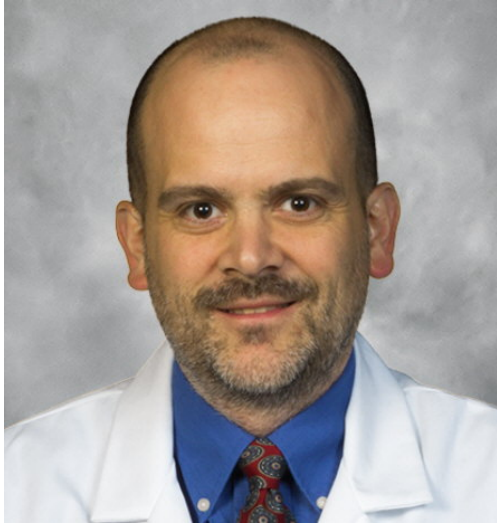# Supporting Inclusion Culture: Creating a Forum for Safe Discussion

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OhioHealth, Columbus, OH
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Learning objectives

1. Identify modalities to evaluate your program's inclusion efforts and gaps

2. Create an action plan to develop an inclusion culture with resident and faculty engagement

3. Use case discussions with EQ-based facilitation to open discussion and learning around inclusion and cultural competence

Reflection exercise:

What modalities are used to evaluate your program's inclusion efforts?

…to identify your program's gaps?

What is OhioHealth?

OhioHealth Residency Programs

Adult Psychiatry
Riverside Methodist Hospital

Anesthesiology
Doctors Hospital

Dermatology
Riverside Methodist Hospital

Emergency Medicine
Doctors Hospital

ENT
Doctors Hospital

Family Medicine
Doctors Hospital
Dublin Methodist Hospital
Grant Medical Center
O'Bleness Hospital
Riverside Methodist Hospital

Foot & Ankle Surgery
Grant Medical Center

General Surgery
Doctors Hospital
Riverside Methodist Hospital

Internal Medicine
Doctors Hospital
Riverside Methodist Hospital

Obstetrics & Gynecology
Doctors Hospital
Riverside Methodist Hospital

Ophthalmology
Doctors Hospital

Orthopedic Surgery
Doctors Hospital

Osteopathic Neuromusculoskeletal Medicine
O'Bleness Hospital

Preliminary Medicine
Riverside Methodist Hospital

Preliminary Surgery
Riverside Methodist Hospital

Transitional Year
Riverside Methodist Hospital

OhioHealth Grant
Family Medicine Residency

#GRANTLOVE

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Accreditation Council for Graduate Medical Education

Our Values

Compassion, Excellence, Stewardship, Integrity, Inclusion

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Reflection exercise:

How can self-assessment be done in your program or medical education department?

N = 38
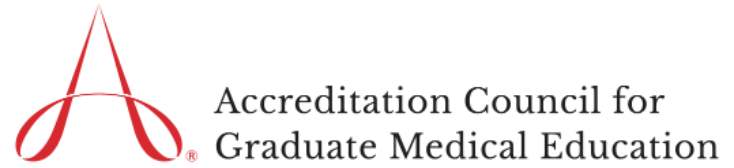
"Negative" or "Extremely Negative" = 21%

Significantly below national average:

- Faculty and staff are interested in resident education and create environment of inquiry
- Satisfied that evaluations of faculty and residency program are confidential
- Satisfied that program uses evaluations to improve the program
- Satisfied with process to deal with problems and concerns
- Residents can raise concerns without fear

What needs to be done to set up a safety culture to allow the conversation?

Image Credit: Carol Kohen Getty Images

Case study development

You are a female Muslim resident doing an admission overnight for sepsis with the new Asian female junior resident. The patient needs a central line placed so you begin to obtain verbal and written consent. The patient states, "I want the procedure done if it's going to help me, but I don't really want YOU to do it."

You ask for further explanation of her specific and the patient states, "Well, my son's a doctor and my doctors usually look different, you know what I mean?"

