



**At the Recommendation of a  
Participant**

# Mattering to Promote Inclusion

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# Why Mattering – Inclusion

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- **Medical educators must** create inclusive, diverse, and equitable learning environments
- **Inclusion** of those whose identities have been historically marginalized in medicine is critical to:
  - **Learning** - Competent performance is embedded in context;
  - **Providing** - Optimal health care
- **Being invited** to “the table” is first step
- **Making** what they say/do at “the table” matter

# Objectives

- ❖ List the importance of mattering at interpersonal, team and organizational levels
- ❖ Identify specific activities that address mattering at each level
- ❖ Commit to piloting at least one activity at the individual, team, or organizational level in the workplace



Think back to a time when you knew that you mattered...

- **In pairs** (or chat box) briefly describe what made you know that you mattered
- **45 seconds** each



**YOU MATTER**

**Mattering =  
adding value and  
being valued**

**What happens when you exclude, exhibit bias, impose power?**



**Others feel marginalized, that they don't matter  
- cumulative life experiences**

# Permanente (S.Cal) Surgeons & Anesth

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- **94% of females** experienced sexist microaggressions
  - Most common? Overhearing/seeing degrading female terms / images
- **81% UIM physicians** experienced racial/ethnic microaggressions
- **If Microaggressed - > likely to Experience Burnout**
- **Amplified if Intersectionality**
  - Racial/ethnic–minority female physicians who had the compound experience of sexist and racial/ethnic microaggressions most likely to experience burnout



# Amplification Cascade



- Teherani A, Hauer KE, Fernandez A, King Jr TE, Lucey C. How small differences in assessed clinical performance amplify to large differences in grades and awards: A cascade with serious consequences for students underrepresented in medicine. *Academic Medicine*. 2018;93(9):1286-92.
- Rojek AE, Khanna R, Yim JW, Gardner R, Lisker S, Hauer KE, Lucey C, Sarkar U. Differences in narrative language in evaluations of medical students by gender and under-represented minority status. *Journal of general internal medicine*. 2019.15;34(5):684-91.

**When you  
don't matter →**

**More depression**

**Sense of exclusion**

**More anxiety/stress**

**More withdrawal/avoidance**

**Suicidal ideation**

## Mattering is related to:

- Self acceptance
- Self compassion
- Self efficacy
- Motivation
- Inclusion



When *you* feel  
like you  
matter

Less anxiety

More belonging

More well-being

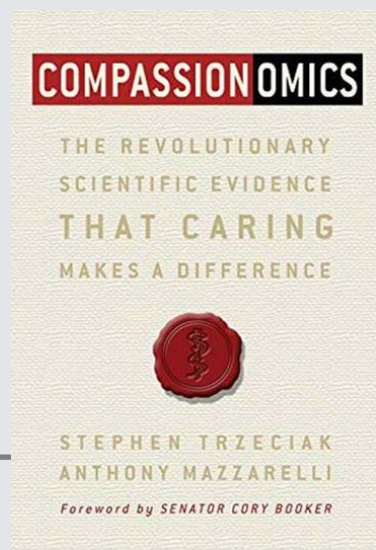
More self esteem

More motivation/engagement

**More learning**

# Clinicians

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- **Patients**

- Take action – <1 minute of empathy, kindness and support
- Improved patient outcomes
  - Compassion reduces pain, improves healing, lowers blood pressure and helps alleviate depression and anxiety
- Decreased medical costs

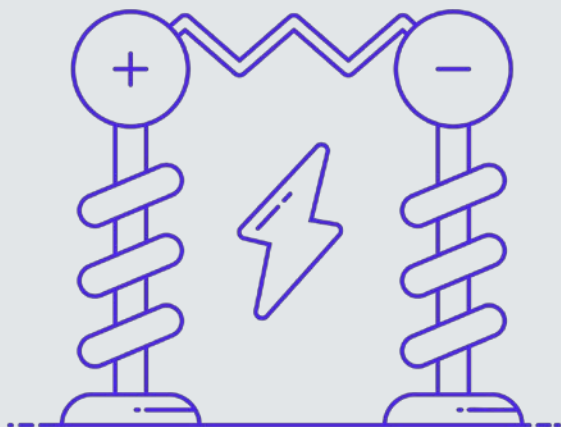
- **Clinicians**

- When invest time in other people, feel you have more time!
- Prevents burnout: Evidence shows that connecting with patients makes physicians happier and more fulfilled



Let's look at  
when you  
mattered

Resonate?



