TEACHING CULTURAL COMPETENCE: USING SIMULATION TO ADDRESS MICROAGGRESSIONS IN THE CLINICAL ENVIRONMENT

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CONFLICTS OF INTEREST AND DISCLOSURES:

- *Neither the planners or presenters indicated that they have any real or perceived vested interest that relate to this presentation.*
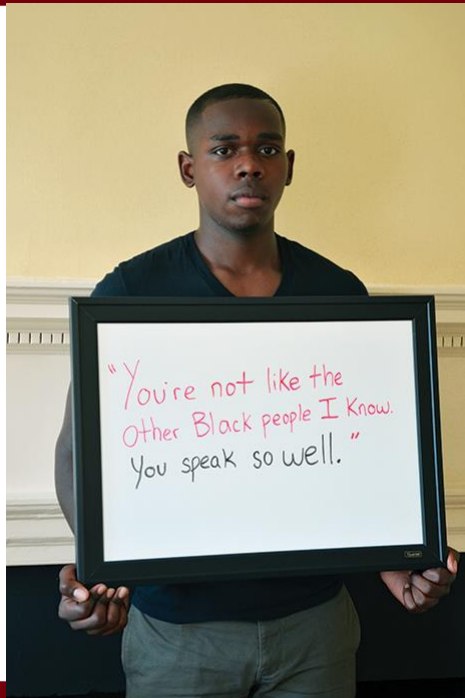
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PURPOSE

- The purpose of this study was to use virtual simulation vignettes to accomplish three primary goals:
    1. Increase awareness and understanding of microaggression in the workplace;
    2. Encourage open dialogue and foster self-reflection about microaggression; and
    3. Promote appropriate behaviors for confronting microaggression.

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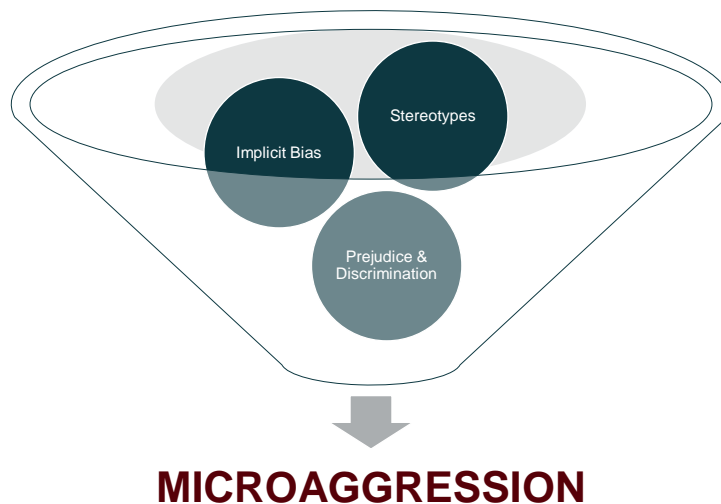
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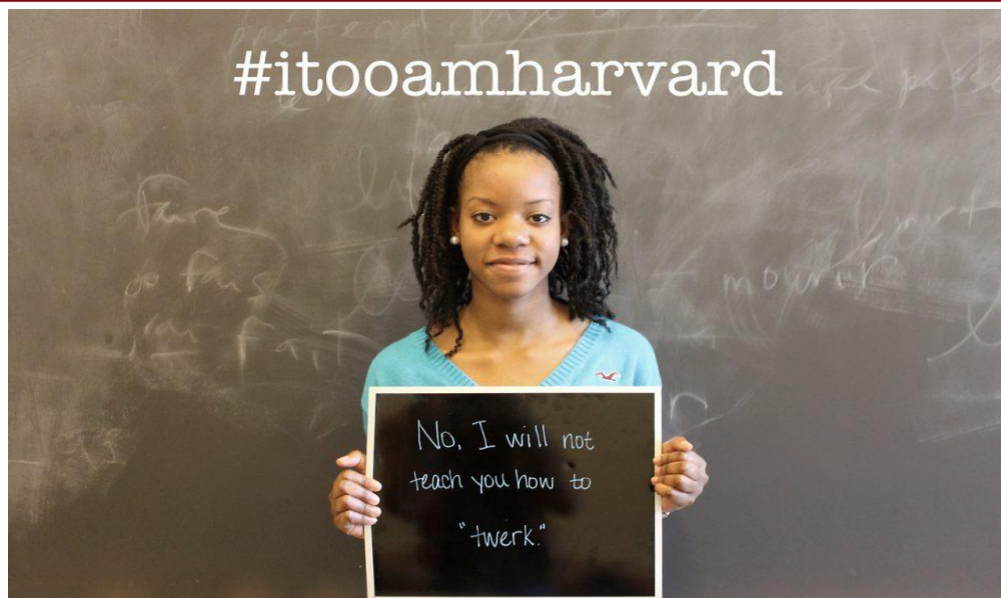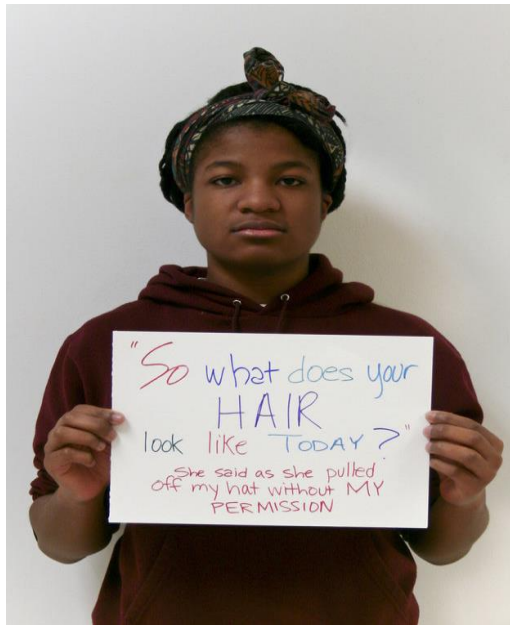
BIAS