She looks over to the middle aged White male medical student, and gestures to him saying, "You know what I mean, right? I would just feel safer if you did it."

You are rounding as a team and the patient refuses to have a procedure completed by the female resident and only wants the male medical student to complete the procedure.

How would you handle this interaction?

Pt presents for follow up appointment. You walk in and the patient says, "I am so happy to finally get a real doctor! I usually see that doctor 'Bulabula' or whatever her name is, and I can't even understand what she's saying."

You enter an exam room and the patient says they will only talk with a white physician.

How would you respond?

Facilitator Guide

Standardized guide to introduce the topic to participants

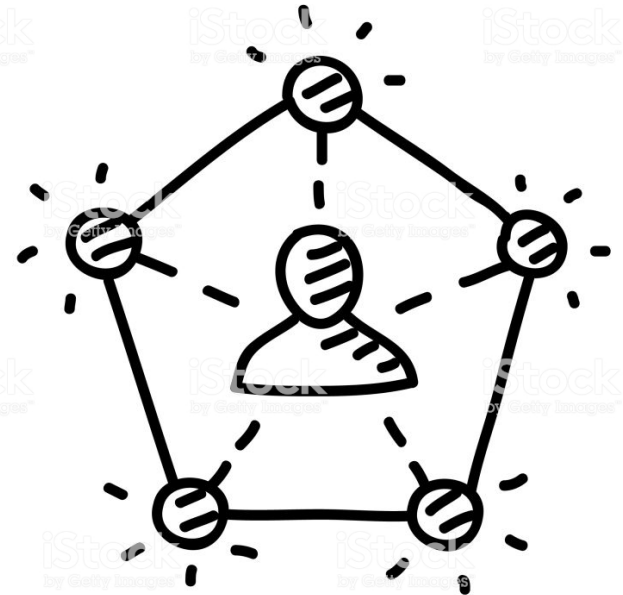Background—why practice in responding to bias and discrimination is important

Ground Rules

Facilitator Guide

Why does D&I matter to you?

What is your story?

PERSONAL CONNECTION

You might hear something you don't agree with or causes a negative feeling

Everyone is here because they want to

learn and improve

Show respect to other's point of view and ideas

Listen, don't interrupt, show grace your responses

Everyone has different experiences
that shape their reality

Use the exercise as an opportunity
to learn from others

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This is a pilot

We are open to your feedback and hope to continually improve this process to make this a useful educational experience