Themes from the chat?

# Mattering has 3 basic components

Awareness – by others

Importance – to others

Reliance – by others

# Awareness means that others...

Call you by name



Recognize when you are absent



Are aware of your unique strengths





# Importance

Others go out of their way to assist you

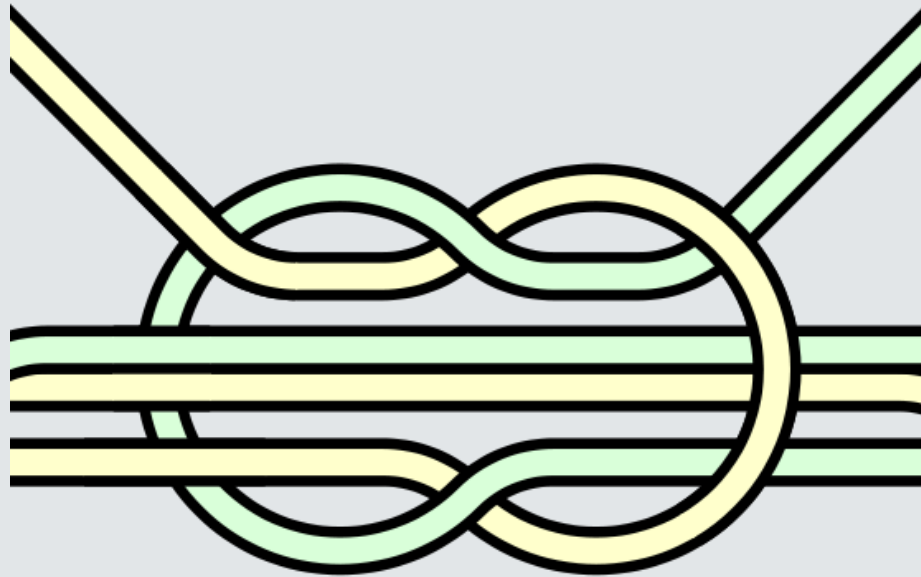
Others recognize the value you add

# Reliance

Others need you to be/do something for them

Others don't replicate your work (micromanage)

# Mattering is about relationships!



You impact others'  
mattering by:

What you say

What you do

What you don't do

# Who do you matter to?



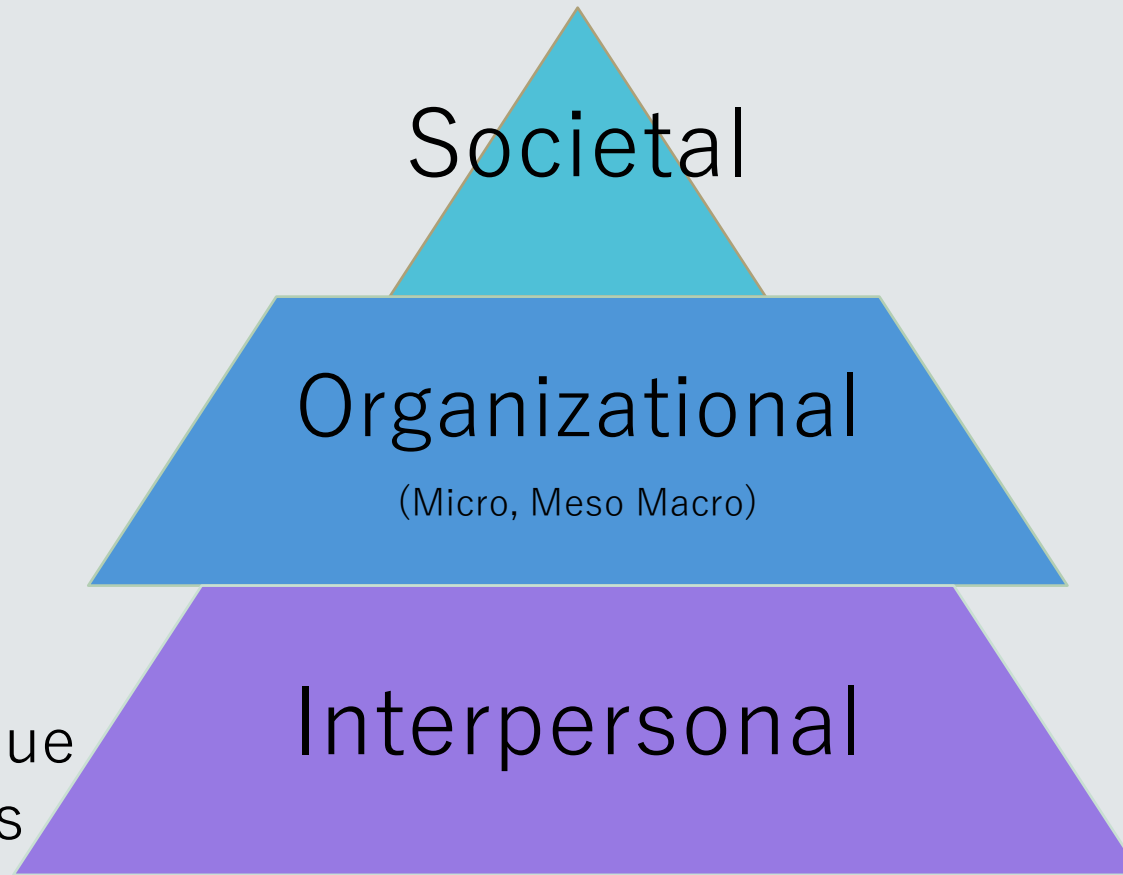
# WHEN YOU MATTER

# WHEN YOU DON'T MATTER

Included

Input appreciated  
Increased  
engagement

Recognized as unique  
Strong relationships



Societal

Organizational

(Micro, Meso Macro)

Interpersonal

Excluded

Opinions/input ignored  
or not sought  
Micromanaged

Ignored  
Marginalized

# How mattering is perceived

	Interpersonal	Organizational	Society
Awareness	<ul style="list-style-type: none"> <li>Call you by name</li> <li>Recognize when gone</li> </ul>	<ul style="list-style-type: none"> <li>Includes you on things</li> <li>Recognize achievement</li> </ul>	<ul style="list-style-type: none"> <li>Recognizes publicly</li> </ul>
Importance	<ul style="list-style-type: none"> <li>Goes out of way to help</li> <li>Identify your uniqueness</li> <li>Recognize your value</li> <li>Critiques when needed</li> </ul>	<ul style="list-style-type: none"> <li>Seeks your input</li> <li>Allows you to use strengths</li> </ul>	<ul style="list-style-type: none"> <li>Seeks your input</li> <li>Recognize/adapt to needs</li> <li>Goes out of way to solve issue</li> <li>Recognizes accomplishment</li> </ul>
Reliance	<ul style="list-style-type: none"> <li>Trusts you will do/be...</li> <li>Seeks your advice</li> <li>Comes to you for help</li> </ul>	<ul style="list-style-type: none"> <li>Allows you to do your work</li> <li>Trusts you'll meet deadlines</li> </ul>	<ul style="list-style-type: none"> <li>Seeks your advice</li> <li>Seeks input before solving</li> </ul>

# Examples from the real world

## **Kari Schmidt Oliver MD**

is faculty in the OB/GYN Residency Program at Aurora Health Care – Milwaukee. In her free time, she enjoys traveling with her family and pursuing her interests in the arts and hiking



## Another example

**Will Lehmann MD, MPH** grew up in Louisville, Kentucky and upon joining Aurora he served as medical director at the Walker's Point Community Clinic, the largest free clinic in the state of Wisconsin. He is now Program Director of the Aurora Family Medicine Residency Program - MKE. He enjoys spending time with family, downhill skiing/snowboarding, watching college/NFL football, and fishing.





