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BACKGROUND

- Discrimination and patient bias towards healthcare clinicians is widespread ⁽¹⁾
- A 2019 qualitative study of hospitalists, residents, and medical students, conducted to describe the effect of patient bias on providers, found that targeted physicians report an emotional toll including exhaustion, self-doubt, and cynicism ⁽²⁾
- Many studies highlight the existence of patient-based discrimination, but there is a scarcity of tools/curricula to inform trainees how to respond ^(3,4)
- There is education about both explicit and implicit biases within health professions, but little education about patients' discrimination of healthcare providers, with minimal formal education on how to respond when encountering this discrimination

METHODS

- Adapted from a community-based training, "From Bystander to Upstander: 6 Steps to being an Upstander," and curated with healthcare professionals in mind.
- This curriculum defines relevant terms (target, aggressor, silent collusion, bystander, upstander, microaggression, and macroaggression), introduces trainees to the problem related to the Bystander Effect, and provides 6 tangible steps to address it within a safe environment conducive to practicing these skills.
- The think-pair-share model is used during the interactive portion where multiple scenarios are discussed and led by a trained facilitator.
- Between 7/1/2021-6/30/2022, 52 post-grad-year (PGY)-2 Internal Medicine residents at Mayo Clinic (Rochester, MN) are participating in structured small group "UpStander Training." Pre-and-post surveys are administered to assess resident comfort, knowledge, and skills with standing up against discrimination within healthcare settings.

6 Steps

(1) Self-talk yourself into action

(2) Focus on the target and avoid the aggressor

(3) Use body language and positioning to shift the power dynamic

(4) Deescalate through tone and volume

(5) Engage the crowd in helping

(6) Continue to support the target

CONCLUSIONS

- This curriculum helps fill the gap in medical education and provides trainees with the knowledge and skills to respond when confronted with discrimination within health care settings and beyond.
- Rather than standing quietly, providers can take action when they witness a colleague being discriminated against and in distress.
- Will help maintain a more diverse, inclusive, and equitable workplace.
- This fits well into the theme of reimagining how we listen, connect, and collaborate by addressing equity, inclusion, and bias. It addresses structural racism to promote a diverse workforce, and wellness by encouraging providers to care for one another.

OBJECTIVES

- Provide healthcare professionals with the knowledge and skills needed when confronted with discrimination in the hospital setting via a structured curriculum.
- Demonstrate 6 steps to take when confronted with discrimination, harassment, or hate speech
- Offer a safe environment, conducive to learning and practicing these skills with interactive, small-group sessions.
- Empower healthcare professionals to uplift and support one another when they witness discrimination of any type in their personal and professional lives

DISCUSSION

- Implementation has empowered residents to uplift one another when they witness discrimination in their personal and professional lives.
- Preliminary feedback from participants shows more comfort with intervening when a colleague is being discriminated against.
- Additionally, participants have found the cases beneficial and recommend all our residents to receive the training.
- Many participants noted their take-home pearl from the workshop is to focus on the target rather than the aggressor.

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