Cases

- Physician developed
- Physician led
- Supported by HR

Facilitation

Read case

Think

Share

Pair

Report out

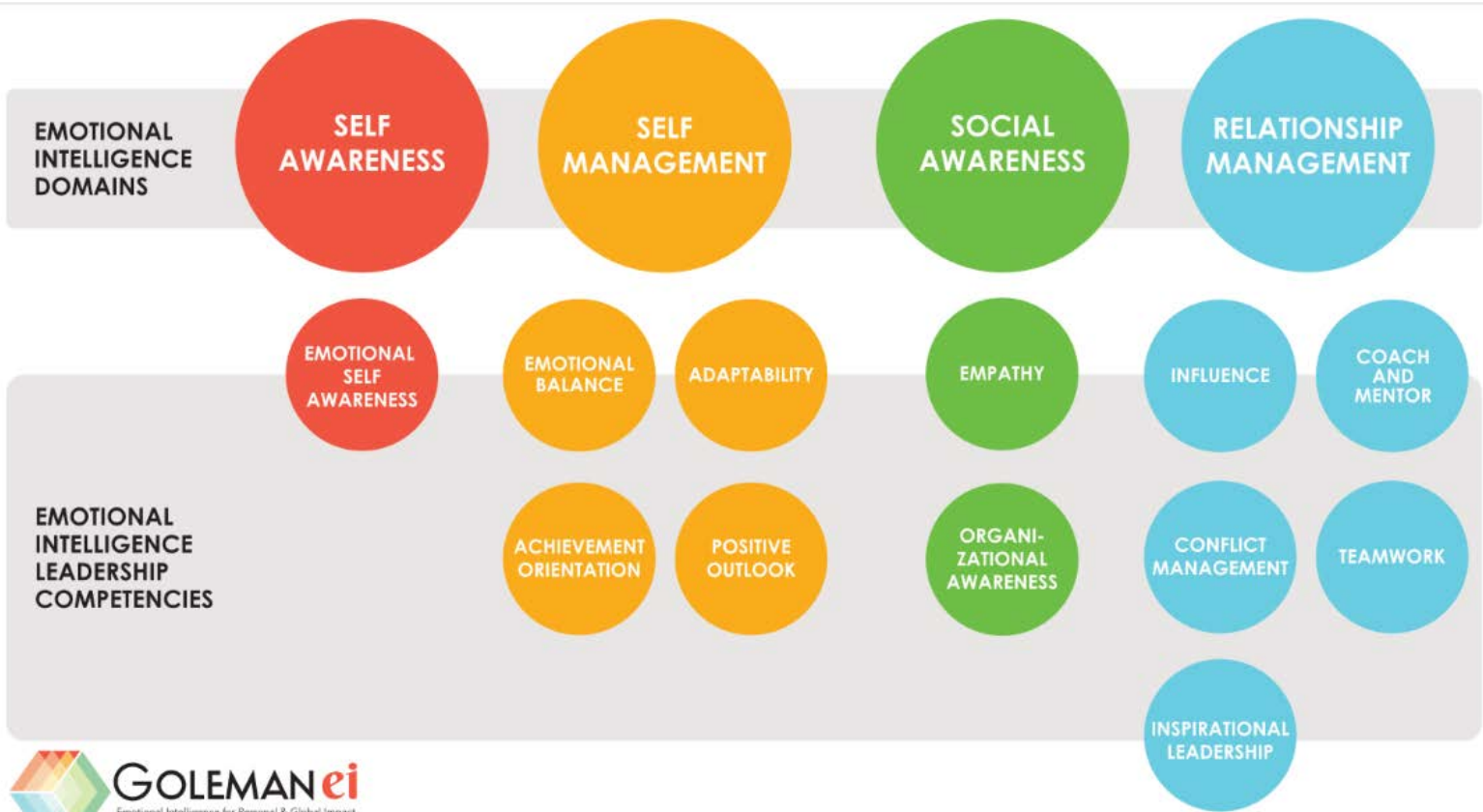| How do you feel? |
| --- |
| How could the people in the case feel? |
| How would you react? |
| What did you hear? |

Let's try it!

