Looking Forward Through the Patient Lens: Liability or Superpower?

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Objectives

By the end of this presentation, each participant will be able to:

- Discuss at least 2 types of unconscious bias
- Explain how unconscious bias can affect our leadership and work style
- List two things everyone can do about their own bias
Melissa Roberts, MSN, RN

Patient & Nurse
Disclosure

I have nothing to disclose
“The only source of knowledge is experience.”

- Albert Einstein
What this presentation is not....

• This is not based on any personal research
• This is not a case study
• This is not about clinical or academic work
• This is not a talk about bias related to diversity, equity and inclusion
• This is not groundbreaking
What this presentation IS....

• One person’s experience
• A description of one way to leverage personal experiences as a leader
• A discussion of the types of bias we all have, whether we know it or not
• A few tips about how to prevent your experiential bias from becoming a liability
• Part of the ironic (and sometimes funny) history of who I am
Bias [ˈbīəs]
(noun) prejudice in favor of or against one thing, person, or group compared with another, usually in a way considered to be unfair.
Unconscious Bias
What is it and why does it matter?
Types of Bias Relevant in Healthcare

Experiential Bias

- Experiential Bias can be helpful or detrimental
- It can reduce willingness to take risk or make one inaccurately perceive the risk of a situation
- Being able to see things from the opposite perspective can be helpful, and experiential bias can make this more difficult

“I don’t think we should {{do that}}—do you remember what happen the last time we did that? It was a disaster!”
Types of Bias Relevant in Healthcare

Recruitment/Talent Bias

- Our individual biases can affect how we hire team members
- It’s important to understand your own tendencies

Physical/Attraction Bias
- Similarity or Affinity
- Halo/Horns
- Attribution Bias
- Beauty Bias
My Story Experience

- This is not a story...this is my lived experience
Exposure to nursing and healthcare at a young age led to my career as a nurse.
My first role in organ donation and transplant put me on a lifelong career path.
My First Break

My first ...of 15 breaks
The Wait

My wait for a kidney-pancreas transplant

8.5
The Present

Gratitude, luck and perseverance
My Biases

- Accuracy of data...superpower
- Patient is always right...liability
  - Appreciation of non-medical therapies...sometimes a superpower, sometimes a liability
- Transplant is a wonderful, life-changing experience...can be a liability
Managing Bias

A few steps you can use to identify and manage the biases you didn’t even know you had

1. Identify Your Own Biases
   Tests available to help you identify your unconscious biases
   Harvard’s Implicit Association Test (IAT)

2. Acknowledgement
   Recognize them when they come up

3. Change Behavior
   Take a moment when making a big decision and consider your biases. Make sure they aren’t playing a part.
Kirk Veach

*My Hero*

Lost his life at 18 and gave life to 5 individuals.
He is the hero I never knew.
SUMMARY

We all have biases.
We all have superpowers.
THANK YOU!

Questions?

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