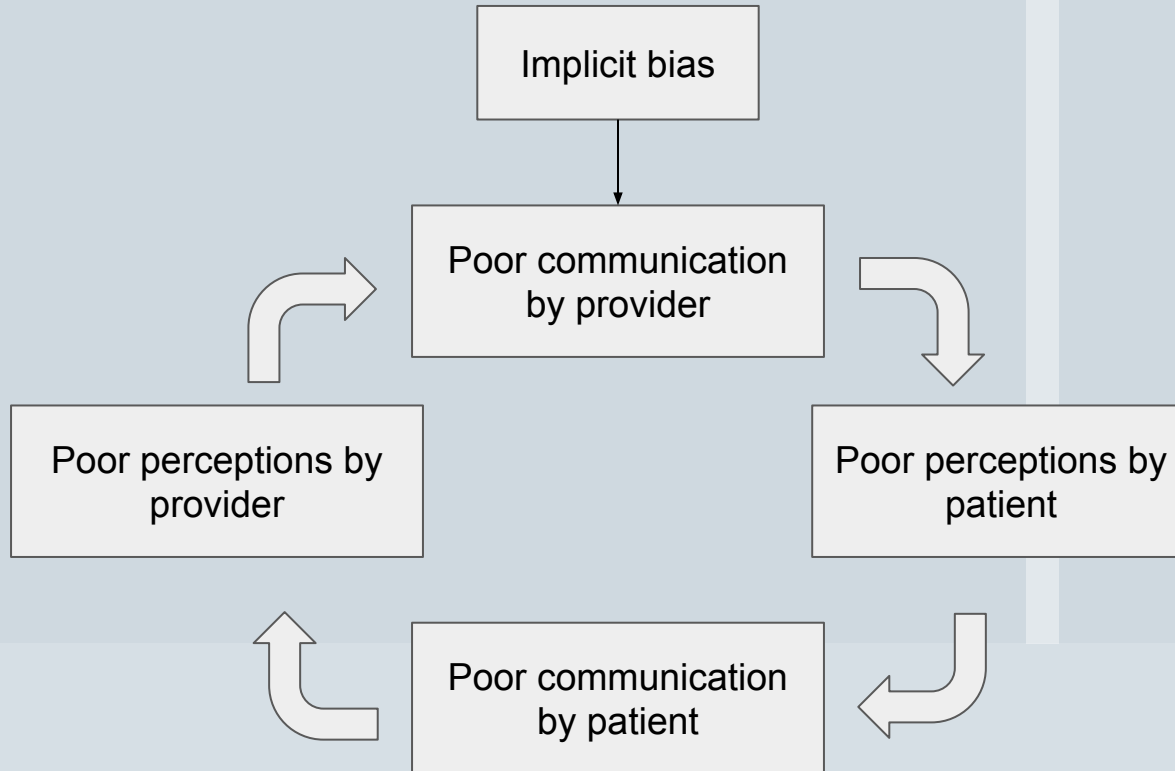


Black Patient



Data from Oliver et al., 2001

Overview



Provider communication

Social Dominance

First person pronouns (Hagiwara et al., 2016a)

Slower talking speed (Cooper et al., 2012)

Negative affect (Cooper et al., 2012)

Altered talk ratio (Cooper et al., 2012)

Shorter interactions (Penner et al., 2016)

Implicit bias



Poor
communication
by providers



Provider communication

Less supportive and patient-centered (Hagiwara et al., 2016; Cooper et al., 2012)

Supportive communication: provides emotional comfort (Penner et al., 2016)

Patient-centeredness (Epstein & Street, 2017):

Considering individual needs, perspectives, and experiences

Encouraging patient participation

Improving the physician-patient relationship

Implicit bias



Poor
communication
by providers



Patient perceptions

Less liking, trusting, and respect (Cooper et al., 2012)

Decreased confidence in treatment (Penner et al., 2016)

Greater perceived difficulty in completing treatment (Penner et al., 2016)

Implicit bias

Poor
communication
by providers

Poor
perceptions by
patient



Patient communication

Perceived discrimination =>

Less positive affect (Hausmann et al., 2011; Hagiwara et al., 2016a)

Poor perceptions by the provider (Hausmann et al., 2011):

Less warm

Less respectful

Poorer communicators

Implicit bias

Poor
communication
by providers

Poor
perceptions by
patient

Poor
communication
by patients

Poor
perceptions by
providers

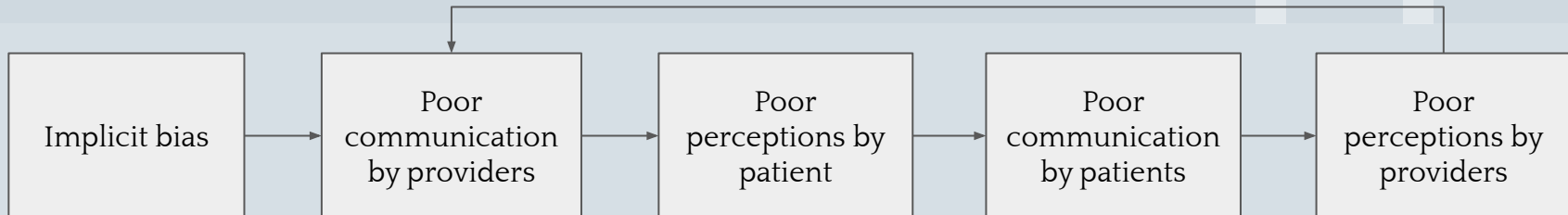


The cycle

Poorer communication with poorer communicators (Hagiwara et al., 2016a)

Strongest predictor of physicians' communication: patient communication (Street et al., 2007)

Three-way interaction: implicit bias, poor communication, patients' past discrimination (Hagiwara et al., 2016a)



References

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Any questions?