Case 1

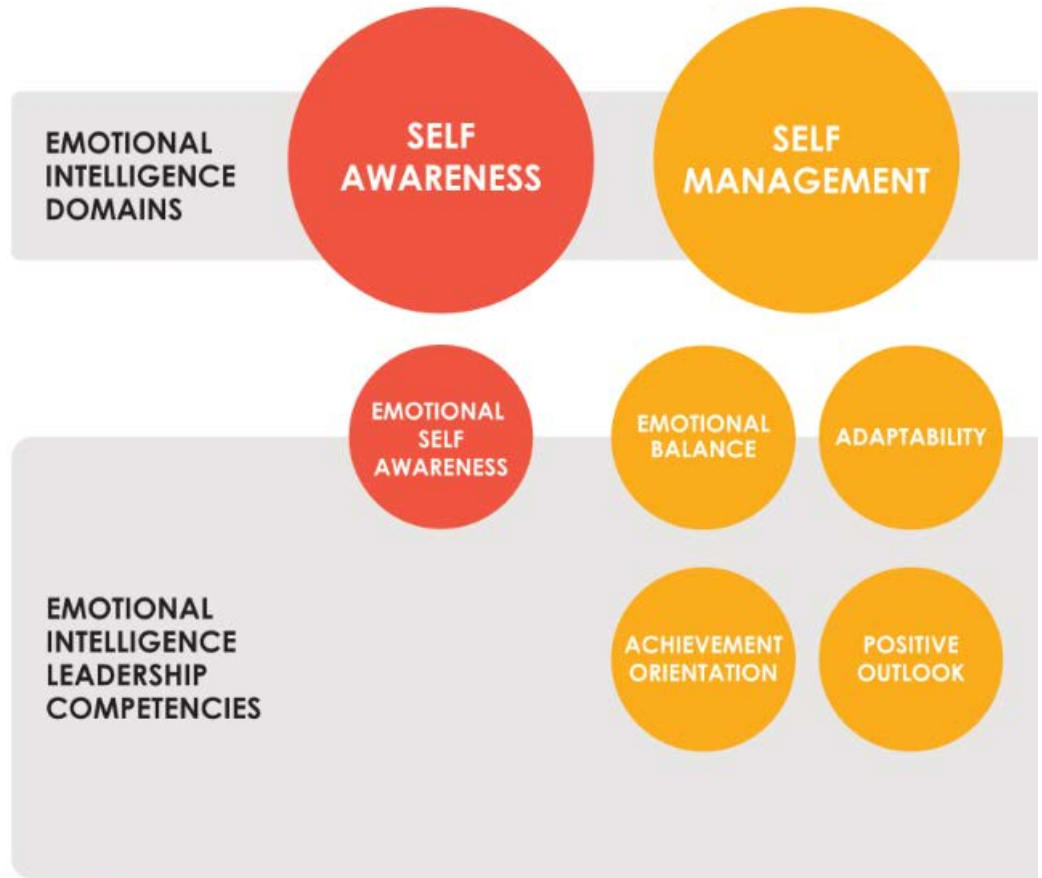A) You enter an exam room and the patient says they will only talk with a white physician.

B) To a faculty member:

A resident comes to you and says the patient they are currently scheduled to see refuses to be seen by them because they only want to be seen by a white physician.

What did you hear?

How do you feel?

