

# Recognizing and Reducing Bias in Healthcare

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# What is Bias?

An inclination of temperament or outlook especially a personal and sometimes unreasoned judgment <sup>1</sup>

## Implicit vs. Explicit

- EVERYONE has bias
- Biases are survival mechanisms and are malleable
- Implicit biases do not always align with expressed beliefs

<sup>1</sup> Meriam-Webster. (2019). *Meriam-Webster Dictionary Online*. Retrieved 5 21, 2019, from Bias: <https://www.merriam-webster.com/dictionary/bias>

# Bias in healthcare results in:

- Hiring, promotion, staff retention
  - Patient-Provider interactions
  - Treatment decisions offered
- Treatment adherence by patients
  - Patient health outcomes

# Blind Spot Bias

Recognizing the impact of biases on the judgment of others while failing to see the impact of biases on one's own judgment.



# Negativity/Outcome Bias

Irrationally weighing the potential for a negative outcome as more important than that of the positive outcome.



# Hindsight Bias

You learn new information.

You understand the information.

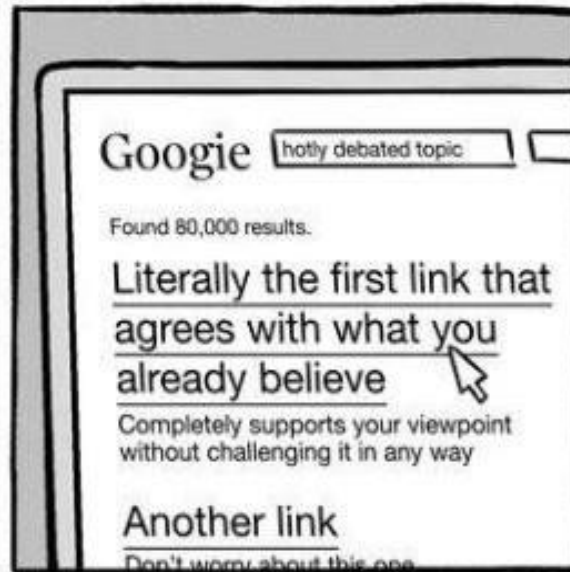
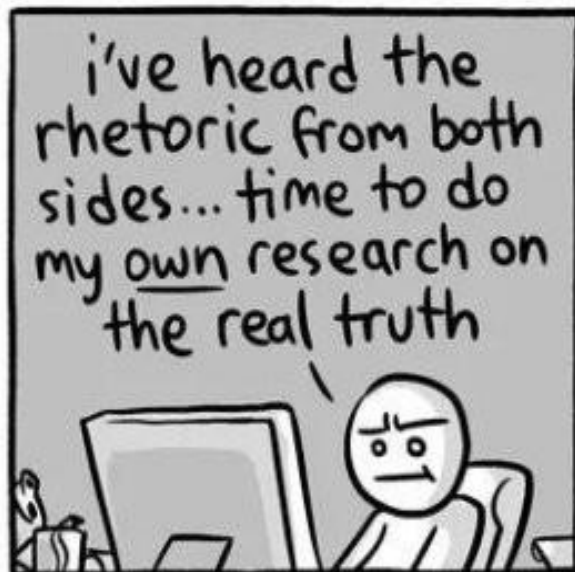
That information now seems  
obvious to you.

- You may feel others should inherently have this knowledge.
- You will assume future similar events will have similar results.



# Confirmation Bias

A human tendency to search out, interpret, prefer, and recall information in a way that confirms one's own beliefs, theories, or ideas while giving far less attention or credence to information that contradicts it.



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# Attribution Bias

When judging others we tend to assume their actions are the result of internal factors, whereas we tend to assume our own actions arise because of the necessity of external circumstances.

## **Self Serving Bias** (Fundamental Attribution)

We attribute successes and positive outcomes to our doing, but, when we face failure and negative outcomes, we tend to attribute these events to other people or contextual factors outside ourselves.

<https://www.youtube.com/watch?v=NfF3bThOW0Q>



# Anchoring Bias

Relying on pre-existing information or the first information they receive when making a decision.

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# Reducing Bias

- Practice Self-Awareness
- Provide feedback respectfully
- Respect feedback from others
- Review and retrain OFTEN
- When bias is identified:  
*FACE IT AND CHANGE IT*