

Program to Reduce Implicit Bias in Carroll Hospital Center (CHC) Using the Implicit Association Test

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Background

What is implicit bias? It is a natural cognitive process used to generalize observations¹.

Who does it affect? Everyone experiences implicit bias, but not everyone is affected by it the same.

Why is it a problem? Implicit bias can influence social awareness and decision-making and can lead to involuntary discriminatory actions¹.

Who is at risk? Minority populations pertaining to race, weight, age, gender, socio-economic status, education,, language,, disability status, appearance, and more²

Dissemination

The Program to Reduce Implicit Bias is designed for sustainable implementation following the withdrawal of program staff.

The program is intended to be replicated in other hospitals and scaled into a whole-systems approach to combat global bias in healthcare.

Program effectiveness is informed by a community consortium.

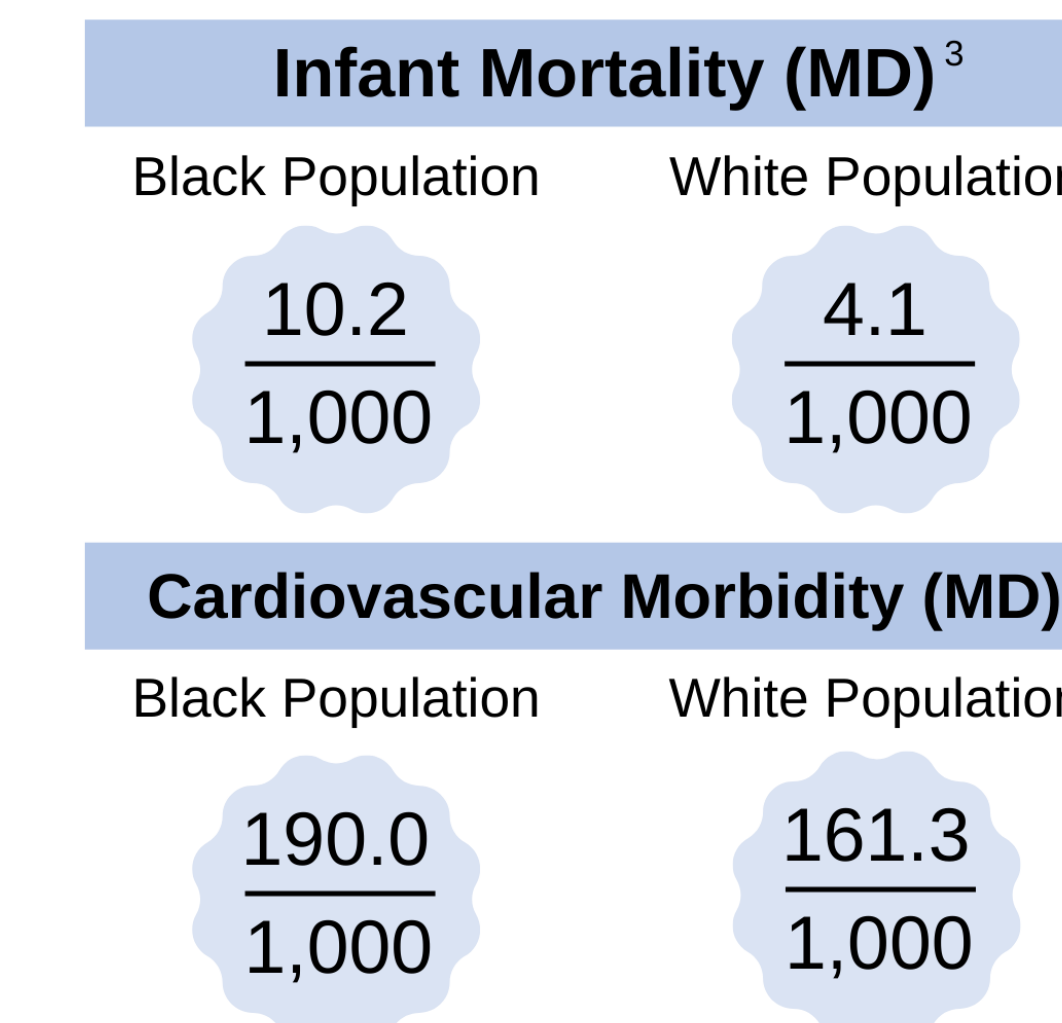
Program receptivity is measured by interviews online forms.