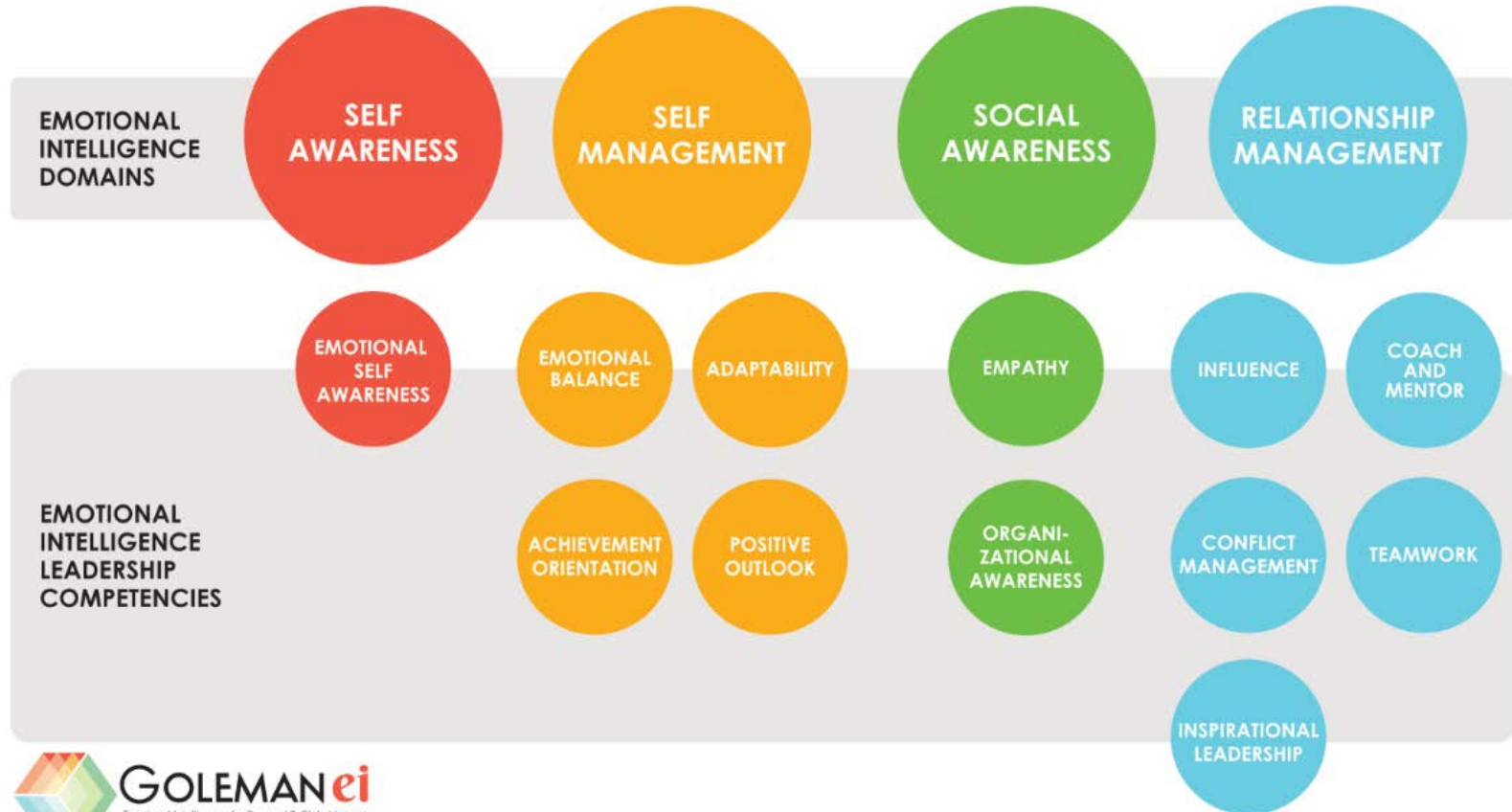# How might the people in the case feel?

Think-pair-share

EMOTIONAL INTELLIGENCE DOMAINS	SELF AWARENESS	SELF MANAGEMENT	SOCIAL AWARENESS	RELATIONSHIP MANAGEMENT
EMOTIONAL INTELLIGENCE LEADERSHIP COMPETENCIES	EMOTIONAL SELF AWARENESS	EMOTIONAL BALANCE, ADAPTABILITY, ACHIEVEMENT ORIENTATION, POSITIVE OUTLOOK	EMPATHY, ORGANIZATIONAL AWARENESS	INFLUENCE, COACH AND MENTOR, CONFLICT MANAGEMENT, TEAMWORK, INSPIRATIONAL LEADERSHIP

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Think-Pair-Share & What did you hear?

| EMOTIONAL INTELLIGENCE DOMAINS | SELF AWARENESS | SELF MANAGEMENT | SOCIAL AWARENESS | RELATIONSHIP MANAGEMENT |

EMOTIONAL SELF AWARENESS — EMOTIONAL BALANCE — ADAPTABILITY — EMPATHY — INFLUENCE — COACH AND MENTOR

How do you feel?

EMOTIONAL INTELLIGENCE LEADERSHIP COMPETENCIES — ACHIEVEMENT ORIENTATION — POSITIVE OUTLOOK — ORGANI-ZATIONAL AWARENESS — CONFLICT MANAGEMENT — TEAMWORK

How might they feel?

INSPIRATIONAL LEADERSHIP

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Case 2

A) An MA comes to you and says the patient you are about to see used negative slurs directed at them due to being black.

How would you respond to the MA and patient?

B) You witness a staff member making an inappropriate racist comment or joke.

How do you approach this situation with the staff member?

Facilitation

Read case

Think

Share

Pair

Report out

| How do you feel? |
| How could the people in the case feel? |
| How would you react? |
| What did you hear? |