- A tendency or inclination
- Unconscious bias is the cognitive equivalent of muscle memory, coming into play when we are faced with gaps in our own personal experience.
- Due to the human brain's tendency to create shortcuts, everyone has unconscious biases
- Bias usually leads to someone being treated unfairly
- In the past, having bias was believed to be rare, intentional and conscious
- Bias is implicit and unconscious
- It is something we all have

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IMPLICIT BIAS AND HEALTH DISPARITIES

- Racial and ethnic minorities receive lower-quality health care than white people—even when insurance status, income, age, and severity of conditions are comparable. IOM 2005
- Non-white patients receive fewer cardiovascular interventions.
- Black women are more likely to die after being diagnosed with breast cancer.
- Patients of color are more likely to be blamed for being passive with their health care.
- Heterosexual health care professionals have a moderate to strong preference for treating heterosexual people over gay and lesbian patients

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MICROAGGRESSIONS

- "Brief and commonplace daily verbal, behavioral, or environmental indignities, whether intentional or unintentional, that communicate hostile, derogatory, or negative racial slights and insults toward people of color." –Derald Sue

- The everyday verbal, nonverbal, and environmental slights, snubs, or insults, whether intentional or unintentional, that communicate hostile, derogatory, or negative messages to target persons based solely upon their identity.

<img>U of SC South Carolina</img>

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Implicit Bias

Stereotypes

Prejudice & Discrimination

MICROAGGRESSION

<img>U of SC South Carolina</img>

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MICROAGGRESSION AND HEALTH

- Lead to elevated levels of depression, trauma, & thoughts of suicide
- One recent study showed that Native Americans diagnosed with type 2 diabetes experienced racial microaggressions from their health care providers. Among those sampled in the study, a correlation was found between microaggressions and self-reported histories of heart attack, depressive symptoms, and prior-year hospitalization.

GOALS OF USING SIMULATION TO ADDRESS MICROAGGRESSIONS

- Enhance awareness of microaggression in the workplace
- Encourage open dialogue about microaggression
- Foster self-reflection of one's own biases

SOCIAL COGNITIVE THEORY

- **Self-efficacy:** The belief that an individual has control over and is able to execute a behavior.
- **Behavioral capability:** Understanding and having the skill to perform a behavior.
- **Expectations:** Determining the outcomes of behavior change.
- **Expectancies:** Assigning a value to the outcomes of behavior change.
- **Self-control:** Regulating and monitoring individual behavior.
- **Observational learning:** Watching and observing outcomes of others performing or modeling the desired behavior.
- **Reinforcements:** Promoting incentives and rewards that encourage behavior change.

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SCT & MICROAGRESSIVE BEHAVIOR

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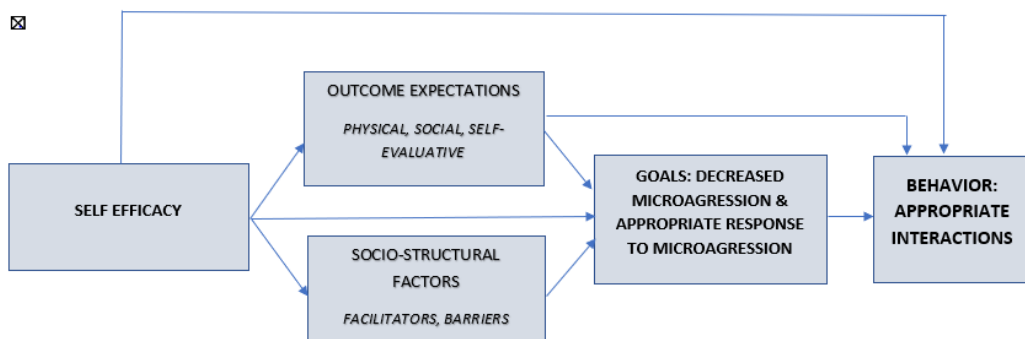
STUDY DESIGN

- Quasi-experimental; pre-test post-test
- Survey: Microaggressions survey along with demographics and items about student experiences with microaggression

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SAMPLE

- 140 upper division nursing students
- Students participated as small teams (5-8 students per team) in the simulation experience, followed by debriefing

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SIMULATION DEMONSTRATION

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RESULTS

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SUMMARY

- Microaggression is a significant problem in the healthcare setting, for students, patients, and staff
- We used Social Cognitive Theory to inform development of virtual simulations for undergraduate nursing students
- These simulations are both innovative and useful in addressing cultural awareness, diversity, and inclusivity across the nursing curriculum

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QUESTIONS AND COMMENTS

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