Acknowledgements

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Problem Statement

- Everyone is susceptible to implicit bias.
- Stressful, fearful, or anger-evoking situations as well as the negative influence of media and social surroundings increase the risk of holding obstructive bias
- There is a greater risk of being negatively impacted by this phenomenon when belonging to a minority population².
- High rates of infant mortality and cardiovascular related diseases in Maryland are more prevalent in minority populations than in non-minorities³.
- This is mostly caused by implicit bias in healthcare professionals².



Inputs	Activities	Outputs	Short-Term Outcomes	Intermediate Outcomes	Long-Term Outcomes
<ul style="list-style-type: none"> • Program staff • Volunteers • Community advisory • Conference rooms • HCAHPS data • Vital statistics • IAT access • Adobe Captivate 	<ul style="list-style-type: none"> • Record/analyze HCAHPS data and vital statistics • Develop eight Hospital Practice Strengthening Session modules • Administer four IATs to all CHC staff • Plan and administer Workplace Improvement Sessions • Engage outlying respondents in Hospital Practice Strengthening Sessions 	<ul style="list-style-type: none"> • Trained program staff • Completion of health education program by CHC staff • Developed Hospital Practice Strengthening Sessions • Sustainable comprehensive training sessions and protocols 	<ul style="list-style-type: none"> • Reduction of implicit bias in CHC staff • Experiential gain to program staff and volunteers • Production and publication of research analysis in the field of implicit association in healthcare • Comprehensive care to minority patients in Carroll County 	<ul style="list-style-type: none"> • Culturally competent CHC healthcare workers • Improved patient-provider relationships at CHC • Evaluated effectiveness of program interventions on health of priority population • Improved HCAHPS patient survey ratings 	<ul style="list-style-type: none"> • Continuation of program protocols • Adoption of program policies in additional hospital systems • Established scalability of the whole-systems intervention

- Assumptions:**
- Implicit bias in healthcare negatively impacts the health of minorities
 - Minority residents of Carroll County have access to Carroll Hospital Center (CHC)
 - CHC directors and personnel will participate in the program

Goals & Objectives

Goal: Decrease implicit bias in Carroll Hospital Center by 10%

- Administer the race, age, weight, and gender IATs to CHC staff
- Engage outliers in Hospital Practice Strengthening Sessions

