

MANAGING & MITIGATING Biases & Stereotypes

CHECK YOURSELF! For Providers

Consciously and continuously ask of yourself —“Why do I believe what I believe?” “What are my assumptions and truths?” “Where and how did I learn what I know?”

Help as much as you can. Listen a lot, hold your tongue and hold your horses! Don't be quick to judge, speak, or act without pause or self-reflection

Evaluate each situation and person separately and literally remind yourself not to be biased before a new patient arrives. Be a clean slate!

Critically reflect on what you say and do, and what is being said to you. Can you detect any mistrust from your patients? If so, do your best to address it, and use validating tones like...”I realize this is a challenging situation for you”, or “You are in good hands....”

Kindness goes a long way. If you do not begin your care from a place of kindness, you will not build the trust of your patients and they won't come back

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