# One last example

**Jake Bidwell, MD** Grew up in Baraboo, WI and since joining Aurora in 2002 he has served as Assoc PD and PD for the Family Medicine Residency in MKE. He is DIO for the Aurora Health Care Graduate Medical Education programs, VP Medical Educ-WI and President AUWMG. He is obsessed with his chickens and enjoys running, basketball, golf, working in his gardens, and welding.



# Time for breakout (room)

When you get to your group/ room:

1. **90 second Whip Around:** Participants introduce self by describing a way to make people **matter** at **interpersonal**
2. **Categorize & Brainstorm** examples by Type (Awareness; Importance; Reliance)
3. **Brainstorm as group for**
  - Meso Org Level (Program/Unit)
  - Macro Org Level (VP, DIO)



**Awareness – by others**

**Importance – to others**

**Reliance – by others**

STRATEGY ↓	LEVEL <input checked="" type="checkbox"/>			TYPE <input checked="" type="checkbox"/>			NOTES
	Interpersonal	Organizational	Societal	Awareness	Importance	Reliance	
		Micro Meso Macro					

# Report Outs – Mattering Strategies

Facilitators will Highlight  
1-2 (think level and type)



**Awareness – by others**

**Importance – to others**

**Reliance – by others**

# What will *you* commit to do?

Please write down one thing (on your phone, P&P) that **you will do** to enhance mattering when you get home

**THEN Please add** to AIAMC Session Evaluation form (in comments)



I will ...

# Summary

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**Mattering is a foundational concept** that can

- Promote inclusion and diversity
- Enhance well-being
- Lead to success

**Interventions** are often simple/inexpensive

**You can** make a difference today/tomorrow!





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- [Evidence-Based Inclusive Graduate Medical Education Recruitment Strategies](#)  
Alda Maria Gonzaga, MD, MS, FAAP, FACP; Jyothi Marbin, MD, FAAP; Kyla Terhune, MD, MBA, FACS
  - [A Practical Approach to Implicit Bias Training](#)  
Dotun Ogunyemi, MD
  - [Countering Bias in Assessment](#)  
Adelaide H. McClintock, MD; Tyra Fainstad, MD; Joshua Jauregui, M; Lalena M. Yarris, MD, MCR
  - [Words as Windows: Using Language to Move Toward an Inclusive Environment](#)  
Patcho N. Santiago, MD, MPH; Abigail W. Konopasky, PhD; Kenyon M. Railey, MD
  - [Implementing Systematic Culture Change to Improve Diversity in GME\(April 2022\)](#)  
Herodotos Ellinas, MD, MHPE, Franklin Trimm, MD David Kountz, MD, Jessica Bienstock, MD MPH
  - [Building Inclusion and Belonging in Training Environments \(June 2022\)](#)  
Quentin R. Youmans, MD, MSc, Maria Maldonado, MD, Utibe R. Essien, MD, MPH, Katherine Lupton, MD
  - [Patients as Sources of Microaggressions \(August 2022\)](#)  
Danielle Miller MD, Kirsten Wilkins MD ,Dotun Ogunyemi, MD\*

# A Few “Mattering” References

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- Prilleltensky I, Prilleltensky O. **How people matter: Why it affects health, happiness, love, work, and society.** Cambridge University Press; 2021.
- Pychyl TA, Flett GL, Long M, Carreiro E, Azil R. **Faculty perceptions of mattering in teaching and learning: A qualitative examination of the views, values, and teaching practices of award-winning professors.** Journal of Psychoeducational Assessment. 2022;40(1):142-158
- Bochatay N, Bajwa NM, Ju M, Appelbaum NP, van Schaik SM. Towards equitable learning environments for medical education: Bias and the intersection of social identities. Medical Education. 2022 Jan;56(1):82-90. [Highlights belonging & strategies]