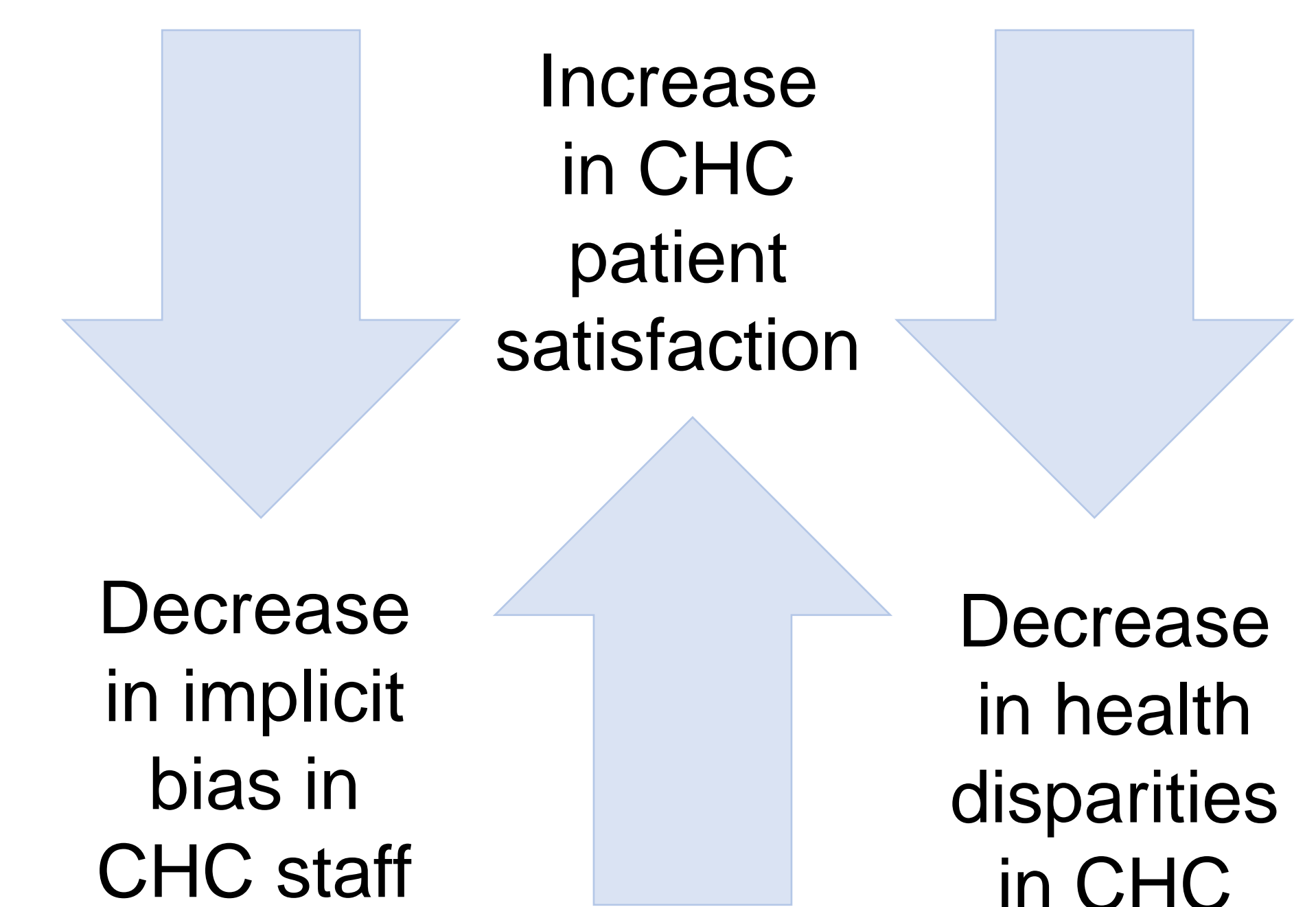
Goal: Improve CHC's HCAHPS patient survey rating by half a star.

- Deliver Workplace Improvement Sessions to CHC staff
- Evaluate HCAHPS data to inform which needs should be addressed

Goal: Close the intervals between non-Hispanic Black and White infant mortality and cardiovascular morbidity by 1.25 percent each

- Develop a community advisory consortium to identify Carroll County's most pertinent concerns
- Evaluate vital statistics

Expected Outcomes



Program Description

The program will take place within Carroll Hospital Center (CHC) and be informed by Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) data and vital statistics.

On a quarterly basis, CHC staff will complete the race, weight, age, and gender IATs. After the tests, all staff will undergo Workplace Improvement Sessions which address relevant bias-related concerns.

Based on the IAT results, staff who score below -0.65 or above 0.65 on any IAT will be directed to complete the corresponding Hospital Practice Strengthening Session to address specific needs of individuals.

References

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- (3) Vital Statistics Administration, Maryland Department of Health, Neall, R., R., Hurt, S. L., & Weaver, C. D. (2018). *Maryland Vital Statistics Annual Report*. Maryland Department of Health Vital Statistics Administration. https://health.maryland.gov/vsa/Documents/Reports%20and%20Data/Annual%20Reports/2018annual_rev3.pdf