

Recognizing Cultural Diversity and Implicit Bias

With Mario Fucinari DC, CPCO, CPPM, CIC

There are many forms of bias and discrimination. If left unchecked, biases and discrimination lead to diminished quality of patient care, leaving patients feeling isolated. Cultural and diversity awareness presents legal and ethical challenges when treating persons of different races, cultures, sexual orientations, and gender identities. This course will give you a better understanding of recognizing bias and discrimination, and utilize strategies that can help you become a culturally competent professional by coping with implicit bias. We will present methods to develop policies and procedures for best practices involving patient intake forms, consultation, and staff training.

Learning Objectives:

- Develop an appreciation for cultural diversity;
- Attendees will learn basic concepts, including to be able to define the concept of implicit or unconscious bias;
- Understand the history of immigration in the United States and how immigration is affected by various social, political, religious, and economic factors;
- Learn the definitions and application for basic concepts including culture, ethnicity, race, racism, stereotype, prejudice, and discrimination;
- Realize challenges in the care of the LGBTQ community;
- Ability to demonstrate how biases can influence office decisions and healthcare;
- Integrate policies and procedures that embrace acceptance and empathy rather than awareness and tolerance.

Hour One

- Definitions of implicit bias
- How are biases formed?
- Ethical considerations when treating diverse populations
- What effect do biases have in our community and our profession?
- Policies and resources for doctors and staff

Hour Two

- Evaluating your intake forms
- Develop methods to provide context to patients as to why specific questions are asked for healthcare
- Ways to empower the patient how to answer social questions on forms
- Questions and Answers